

Town of Riverview

Comfort Centre Guidelines



Emergency
Measures
Organization

Dated: October 16, 2025

Comfort Centre Guideline

Purpose:

The aim of this guideline is to standardize terminology and communicate a common understanding of Comfort Centres. The policy also provides an overview of the activation criteria for various Comfort Centre types, and outlines comfort centre location options based on the type of centre activated and the size of community impact.

The policy will outline the activation criteria used by the municipality for Comfort Centres. Congregate shelters are not covered by this policy

Scope:

This policy is applicable to identified Comfort Centres within the Town of Riverview as officially designated by the Town of Riverview Emergency Measures Organization.

Definitions:

Comfort Centre- An umbrella term that describes a facility set up to provide temporary daytime relief and support to individuals affected by emergencies such as power outages, extreme weather, or other significant disruptions. These centers offer essential services like food, water, a place to charge electronic devices, and up-to-date information about the ongoing situation. Unlike emergency shelters, comfort centers do not provide overnight accommodations.

Emergency (Congregate) Shelter- An Emergency or Congregate Shelter describes a facility operated by a municipality for the provision of life sustaining services in a safe, sanitary and secure environment for community members who have been impacted by a disaster, or impending disaster. Services within a Shelter may include meals, sleeping accommodations, personal services, psychological support and other emergency social services depending on the nature of the emergency.

Cooling Centre- A type of Comfort Centre which serves as a facility where community members may go to cool off during extended periods of extreme heat. A Cooling Centre is a public facility that is typically air conditioned.

Warming Centre- A type of Comfort Centre which serves as a facility where community members may go to warm up during extended periods of cold weather in conjunction with widespread power outages.

Charging Centre- A type of Comfort Centre which serves as a facility where community members may go to charge personal devices during a widespread and prolonged power outage. This type of centre will typically operate in warmer seasons of the year when a Warming Centre is not required during an extended power outage.

Activation Guidelines- Cooling Centre

Background Information




The province of New Brunswick has a heat alert system called HARS, which stands for *Heat Alert and Response System*. The system contains three heat alert levels. These

levels are based on three factors that characterize an extreme heat event: intensity, duration, and night-time exposure, i.e. overnight temperatures.

Activation of cooling centers will be based on the provincial HARS heat alert levels.

All TOR Cooling Centres must be accessible.

Response by Heat Alert Level

<p align="center">Level 1</p> <p>Temperature and Humidex = 36°C for 2 or more days.</p>	<p align="center">Level 2</p> <p>HARS Level 1 criteria met PLUS either of the two days reaches 40°C - 44°C</p>	<p align="center">Level 3</p> <p>HARS Level 1 criteria met PLUS either of the two days reaches 45°C or greater.</p>
		
<p>When a Heat Alert (Level 1) is issued, certain vulnerable persons may be affected.</p>	<p>When a High Heat Alert (Level 2) is called, everyone is at increased risk of heat stress and heat stroke</p>	<p>During an Extreme Heat Alert (Level 3) everyone is at high risk for heat related</p>
<p>Cooling Options (Level 1)</p>	<p>Cooling Options (Level 2)</p>	<p>Cooling Options (Level 3)</p>
<p>3 days or less</p>	<p>3 days or less</p>	<p>1 or more days</p>
<p>For General Population:</p> <p>TOR Communications to promote cooling areas within the Town. Take some time to get out of the heat. Options:</p> <ul style="list-style-type: none"> • Visit family / friends with air conditioning. • Visit public buildings with air conditioning and other public areas, like shaded parks. • Splashpad located at the Coverdale Centre (Runnymede Rd.) • Outdoor pool (<i>Lion Ken Gabbey Community</i>) 	<p>For General Population:</p> <p>TOR Communications promote cooling areas within the Town. Take some time to get out of the heat. Options:</p> <ul style="list-style-type: none"> • Visit family / friends with air conditioning. • Be sure to check regularly on your neighbours and relatives to make sure they are not in danger. • Public buildings with air conditioning and other public areas, like shaded parks. 	<p>For General Population:</p> <p>TOR Communications to promote cooling areas within the city. Take some time to get out of the heat. Options:</p> <ul style="list-style-type: none"> • Visit family / friends with air conditioning. • Be sure to check regularly on your neighbours and relatives to make sure they are not in danger. • Public buildings with air conditioning and other public areas, like shaded parks.

<p><i>Outdoor Pool, Killarney Rd.)</i></p> <ul style="list-style-type: none"> • Indoor pool (<i>Pat Crossman Memorial Aquatic Centre, Whitepine Rd.</i>). • NOTE: Check with Riverview Recreation for pool times, etc. 	<ul style="list-style-type: none"> • Splashpad located at the Coverdale Centre (Runnymede Rd.) • Outdoor pool (Lion Ken Gabbey Community Outdoor Pool, Killarney Rd.) • Indoor pool (Pat Crossman Memorial Aquatic Centre, Whitepine Rd.) • NOTE: Check with Riverview Recreation for pool times, etc. 	<ul style="list-style-type: none"> • Splashpad located at the Coverdale Centre (Runnymede Rd.) • Outdoor pool (Lion Ken Gabbey Community Outdoor Pool, Killarney Rd.) • Indoor pool (Pat Crossman Memorial Aquatic Centre, Whitepine Rd.) • NOTE: Check with Riverview Recreation for pool times, etc. <p>During a Heat Alert Level 3, the TOR will also open cooling centres in at least one of the following locations:</p> <ul style="list-style-type: none"> • TOR Fitness Studio, 55 Biggs Dr. (08:00-16:30hrs) • TOR Byron Dobson Arena, Upper Mezzanine, 90 Biggs Dr. (07:00-17:00hrs) • TOR Community Hall, 145 Lakeside Dr.(08:00-16:30hrs) <p>NOTE: Extending operating hours will be considered.</p>
<p>4 or more consecutive days at Level 1</p>	<p>4 or more consecutive days at Level 2</p>	
<p>Same considerations as above, but also open cooling centres at one or</p>	<p>Same considerations as above, but also open cooling centres at one or</p>	

<p>more of the following locations:</p> <ul style="list-style-type: none"> • TOR Fitness Studio, 55 Biggs Dr. (08:00-16:30hrs) • TOR Byron Dobson Arena, Upper Mezzanine, 90 Biggs Dr. (07:00-17:00hrs) • TOR Community Hall, 145 Lakeside Dr.(08:00-16:30hrs) <p>NOTE: Normal operating hours will apply.</p>	<p>more of the following locations:</p> <ul style="list-style-type: none"> • TOR Fitness Studio, 55 Biggs Dr. (08:00-16:30hrs) • TOR Byron Dobson Arena, Upper Mezzanine, 90 Biggs Dr. (07:00-17:00hrs) • TOR Community Hall, 145 Lakeside Dr.(08:00-16:30hrs) <p>NOTE: Extending operating hours will be considered.</p>	
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NOTE: The Director of EMO has authority to active a Cooling Centre outside of these guidelines if there are extenuating circumstances (i.e. an extended power outage during a heat alert.)

Activation Guidelines- Warming Centre

Background Information

The requirement for a Warming Centre under this policy requires a combination of cold temperatures (below freezing) in combination with an extended power outage for residents.

All TOR Warming Centres must be accessible.

<p style="text-align: center;">Level 1</p> <ul style="list-style-type: none"> • Temperatures ranging between 0° Celsius and -10° Celsius for 72 hours (or more) consecutively. • Continuous power outage impacting greater than 500 customers. 	<p style="text-align: center;">Level 2</p> <ul style="list-style-type: none"> • Temperatures ranging below -10° Celsius for 48 hours (or more) consecutively. • Continuous power outage impacting greater than 200 customers.
<p>For General Population:</p> <p>TOR Communications to promote ways to stay warm during a winter power outage.</p> <p>Options:</p> <ul style="list-style-type: none"> • Visit family / friends with heat. • Visit public buildings with heat. • Bundle up using heavier clothing and blankets. • Check on vulnerable family members, friends and neighbours (the elderly, ill, disabled) who may require special assistance. • Exercise caution with alternative heating sources that may emit Carbon Monoxide. <p>During a Level 1 event, the TOR will also open Warming Centres in at least one of the following locations:</p> <ul style="list-style-type: none"> • TOR Fitness Studio, 55 Biggs Dr. (08:00-16:30hrs) • TOR Byron Dobson Arena, Upper Mezzanine, 90 Biggs Dr. (07:00-17:00hrs) • TOR Community Hall, 145 Lakeside Dr.(08:00-16:30hrs) • TOR Coverdale Centre, 50 Runnymede Rd. (08:00-16:30hrs) <p>NOTE: Extending operating hours will be considered.</p>	<p>For General Population:</p> <p>TOR Communications to promote ways to stay warm during a winter power outage.</p> <p>Options:</p> <ul style="list-style-type: none"> • Visit family / friends with heat. • Visit public buildings with heat. • Bundle up using heavier clothing and blankets. • Check on vulnerable family members, friends and neighbours (the elderly, ill, disabled) who may require special assistance. • Exercise caution with alternative heating sources that may emit Carbon Monoxide. <p>During a Level 2 event, the TOR will also open Warming Centres in at least one of the following locations:</p> <ul style="list-style-type: none"> • TOR Fitness Studio, 55 Biggs Dr. (08:00-16:30hrs) • TOR Byron Dobson Arena, Upper Mezzanine, 90 Biggs Dr. (07:00-17:00hrs) • TOR Community Hall, 145 Lakeside Dr.(08:00-16:30hrs) • TOR Coverdale Centre, 50 Runnymede Rd. (08:00-16:30hrs) <p>NOTE: Extending operating hours will be considered.</p>

NOTE: The Director of EMO has authority to active a Warming Centre outside of these guidelines if there are extenuating circumstances (i.e. cold weather in combination with sustained heavy winds, extensive outages in surrounding communities which limit public locations to warm up, etc.).

Activation Guidelines- Charging Centre

Background Information

The requirement for a Charging Centre under this policy is a widespread and prolonged power outage during a period when temperatures are mild/moderate.

All TOR Charging Centres must be accessible.

<p style="text-align: center;">Level 1</p> <ul style="list-style-type: none"> • Continuous power outage impacting more than 500 customers for greater than 96 hours. 	<p style="text-align: center;">Level 2</p> <ul style="list-style-type: none"> • Continuous power outage impacting more than 1000 customers for greater than 72 hours. 	<p style="text-align: center;">Level 3</p> <ul style="list-style-type: none"> • Continuous power outage impacting more than 2000 customers for greater than 48 hours.
<p>Charging Centres in at least one of the following locations:</p> <ul style="list-style-type: none"> • TOR Town Hall lobby, 30 Honour House Crt. (08:00-16:30hrs) • TOR Fitness Studio, 55 Biggs Dr. (08:00-16:30hrs) • TOR Byron Dobson Arena, Upper Mezzanine, 90 Biggs Dr. (07:00-17:00hrs) <p>NOTE: Normal operating hours will apply.</p>	<p>Charging Centres in at least one of the following locations:</p> <ul style="list-style-type: none"> • TOR Fitness Studio, 55 Biggs Dr. (08:00-16:30hrs) • TOR Byron Dobson Arena, Upper Mezzanine, 90 Biggs Dr. (07:00-17:00hrs) • TOR Community Hall, 145 Lakeside Dr.(08:00-16:30hrs) • TOR Coverdale Centre, 50 Runnymede Rd. (08:00-16:30hrs) <p>NOTE: Extending operating hours will be considered.</p>	<p>Charging Centres in at least one of the following locations:</p> <ul style="list-style-type: none"> • TOR Community Hall, 145 Lakeside Dr.(08:00-16:30hrs) • TOR Coverdale Centre, 50 Runnymede Rd. (08:00-16:30hrs) <p>NOTE: Extending operating hours will be considered.</p>