



# COMFORT CENTRE

# EMERGENCY FACT SHEET

If an emergency event is expected, The North Grove may be called on by the city's Emergency Management Office to open as a Comfort Centre.

## What is a Comfort Centre?

A temporary daytime space where food and water is provided, as well as a place to charge devices and receive up-to-date information

*A Comfort Centre is **not an Emergency Shelter**: for people experiencing homelessness*

*A Comfort Centre is **not an Evacuation Centre**: sleeps people, typically run by Red Cross volunteers*

## EMERGENCY EVENTS



HURRICANE



FLOOD



FOREST FIRE



POWER OUTAGE

The Comfort Centre will **not necessarily open** because an emergency event has taken place.

An opening plan will be made with the Emergency Management Office 72 hours before an event. The North Grove will communicate its opening hours and updates through as many channels as possible, including our website and social media (Facebook, Instagram, and X).

## AT THE COMFORT CENTRE



FOOD & WATER



POWER



WASHROOMS



WIFI



INFORMATION



6 Primrose Street, Unit 140  
Dartmouth, Nova Scotia



Comfort Centre questions: call 311  
Contact The North Grove: [info@thenorthgrove.ca](mailto:info@thenorthgrove.ca)



# COMFORT CENTRE FREQUENTLY ASKED QUESTIONS

## **Will The North Grove's regular programs be offered when the Comfort Centre is open?**

All regularly scheduled programs will be cancelled to concentrate on Comfort Centre operations.

## **How long can I stay at the Comfort Centre?**

Under most circumstances, you can stay for as long as needed during our opening hours. We may impose time limits if demand for the space exceeds our capacity.

## **Can I access the Trading Cupboard when the Comfort Centre is open?**

No, only Unit 140 (food centre) will be powered by the generator. Unit 115 (family centre) will be closed to staff, volunteers, and community members while the Comfort Centre is open.

## **Can I pick up to-go meals and emergency supplies at the Comfort Centre?**

Food will be served to people visiting the Comfort Centre, but not packaged. EMO may supply The North Grove with snacks and take-home supply kits, but this is not guaranteed.

## **Why would The North Grove's Comfort Centre NOT open if an emergency has impacted the community?**

The Comfort Centre may not open if another Comfort Centre is open nearby, the property is not safely accessible, or not enough staff and volunteers can safely get to The North Grove.

BE PREPARED

## **Sign up for the hfxALERT system**

Get notifications on your cell phone about emergencies and operations updates  
Visit [www.halifax.ca](http://www.halifax.ca) and search for "hfxALERT"

## **Make a plan with your household**

Discuss what you would do in the case of different emergency events  
Determine how you will communicate with one another in case of an emergency

## **Expect power outages**

Charge your devices 24-48 hours before an expected event and always keep a flashlight with working batteries in a place that is easily accessible



For more emergency preparedness tips and information on what to do during an emergency



To sign up for the hfxALERT system notifications

**VISIT:** [www.halifax.ca](http://www.halifax.ca) and search "Emergency Preparedness"



6 Primrose Street, Unit 140  
Dartmouth, Nova Scotia



Comfort Centre questions: call 311  
Contact The North Grove: [info@thenorthgrove.ca](mailto:info@thenorthgrove.ca)

