



EMO Comfort Centre
Service Level Agreement
Policy NO. 2025-05

admin@harveyruralcommunity.ca

www.harveyruralcommunity.ca

506-366-6240

58 Hanselacker Road,
Harvey, New Brunswick, E6K 1A3

This Agreement is made between:

Harvey Rural Community (“Municipality” or “HRC”)

And

Harvey Station Lions Club (“the Club”)

Effective Date: Upon Signing

Term: Indefinite, with annual review.

1. Purpose

This Service Level Agreement (SLA) clarifies the roles and responsibilities under which the Club, through its facility and backup generator, will provide emergency refuge and access to power for the public during community-wide power outages or declared emergency events.

The agreement ensures coordinated responsibilities between the HRC and the Club to support residents’ safety, wellbeing, and resilience. Further, this Agreement shall be read in conjunction with the Memorandum of Understanding and Cooperation of February 23rd, 2025, hereinafter referred to as *the MOUC*, and any version thereafter as it may be from time to time so amended.

All definitions, terms, and conditions shall have the same or similar meaning in this agreement, *mutatis mutandis*.

2. Scope of Services

Under this SLA, the Club agrees to:

1. Facility Access in Emergencies

- Open the Club facility to the public as a warming/cooling/charging station and emergency respite centre when:
 - The community is experiencing a prolonged power outage exceeding 72 hours, or
 - The municipality declares the need for public shelter under its Emergency Measures mandate as outlined in the HRC Emergency Measures Plan (EMO).



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2. Backup Power Generator Use

- Maintain and operate the backup generator to ensure essential services at the facility, including:
 - Indoor lighting
 - Basic kitchen facilities (if available and operational)
 - Power outlets for charging phones, consumer medical devices, and small electronics
 - Heating or cooling equipment as applicable

3. Health & Safety

- Ensure the facility is operated in accordance with all applicable fire, health, and safety regulations during public use.

3. Roles & Responsibilities

The Club shall:

- Maintain the generator in good working condition, including regular testing and fuel supply.
- Designate responsible members who will open and supervise the facility during emergency activations.
- Provide basic supplies on hand (e.g., tables, chairs, access to washrooms, etc.).

HRC shall:

- Determine when the facility should be open and formally request activation.
- Determine when the facility should be closed and the event declared over.
- Provide public communications (social media, website, etc.) announcing the availability of the Lions Club facility.
- Support the Lions Club with additional resources as required and assist with operational costs related to the emergency activation.
- Include the facility within its official Emergency Measures Plan.

4. Activation Protocol

- **Trigger:** Activation occurs upon request from the HRC's Emergency Measures Coordinator (EMC) or designate.
- **Notification:** The HRC shall notify the Lions Club President (or designate) by phone and email.



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- **Response Time:** The Lions Club shall make reasonable efforts to open the facility within two hours of notification.
 - Whenever possible, HRC will engage the Club in advance of activation (e.g., during the 72-hour period) to keep communication lines open and the Club prepared.

5. Costs & Reimbursement

- During declared emergencies, the Municipality agrees to reimburse the Lions Club for reasonable expenses, including, but not limited to:
 - Cleaning and restocking costs associated with public use.
- Receipts and documentation must be provided within 30-days of event conclusion.

6. Insurance & Liability

- The Club shall maintain adequate insurance coverage for its facility and operations.
- The HRC shall indemnify and hold harmless the Club from liability for damages or injuries that occur as a direct result of municipal activation and use of the facility, except in cases of negligence or willful misconduct by the Club or its officials.

7. Review & Reporting

- This SLA shall be reviewed annually by both parties.
- After each activation, a debrief may be held to assess effectiveness and areas for improvement.

8. Termination

- Either party may terminate this agreement with 90 days written notice.
- Termination does not affect obligations incurred during an active emergency.

9. Signatures

Harvey
RURAL COMMUNITY



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For Harvey Rural Community:

Name: _____

Title: _____

Date: _____

Signature: _____

For Harvey Station Lions Club:

Name: _____

Title: _____

Date: _____

Signature: _____