

Comfort Centre Set-up Checklist for Non-HRM Organizations

Authority to set up comfort centre:

- A comfort centre can be stood up after receiving authority from the Halifax emergency management office and the Chief Administrator Officer.
- If a comfort centre operates without the authorization of the Halifax emergency management office and the chief administrator officer, the comfort centre and volunteers will not be covered by insurance or financial reimbursement of any kind by the Halifax regional municipality.
- Please note - the comfort centre does not offer any sleeping arrangements.

Phase 1: Initial Notification

After notification and authorization to set up the comfort centre:

- Establish Contact method, direct phone line, with Emergency Management Office.
- contact required staff to operate.
 - You will need a minimum of two people to operate, one of them being a comfort centre manager.
 - The comfort centre manager is the person in charge of delegating authority.
- Establish comfort centre schedule with available staff.
 - shifts should be run on a minimum of four-hour rotations,
- communicate opening schedule with the Emergency Management office.

Phase 2: Comfort Centre Set-up

- Draw up proposed layout of the centre.
- The comfort centre manager inspects the area and notes any concerns.
- Set up comfort centre,
 - Registration desk, tables, chairs etc. At front entrance
 - Administrative materials are found in your comfort centre kit.
 - Ensure you have the incident log and volunteer registration sheet.
 - Set up coffee and tea.
 - Set up comfort centre signage at entrance.
- Comfort centre manager to ensure all volunteers are checked in and logged.
- Set up Comfort Centre Roadway signs
- Comfort Centre Manager Assign a person to registration desk to establish a check-in, check-out logs

Phase 3: operating the comfort centre.

- The comfort centre manager opens incident log and input open time.
- The comfort centre manager is responsible for acquiring refreshments.
- Comfort centre manager to ensure daily check-ins with volunteers to discuss comfort centre schedule, open and close times and any procurement and arising issues.
- Any other logistics are required to be reported to the emergency management office.
 - Donations of food are not to be accepted by the public. Donations of food or refreshments may be provided by licensed service providers, only after consultation with Halifax Emergency Management Liaison.
- Fill out Incident Log with any notable information.
 - Found in your comfort centre kit.
- Any comfort centre issues should be communicated to the Emergency Management Office.

Phase 4: Closure of the comfort Centre

- The comfort centre may close down early, depending on lack of attendance. This decision must be coordinated between the comfort centre manager and the emergency management office.
 - This will only be considered if there has been no attendance at the comfort centre location.
 - When closing early a sign must be left outside the Door stating the comfort centre has closed.
- After closing, the paperwork, registration sheets and Incident logs- Must be passed to the emergency management office.
- Upon closing, the facility areas used must be returned to the same if not better condition when opened.
- Take down all open signage
- Close and secure doors.

Halifax Emergency Management Contact:

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