



(Insert Team Name) Joint Emergency Management Team *(Insert Team initials-JEM)* Guidelines

Purpose

The *(Insert Team Initials)*-JEM team is a group of community-based volunteers, stakeholders and partners who plan, co-ordinate and implement strategic responses to local emergency situations. Activities include, but are not limited to, promotion and awareness of local community resources, training local agencies and volunteers, and providing local input to the HRM EOC.

Mandate

To ensure a co-ordinated approach to emergency management for the safety of all residents within our identified area of the *(Insert Team's Area's Name)*.

Membership

Any resident of *(Insert Team's Area's Name)*. *(Team bounding community names)* who are age eighteen (18) or older may be a member of *(Insert Team's Initials)*-JEM. Membership is also open to any group that is active within this identified area.

Positions

Executive positions elected at the Annual General Meeting (AGM):

(Insert Teams Initials)-JEM Chairperson- responsibilities:

- chairs meetings decide all questions of order (as per Robert's Rules of Order) and takes all votes.
- votes in the election of positions, but shall not vote on other questions except in the case of a tie (in which case s/he becomes the deciding vote)
- recommends equipment needs to HRM EMO
- reports the status, condition, and assignment of equipment to HRM EMO
- reports on status of local emergency activities, alerts, and responses
- identifies and implements sub-committees, as needed
- serves as signing authority
- accepts accountability for all financial transactions and assets.
- speaks as official spokesperson for the team
- may be an ad hoc member of any sub-committee

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(Insert Teams Initials)-**JEM Vice Chairperson - responsibilities:**

- fulfills duties of Chairperson in absence of same
- co-ordinates sub committees as requested by Chairperson
- votes in all instances, except when acting as Chairperson
- serves as alternate signing authority as needed

(Insert Teams Initials) -**JEM Secretary - responsibilities:**

- sends out notices for all meetings
- records and distributes minutes of meetings
- updates and tracks membership
- notifies all members and issues notice of Annual General Meeting (AGM)
- validates registration to vote at AGM
- prepares business items, amendments for approval and annual report for AGM
- sends and receives all correspondence
- votes in all instances
- serves as signing authority as needed
- maintains files and records of team activities and history, copies of all PR materials and inventory reports of assets and equipment
- serves as Treasurer until such time as a separate position is deemed necessary

(Insert Teams Initials) -**JEM Treasurer - responsibilities (as required):**

- compiles financial report for AGM
- Records and reports all financial transactions and account status
- Serves as signing authority
- Responds to any audit requests as and when needed

NOTE: HRM EMO does not recommend JEM Teams handling or holding monies.

Non-Elected Positions

(Insert Teams Initials) -**JEM Past Chairperson - responsibilities:**

- fulfills duties of Vice Chairperson in absence of same
- co-ordinates sub committees as requested by Chairperson
- votes in all instances
- responsible for nomination committee for AGM
- co-ordinates election at AGM

(Insert Teams Initials) -**JEM Quartermaster – responsibilities:**

- follows equipment control procedures
- distributes and tracks assets
- submits reports on status, condition and assignment of equipment as directed

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(Insert Teams Initials) -JEM Public Relations / Media – responsibilities:

- establish and maintain contact information for all local media
- distribute releases for *(Insert Teams Initials)*-JEM promotion and events
- liaise with HRM Corporate Communications Representative with HRM EMO's approval as needed

(Insert Teams Initials) -JEM Co-Ordinators – responsibilities as required:

- oversees and guides the work of the standing and sub-committees
- reports activity of committees as directed by Chairperson

(Insert Teams Initials) -JEM Standing Committees / Sub Committees

Standing committees and Sub Committees may be formed as required and co-ordinated by a member in good standing.

Meetings

At least eight (6) meetings will be held annually, at the call of the Chairperson. Committees will meet at the direction of their Chairs. The AGM will be held in June following the year-end of March 31st.

Member Definition

Members – those who are active with *(Insert Teams Initials)* -JEM i.e. those who respond to five (5) contacts per year. A Member may vote on any given issue and carries one vote at the AGM.

Associate Members – those who are not active but wish to receive all information distributed via hfxAlert. An Associate member does not carry a vote at any time.

Partners - organizations who work with us to achieve the same goals. Each organization has one vote on any given issue and carries one vote at the AGM.

Annual General Meeting Protocol

The Annual General Meeting (AGM) will be held annually in June.

Notifications will be sent out fourteen (14) days in advance via e-mail, hfxAlert, and other media as deemed necessary.

The Agenda for the AGM will include, but not be restricted to the following:

- Approval of the Minutes of the AGM held the previous year.
- Annual reports, written and submitted, from the Chair and each of the program sub-committees
- Elections are held for the positions of Chair, Vice Chair, Secretary and Treasurer (if needed).

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Terms of Office

To provide continuity to the Executive, the Chairperson may move to Past Chairperson position. A term is defined as the period from the Annual General Meeting (AGM) in June to the AGM the following June (1year).

All executive positions can only serve a maximum of four (4) consecutive terms (re-elected annually) in any one position.

After a term in office, you are eligible to serve in any of the other executive positions.

Voting Procedures

Members in good standing may vote at the elections. Membership will be validated by the Secretary.

Nominations for positions may be accepted in advance, in writing, by the Secretary or candidates may be nominated from the floor at the meeting.

The EMO representative (non-voting) shall assume the Chair during the voting procedure.

Votes are registered by secret ballot and counted by the EMO representative and one other person not standing for election.

All positions are for one (1) year terms, re-elected annually.

Quorum

A quorum shall be a minimum of five (5) or 50% + 1 of voting members who are in good standing and who are present at the meeting

Good Standing Criteria

Members and partners in good standing are those who maintain contact with the organization on a regular basis, fulfil the responsibilities of their job description and who have neither voluntarily withdrawn from membership nor been removed or suspended from membership.

Members are encouraged to attend meetings, engage in policy and mailing list discussions, and exercise their responsibility to vote in elections.

Amendment Policy

All amendments should be submitted, in writing, to the Secretary who sends the amendments out to the membership one month in advance of the vote. Feedback goes back through the

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Secretary to be revised at the meeting. Amendments will be ratified twice a year - at the AGM and at the January monthly meeting.

Complaints

Complaints must be in writing, signed and submitted to a member of the Executive.

Conflict Management

Conflict is defined as inappropriate behavior that disrupts the meeting or business of the organization.

A major or hostile conflict is an aggressive inappropriate behaviour which can result in suspension of membership and potential dismissal from the organization.

Inappropriate behaviour is any action that falls outside expected conventions of acceptable social interaction including, but not limited to, abuse, bullying, committing a crime, destruction of organization's property, disruptive behaviour, humiliation, inappropriate sexual behaviour, indecency, intimidation, intoxication, lack of respect towards others, physical and verbal aggression, misuse of private information.

Minor conflicts are mediated by the Chair or Designate and one other member in good standing (see definition above)

If any conflict involves the Chair, the issue should be referred to JEM Council for resolution.

If conflict is repeated by the same person and the issue cannot to be resolved within the *(Insert Teams Initials)* -JEM, it should be referred to the JEM Council for follow-up and resolution.

Suspension

This action is initiated by the Chair or Designate following approval of the Executive. Reasons for suspension include, but are not limited to, disruptive, or other aggressive inappropriate behavior.

Dismissal

The Executive shall have the authority to dismiss any member after all avenues to find a resolution have been exhausted. Reasons for dismissal include, but are not limited to, abuse, theft, negligence, or aggressive behavior at any *(Insert Teams Initials)* -JEM meeting or event.

Because the duties of *(Insert Teams Initials)* -JEM involve dealing with vulnerable people, conviction of a criminal offence while involved with ES-JEM is cause for dismissal. Evidence of a

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criminal offense on a police records check is sufficient reason to refuse an applicant membership in *(Insert Teams Initials)* -JEM.

Removal

Removal is a formal process in which a member of the Executive is accused of unlawful activity, the outcome of which, may include the removal of that person from office as well as criminal or civil punishment.

Seventy-five percent (75%) of the members must be present and in good standing to vote. Reasons for removal include, but are not limited to, negligence, abuse, or fraud.

Conflict of Interest

A situation where an individual, or the organization s/he represents, has a direct or indirect competing interest with the Agency's activities. This competing interest may result in the individual being able to benefit from a situation or prevent the Agency from achieving a best outcome.

Conflict of interest for the Agency includes conduct which is not in keeping with its Fundamental Principles. In particular, the principles of neutrality and impartiality cannot be comprised

Conflict of interest includes, but is not limited to, situations

- Where a volunteer's private affairs or financial interests' conflict with their volunteer duties, responsibilities and obligations, or result in a public perception that a conflict exists
- Where the volunteer's ability to act in the public interest could be impaired.
- Where the actions of a volunteer would compromise or undermine the trust that the public places in the organization.

Activation Cycle

- **Alert Protocol** - Chair or designate receives information regarding an impending event
 - Chair or designate puts alert call out prior to event.
 - CSRs are requested to report any changes in local conditions prior to and during an event e.g. road closure, flooding.
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- **Activation Protocol** - Following activation by EMO, Chair or designate sends out activation call to all CSRs immediately prior to event, to report any changes in local conditions e.g. road closures, flooding, loss of power.

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- Chair or designate updates event status regularly via hfxAlert or alternative means
- All CSR reports are passed on to HRM EMO.
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- **Deactivation Protocol** – EMO decides when event is over and deactivation call goes out via hfxAlert or alternative means
- *(Insert Teams Initials)* -**JEM Support Centre** – if a local Support Centre is activated, key identified personnel will be called through hfxAlert, as needed.
- **Comfort Centres and Support Staff** - Request to open a Comfort Centre can come from HRM or from any community resident. Chair or designate decides the Comfort Centre site and activates the contact person or support group as appropriate upon approval from HRM EMO. Comfort Centres are deactivated by EMO.

Duty Officer - On-Call Protocol

The Duty Officer is assigned by the Chair on a weekly rotation and is provided with the complete JEM Duty Officers Handbook and Reference Guide and the Telecommunications Plan.

This position is responsible for monitoring the Emergency phone line and processing all calls, giving priority to those reporting a potential incident or threat in the community.

The Duty Officer assumes the role of Chair (see Chair role and responsibilities) while on duty and is authorized to send out alerts and activate volunteers.

The Duty Officer liaises with EMO and, when notified by EMO, is authorized to open Comfort Centres. In the event of an emergency incident, the duties of the Duty Officer can be transferred to the Chair, Vice Chair or Secretary, as necessary.

Communication Liaison Officer

The Communication Liaison Officer must maintain an up-to-date listing of all relevant contact information relating to, but not limited to, the following: Radio stations, Media outlets, other JEMs, HRM EMO, RCMP, Police, Fire, Ambulance, Hospitals, Red Cross, St. Johns Ambulance, DNR, ESGSAR, DART, Social Services, Victims Services, 4 Wheelers, Equestrian Centres, Comfort Centres, Schools, local Supermarkets, Doctor's offices, and Vets.

General Administration

All borrowing or purchasing of any asset must be pre-approved by the Executive.

All books and records of the agency must be available for inspection by any member in good standing at their request.

NOTE: HRM EMO does not recommend JEM Teams handling or holding monies.

JEM Council

There is one (1) voting position at the Council level from each of the JEMs within HRM. Any JEM Executive member is automatically a Council member plus one other member in good standing

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designated by the JEM membership. However, Council meetings are open to all members to attend. - See JEM Council Guidelines for further details.

Program Descriptions

Comfort Centres

A safe, temporary location where residents can rest, receive refreshments and information updates on the emergency. These Comfort Centres (CC) are staffed by members registered with the local JEM team.

Centres are pre-designated and have a Memorandum of Understanding (MOU) with HRM EMO. The *(Insert Teams Initials)* -JEM visits the site and provides an overview presentation outlining the expectations of being a Comfort Centre prior to submitting an MOU for approval.

Community Status Reporter

Residents may be registered as Community Status Reporters (CSR) and receive weather warnings by phone or email (hfxAlert). Their responsibility is to provide timely and specific reports on conditions and situations in their respective communities e.g. power outages, fallen trees, flooding. Reporters are not required to venture out during a storm, but only to report their observations from a place of safety. Reports are forwarded to the EOC in HRM and assist emergency workers in deploying resources where they are most needed.

Community Outreach

Vulnerable residents who live alone, are frail or who might need assistance during an emergency are encouraged to register with the ES-JEM team. This ensures that they will be contacted during a prolonged, area-wide emergency to verify their safety and / or needs.

JEM Support Centre

This is a local JEM Operation Centre where local agency representatives can meet to direct the response locally.

Public Awareness and Education

The JEM team educates the public on Emergency Preparedness through presentations to local groups and having tables at various fairs, expos, and events.

Emergency Planning

The JEM Team collect information for our sector profile and advise HRM EMO on situations in our area during emergency situations.

Training

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Training modules are developed at the Council level and presented by members of the Council training team. Standardized training modules are used to ensure consistency throughout HRM and to facilitate movement among JEM teams during responses.

Addendum to Guidelines

- **Glossary**
- **List of Acronyms**
- **Local Risk Assessments**
- **Role of Community Status Reporter**
- **Role of Comfort Centre**
- **Comfort Centre Listing and Contacts**
- **MOU for Comfort Centres**
- **Agency List**
- **Supplier Lists**
- **Resource List – Equipment, pamphlets, brochures.**
- **Advertising and deadline dates**

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Glossary for ES-JEM

All-Hazards Emergency Management Planning

An approach that recognizes that the actions required to mitigate the effects of emergencies are essentially the same, irrespective of the nature of the event, thereby permitting an optimization of scarce planning, response, and support resources. The intention of all-hazards generic emergency planning is to employ generic methodologies, modified as necessary by particular circumstances.

All-hazards incorporates natural and man-made hazards threats including traditional emergency management events such as flooding and industrial accidents; as well as national security events such as acts of terrorism; and cyber events.

All Hazards

Referring to the entire spectrum of hazards, whether they are natural or human-induced.

Note: For example, hazards can stem from industrial accidents, national security events or cyber events

All Hazards Approach

An emergency management approach that recognizes that the actions required to mitigate the effects of emergencies are essentially the same, irrespective of the nature of the incident, thereby permitting an optimization of planning, response, and support resources.

Note: The intention of an all-hazards approach is to employ generic emergency planning methodologies, modified as necessary according to the circumstances

All Hazard Risk Assessment

The process of identifying, analyzing, and evaluating risks using an all-hazards approach.

Accident

An unintended, unplanned, and unexpected event that interrupts an activity and sometimes causes injury or damage. Examples of accidents include transportation accidents, hazardous material spills or releases, fire, and accidental explosions.

Asset

Any tangible or intangible thing. Assets include but are not limited to information in all forms and media, networks, systems, materiel, real property, financial resources, employee trust, public confidence, and international reputation.

Business Continuity Planning

An all-encompassing term that includes the development and timely execution of plans, measures, procedures, and arrangements to ensure minimal or no interruption to the availability of critical services and assets.

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Business Impact Analysis

The process of determining the impact on an organization should a potential loss identified by the risk analysis occur. The BIA should quantify, where possible, the loss impact from both a business interruption (number of days) and a financial, loss of life or another standpoint.

Critical Service

Service whose compromise in terms of availability or integrity would result in a high degree of injury to the health, safety, security or economic well-being of Canadians, or to the effective functioning of the Government of Canada and must be continuously delivered (has no or very limited downtime).

Concept of Operations

Concept of operations provides a framework to operationalize horizontal management and an effective governance structure and delineates clear roles and responsibilities of the principal committees and individuals central to each phase of the incident management process.

Critical Infrastructure

Critical infrastructure refers to processes, systems, facilities, technologies, networks, assets, and services essential to the health, safety, security or economic well-being of Canadians and the effective functioning of government. Critical infrastructure can be stand-alone or interconnected and interdependent within and across provinces, territories, and national borders. Disruptions of critical infrastructure could result in catastrophic loss

Disaster

An event that results when a hazard impacts a vulnerable community in a way that exceeds or overwhelms the community's ability to cope and may cause serious harm to the safety, health or welfare of people, or damage to property or the environment. Note: A disaster may be triggered by a naturally occurring phenomenon that has its origins within the geophysical or biological environment or by human action or error, whether malicious or unintentional, including technological failures and terrorist acts.

Disaster Risk Reduction

The concept and practice of reducing disaster risks through systematic efforts to analyze and manage the causal factors of disasters, including through the mitigation and prevention of exposure to hazards, decreasing vulnerability of individuals and society, strategic management of land and the environment, improved preparedness for disaster risks, coordinated response and planning and forward looking recovery measures.

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Emergency

A present or imminent event, including IT incidents, that requires prompt coordination of actions to protect the health, safety, or welfare of people, or to limit damage to assets or the environment.

Emergency Management

The management of emergencies concerning all-hazards, including all activities and risk management measures related to prevention and mitigation, preparedness, response, and recovery.

Emergency Operations Centre

A designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to an emergency.

Emergency Support Function

Emergency support functions are emergency response actions in support of the needs that are anticipated to arise prior to or during an emergency.

Environmental Scan

The process by which key external and internal factors and risks influencing an organization's policy and management agenda are identified.

Frequency

The number of occurrences of an event in a defined period.

Hazard

A hazard is a potentially damaging physical event, phenomenon or human activity that may cause the loss of life or injury, property damage, social and economic disruption, or environmental degradation.

Hazard Identification

The process of identifying, characterizing, and validating hazards. Note: Hazard identification looks at the type, the properties and the potential effects of hazards and is part of hazard assessment

Natural Hazard

A source of potential harm originating from a meteorological, environmental, geological, or biological event. Note: Examples of natural hazards include tornadoes, floods, glacial melt, extreme weather, forest and urban fires, earthquakes, insect infestations, infectious disease.

Incident

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An occurrence or event, sometimes comparatively, trivial, which precipitates or could precipitate political unrest, open warfare, etc. (Oxford English Dictionary)

Incident Command System

A standardized on-scene emergency-management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Risk

The combination of the likelihood and the consequence of a specified hazard being realized; refers to the vulnerability, proximity, or exposure to hazards.

Risk Analysis

A process to comprehend the nature of a risk and to determine its level.

Risk Identification

The process of finding, recognizing, and recording risks.

Risk Assessment

The concept of risk is defined as a product or process which collects information and assigns values to risks for the purpose of informing priorities, developing, or comparing courses of action, and informing decision making.

Risk Profile

A description of an entity's existing management practices, common vulnerabilities, tolerance and key interdependencies concerning its particular risks, as well as an assessment of their relative likelihood, consequences and priority.

Risk Management

The use of policies, practices and resources to analyze, assess and control risks to health, safety, environment and the economy.

Risk Register

A register that contains a list of identified risks and related information used to facilitate the monitoring and management of risks. Note: The risk register is generally in the form of a table, spreadsheet or database and may contain the following information: statement or description of the risk, source of risk, areas of impact, cause of the risk, status or action of sector network, existing controls, risk assessment information and any other relevant information.

Risk Tolerance

The willingness of an organization to accept or reject a given level of residual risk.

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Note: Risk tolerance may differ across an organization but must be clearly understood by those making risk-related decisions.

Response

To act during or immediately before or after a disaster to manage its consequences through, for example, emergency public communication, search and rescue, emergency medical assistance and evacuation to minimize suffering and losses associated with disasters.

Recovery

To repair or restore conditions to an acceptable level through measures taken after a disaster, for example return of evacuees, trauma counseling, reconstruction, economic impact studies and financial assistance. There is a strong relationship between long-term sustainable recovery and prevention and mitigation of future disasters. Recovery efforts should be conducted with a view towards disaster risk reduction.

Resilience

The capacity of a system, community, or society to adapt to disruptions resulting from hazards by persevering, recuperating, or changing to reach and maintain an acceptable level of functioning. Note: Resilience is built through a process of empowering citizens, responders, organizations, communities, governments, systems, and society to share the responsibility to keep hazards from becoming disasters.

Preparedness

To be ready to respond to a disaster and manage its consequences through measures taken prior to an event, for example emergency response plans, mutual assistance agreements, resource inventories and training, equipment, and exercise programs.

Partner

Any individual, group, or organization that might be affected by, or perceive itself to be affected by an emergency.

Situational Awareness

Situational Awareness is having insight into one's environment and circumstances to understand how events and actions will affect business objectives, both now and soon.

Standard Operating Procedures

SOPs are a set of instructions constituting a directive, covering those features of operations which lend themselves to a definite, step-by-step process of accomplishment. SOPs constitute a complete reference document or an operations manual that provides the

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purpose, authorities, duration, and details for the preferred method of performing a single function or several interrelated functions in a uniform manner.

Threat

The presence of a hazard and an exposure pathway; threats may be natural or human-induced, either accidental or intentional.

Threat assessment

The process of identifying or evaluating entities, actions, or occurrences, whether natural or man-made, that have or indicate the potential to harm life, information, operations and/or property.

Vulnerability

The conditions determined by physical, social, or economic impacts.

Vulnerability Assessment

A process for identifying physical features or operational attributes that render an entity, asset, system, network, or geographic area susceptible or exposed to hazards.

DEFINITIONS

Comfort Centre (CC) – a safe place opened in times of disaster to provide refreshment and information to the public in the affected area.

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Comfort Centre Manager (CCM) – person in charge in a Comfort Centre.

Community Status Reporter (CSR) – individuals in the community who can watch changing weather conditions and report any damage in their immediate area.

Emergency Management Organization (EMO) – a team that plans and co-ordinates response at the Municipal level

Joint Emergency Management (JEM) – a team of responders that plan and co-ordinate response at the local level in times of emergencies / disasters.

(Insert Teams Name) **Joint Emergency Management** *(Insert Teams Initials)* -JEM) – The Joint Emergency Management team for the *(Insert Teams Named Area/Region of responsibility)*.

Emergency Operation Centre (EOC) – a site opened during an emergency to co-ordinate response at the Municipal level

(Insert Teams Named Area/Region of responsibility)– the geographical area bounded *(boundaries of JEM Team’s Region)*.

ACRONYMS

CC – Comfort Centre
CCC – Canadian Coast Guard
CCM – Comfort Centre Manager
COP - Citizens on Patrol
CSR – Community Status Reporters
CRC - Canadian Red Cross
DARTNS - Disaster Animal Response Team Nova Scotia
DCS - Department of Community Services
DNR - Department of Natural Resources
DOT - Department of Transportation
EHS - Emergency Health Services
EMO – Emergency Management Organization
EOC – Emergency Operation Centre
ESGSAR - Eastern Shore Ground Search and Rescue
ES-JEM – Eastern Shore Joint Emergency management
GSAR - Ground Search and Rescue
JSC – Joint Support Centre
LO – Liaison Officer
MSC – Municipal Support Centre
NSP – Nova Scotia Power
RCMP - Royal Canadian Mounted Police
SSS – Support Staff Supervisor

Role of Community Status Reporters (CSR)

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Your role as a CSR is to be our “eyes and ears” in your area. You are NOT expected to leave the safety of your home or to put yourself in harm’s way at any time – simply observe from your window and report. If you wish to be more involved in this effort, we encourage you to come to the monthly meetings, attend training sessions (e.g. Comfort Centre Management), volunteer to staff the kitchens during an event or assist at community displays.

CSR POLICIES AND PROCEDURES

1. You will receive a call through hfxAlert informing you of weather or other events that could affect your area. If it is an official activation (i.e. By EMO) you will be asked to return the call to a given number and report in. This will have a dual purpose

(A) You will be given any necessary instructions

(B) JEM’s will know that you are available in the role of a CSR. If it is an “alert”, the call will inform you of the event and you are to call in only if you find anything unusual in your area.

2. If any of the conditions listed on the CSR Checklist or any other situation you feel EMO should be aware of occurs, you are asked to call your contact number and report the situation.

Role of Comfort Centres

Function: Comfort Centres function as locations where people can access warmth, refreshments, light meals, comfort, and information updates. They are also rest places for agencies and could also be inoculation centres.

Definition: Any building that can offer shelter in a crisis.

: preference would be a building that can offer shelter, warmth, lights meals, refreshments and parking.

: Prefer facilities that have backup power i.e. generator

: Will use HRM owned facilities 1st and privately owned facilities next

Process:

: *(Insert Teams Name)* -JEM is responsible to identify facilities that could be potential Comfort Centres, but anyone can also suggest a building that might be a Comfort Centre.

: Once a site has been identified, the *(Insert Teams Name)* -JEM team members tour the site and arrange to give a presentation on the role, expectation, and responsibility of being a Comfort Centre.

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- : If the facility group are still interested following the presentation, a Facility Questionnaire is completed which describes the facility in detail. This information is then entered into the data base and a Memorandum of Understanding (MOU) is completed and submitted for approval.
- : An annual follow-up is done to record changes in the facility and the contacts.

Expectations:

- : The facility should appoint two contacts with their telephone numbers for our data base.
- : If possible, the facility should provide volunteers to operate the Comfort Centre under the direction of our Comfort Centre Manager(s). If this is not possible, volunteers may be brought in from other Comfort Centre locations that are not activated.

Advantages:

- : Insurance coverage is provided during an activation.
- : During an activation, supplies are provided, however, should the facility use any of their own supplies, they can apply to be reimbursed.

Added notes: A facility cannot open until requested by *(Insert Teams Name)* -JEM, otherwise insurance is not activated.

- : If the facility group identifies a need for the Comfort Centre to be opened, they should notify *(Insert Teams Name)* -JEM.
- : Comfort Centres are only opened as needed and are closed as soon as the crisis is over.
- : They are not Evacuation Centres and do not offer overnight accommodation.
- : A facility could be open 23 hours a day depending on the need and could operate more than one day. For this reason, there are two Centre Managers and Support Staff assigned throughout the activation.
- : If anyone is interested in being a Comfort Centre Manager, we do offer a one-day course.