



Policy Title: Cooling and Warming Centres Policy

Policy Number: A09-POLICY-0016

Policy Type: Council Policy
Policy Owner (Department, Contact): Community Services & Strategic Partnerships, Facilities
Approval Authority: Council

Administration			
Effective Date:	2021-11-16	Last Review Date:	2024-11-20
Related Policy(ies):	A09-POLICY-0112 - Inclement Weather Policy		
Related By-Law(s):	N/A		
Procedural Document:	A09-PROCEDURE-0016		

1. Policy Statement

This City of Quinte West is committed to providing a safe and comfortable environment to its residents who are affected by extreme cold and heat. The intent of this policy is to establish Cooling and Warming Centres for the City of Quinte West, to be made available to individuals during periods of extreme cold or heat. This policy provides a framework for the provisions for staff to be consistent and transparent when activating these Centres, which are temporary, short-term relief from the cold/heat within the City.

2. Purpose

The City of Quinte West wishes to maintain and enhance the quality of life of residents while responding to the community needs and demands of its residents. This policy will outline and clarify the responsibilities of City staff related to extreme cold and heat weather conditions.

The main objectives of this policy are to:

- Promote the health, safety, and well-being of individuals within the City of Quinte West.
- Maximize the City's ability to respond effectively and promptly to extreme cold and heat weather conditions.

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3. Scope

This policy applies to all citizens within the City of Quinte West and sets the location and operational guidelines for activating and using the Cooling and Warming Centres.

4. Definitions

Centre(s): Includes both Cooling Centres and Warming Centres.

City: The Corporation of the City of Quinte West.

Community Partners: A Community organization involved in the coordination and delivery of the Warming and Cooling Centre program.

Community Services and Strategic Partnerships Department: The Community Services and Strategic Partnerships department is responsible for developing and implementing economic development, tourism, and communication strategies for the City and managing all municipally owned facilities. This department is actively involved in developing and maintaining numerous strategic partnerships with various groups and organizations.

Cooling Centre(s): A space where the public can access a cool indoor space from the extreme heat outside.

County of Hastings: Hastings County jointly operates the overnight warming centre in the City of Quinte West and provides funding to support the warming centre during the coldest months.

Designate: A person identified by the City as able to complete duties on behalf of someone else.

Director: The person responsible for overseeing the planning, development and management of all aspects related to Community Services and Strategic Partnerships, or their designate.

Warming Centre(s): A space where the public can access a warm indoor space from the extreme cold outside.

Website: The City of Quinte West's collection of web pages exists under one domain name, containing related content to the City. Access is available through www.quintewest.ca

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5. The Policy

This section will govern the administration of the Cooling and Warming Centres throughout the City of Quinte West.

5.1. Guidelines

5.1.1. Cooling Centres

- The Cooling Centre shall be located in the front entrance of the Duncan McDonald Memorial Arena located at 8 Couch Crescent, Trenton, ON, or at another suitable facility as determined by the City.
- The Cooling Centre shall be activated and made available to the public when there are two consecutive days of temperature of 31 degrees Celsius or higher OR humidex values of 35 degrees Celsius or higher, or in accordance with Environment Canada standards.
- The Cooling Centre shall be available to the public from 9:00 a.m. to 5:00 p.m. on the days that it has been activated or at the discretion of the Director or their designate.

5.1.2. Warming Centres

- The Warming Centre shall be located in the lower level of Trenton United Church, 85 Dundas Street East, Trenton, ON, or at another suitable facility as determined by the City.
- The Warming Centre shall be activated nightly in accordance with The County of Hastings from December 1st to March 31st or as identified by The County.

5.1.3. General Procedures

- The following applies to both Cooling and Warming Centres:
 - When activating the Cooling or Warming Centre, the Director or their designate shall notify the City's Communications and Community Engagement Office, which shall notify the public through social media, a public media release, the City website, and any available digital signs as owned by the City that the Centre has been activated.

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- The Communications and Community Engagement Office shall also notify community groups/agencies as deemed appropriate.

6. Responsibilities and Authorities

6.1.1. Director of Community Services and Strategic Partnerships

- 6.1.1.1.** The Director shall be responsible for monitoring the weather, where required, and activating the Centres when the criteria have been met in cooperation with relevant Cooling and Warming Centre community partners.
- 6.1.1.2.** The Director shall ensure the Centres are appropriately staffed in cooperation with relevant Cooling and Warming Centre community partners.
- 6.1.1.3.** The Director shall be responsible for posting appropriate signage on-site to identify the Centre location when activated in cooperation with relevant Cooling and Warming community partners.
- 6.1.1.4.** The Director shall have the authority to activate the Cooling and Warming Centre Policy as detailed.

6.1.2. Communications and Community Engagement Office

- 6.1.2.1.** The Communications and Community Engagement Office shall be responsible for notifying the media and the public that the Centre has been activated using the City's appropriate communications channels.
- 6.1.2.2.** The Communications and Community Engagement Office shall be responsible for notifying relevant community groups/agencies as appropriate.

6.1.3. The County of Hastings

- 6.1.3.1.** The County of Hastings Community and Human Services Department is responsible for funding the Warming Centre.

7. City Policies and Procedures / Documents

- 7.1.** Inclement Weather Policy - A09-POLICY-0112

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8. Legislation and Other Resources

- 8.1.** Hastings Prince Edward Public Health.
- 8.2.** Environment Canada.
- 8.3.** County of Hastings.
- 8.4.** Where a conflict exists between the provisions of this Policy and any legislative or legal requirement, the legislative or legal requirement will prevail.
- 8.5.** The Director of Community Services & Strategic Partnerships is responsible for interpreting and administering this Policy, and such interpretations shall be final.

9. Review and Amendment Procedures and Guidelines

- 9.1.** This Policy shall be reviewed by the Director of Community Services & Strategic Partnerships every five (5) years.
- 9.2.** This Policy shall be amended at any time at the direction of Council.

10. Contact Information

For questions about this Policy, please contact the Community Services & Strategic Partnerships Department at:

- Attn: Cooling/Warming Centre % Community Services & Strategic Partnerships
City of Quinte West
2nd Floor, City Hall
7 Creswell Drive,
Trenton, ON, K8V 5R6
facilities@quintewest.ca / info@quintewest.ca
613-392-2841

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Legislative History	
Date	Description
2021-11-15	Enacted November 15, 2021 Adopted By-law No. 21-142
2024-11-20	Created A09-POLICY-0016 from previous Policy / Procedure Amended Policy & Procedure presented to Council - Staff Report QW-2024-00186 Adopted by Council - Motion No. 24-509
2024-12-11	Repealed By-Law 21-142