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District of Lakeland #521 Emergency Response Plan

Section 2

OPERATIONAL EMERGENCY PLAN

This document is the property of the District of Lakeland No 521. All contact information contained within is for the use of the District of Lakeland Emergency Measures Organization for issues related to emergency events only.

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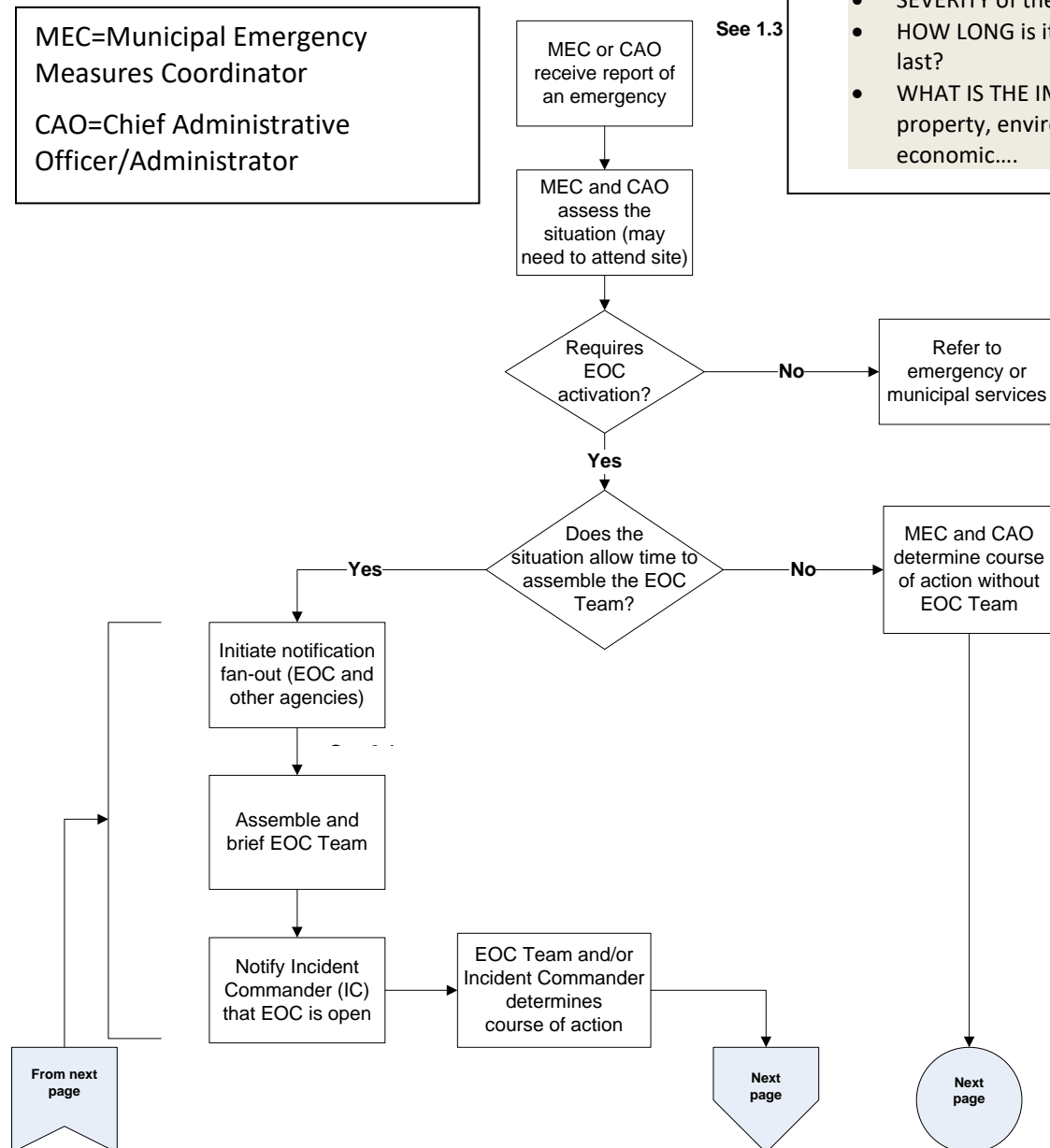
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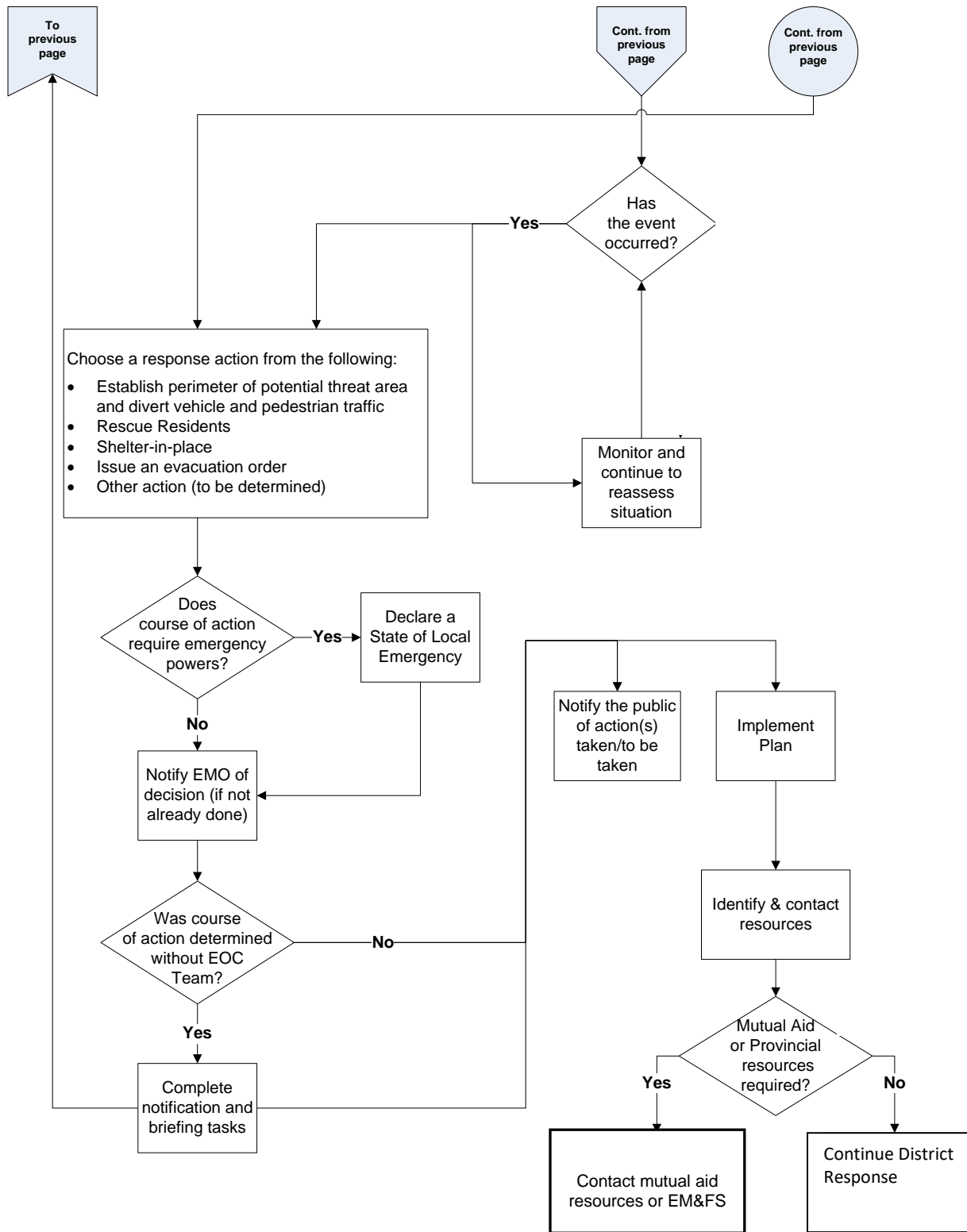
1. ALERTING AND INITIAL ACTION

1.1. FLOWCHARTS

1.1.1. ALERTING FLOWCHART



1.1.2. INITIAL ACTION FLOWCHART



1.2. NOTIFYING THE MEC AND CAO OF AN EMERGENCY

Any initial responders or District employee attending any event which is an actual or impending situation caused by nature, an accident or intentional act that constitutes a danger of major proportions to life and property will immediately notify the Municipal Emergency Coordinator (MEC) and the Chief Administrative Officer (CAO).

It is recommended that responders err on the side of caution and notify the MEC and CAO of any event that appears to be more than a routine emergency.

Initial responders may be from municipal emergency services or from other municipal, provincial, or federal, private, or non-governmental agencies.

The MEC and CAO may also receive notification of an event from SASK911 Dispatch.

Responding agencies can notify the municipality by calling the following numbers:	
Municipal Emergency Coordinator (MEC): Leslie Tuchek	Cell: 306.230.0941
District Chief Administrative Officer (CAO) Tammy Knutilla	Work: 306.982.2010 306.xxx.xxxx
Alternate Municipal Emergency Measures Coordinator-Ernie Locke	Home: 306.xxx.xxx Work: 306.xxx.2010 Cell: 306.xxxx
Assistant District Administrator Tracey McShannock	Home: 306.xxx.xxxx Work: 306.982-2010 Cell: 306.xxx.xxxx

The responder should be asked and answer the following questions:

- WHAT is the situation?
- WHERE is it and where is it extending to?
- SEVERITY of the situation?
- HOW LONG is it expected to last?
- WHAT IS THE IMPACT? Lives, property, environmental, economic....

1.3. EMERGENCY FAN-OUT

On identification that an incident of concern has happened or is imminent, the Municipal Emergency Coordinator (MEC) or the Chief Administrator Officer (CAO) will be contacted. If either one is not available designated alternates should be notified. The designate receiving the information shall notify their emergency counterpart.

The Municipal Emergency Coordinator (MEC) and the Chief Administrator Officer (CAO) will assess the situation and gather pertinent information regarding the status, severity and impact of the event.

The Chief Administrator Officer (CAO) will notify the Reeve, Deputy Reeve or any available council member if Reeve is not available.

The Chief Administrator Officer (CAO) will notify the required municipal staff (such as Enforcement and Protective Services, Public Works etc).

The Chief Administrator Officer (CAO) and Municipal Emergency Coordinator (MEC) will determine if the EOC should be activated.

The Municipal Emergency Coordinator (MEC) will contact appropriate agencies, initiate the opening the EOC and notify EOC staff to assemble.

1.4. DECISION TO ACTIVATE THE EOC/EMERGENCY PLAN

In the event of an emergency this Emergency Plan can be implemented without declaring a State of Local Emergency.

Implementation of the plan may be done by the Council and/or Reeve, the Emergency Coordinator, or emergency services personnel.

Implementation may be based on the following criteria:

- In anticipation of an event
- A state of emergency is/will be declared (may be declared by Province)
- Resource needs are beyond local capabilities
- Situation affects ability to manage municipality
- The emergency is of a long duration
- Multiple agencies or jurisdictions are involved
- Neighbouring municipalities have an event and/or mutual aid may required
- Unique or emerging problem(s) may require policy decisions

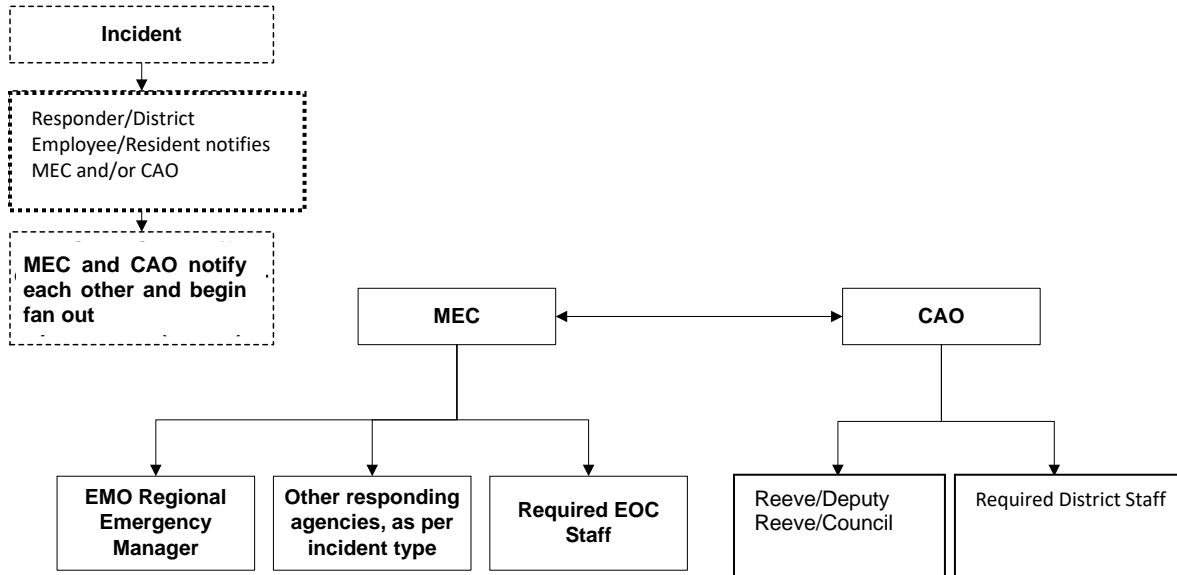
1.5. INITIATE NOTIFICATION FAN-OUT

Initiate a fan-out from the call list. This may include:

- EOC Team - See SECTION 3
- Elected Officials - See SECTION 3:
- Police - See SECTION 3:
- Fire - See SECTION 3:
- EMS - See SECTION 3:
- EM&FS - See SECTION 3:
- Non-government organizations, etc.- - See SECTION 3

In any emergency, call SASK911 at 306.xxx.xxxx which will in turn, notify provincial departments and/or federal departments.

The diagram below is a general model of the emergency fan-out. Specific instructions about the fan-out are available in Part 3 – Resources & Capabilities.



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2. ACTIVATING THE EMERGENCY OPERATIONS CENTRE (EOC)

2.1. OPENING THE EOC

2.1.1. THE PRIMARY EOC IS LOCATED AT:

**The District of Lakeland Office, Meeting Room
48 1st St South,
Christopher Lake**

The following people have 24/7 access to the District Office, Meeting Room.

Name	Phone #	Key holder
Tammy Knutilla	Cell: 306.xxx.xxxx	Yes
Leslie Tuchek	Cell: 306.230.0941	Yes
Cheryl Bauer Hyde	Home: 306.xxx.xxxx Cell: 306.xxx.xxxx	Yes
Jarett Taylor	Cell: 306.xxx.xxxx Office: 306.982.4466	Yes
Ernie Locke	Home: 306.xxx.xxxx Cell: 306.xxx.xxxx	Yes
		Yes

2.1.2. AN ALTERNATE EOC IS LOCATED AT:

**The RM of Paddockwood Office
First Street, Village of Paddockwood**

The following people have 24/7 access to the RM of Paddockwood Office.

Name	Phone #	Key holder

2.1.3. AN ALTERNATE EOC IS LOCATED AT:

Elk Ridge Resort, Elk Ridge

Name	Phone #	Key holder
Brian Simpson		

2.2. SET UP FOR THE ACTIVATED EOC

- Set up a sign in desk at the front door.
- Put sign-in sheets from binder and pens on a clipboard at sign in table.
- Give security box from EOC cabinet containing lanyards etc to the Security Officer

Only authorized persons are allowed in the EOC

All people entering the EOC must have an EOC issued ID card

- In boardroom set up the desks as shown in the photo below.
 - Depending on the size and nature of the event not all positions will be utilized.
- Provide guest chairs at each station
- Cover the board room door and side window with paper.
- Pull window blinds down
- Distribute pens, notebooks, supplies, maps etc from the EMO cabinet.
- Distribute forms from EOC Forms binder in EOC cabinet as appropriate.
- Hang laminated posters on wall. (e.g. EOC priorities)
- Hang cling sheet on wall behind stations and have extra cling sheets available
- Hang EOC position or agency ID card on wall behind each station
- Set up computer and LCD projector.
- Memory key located in EOC SET UP BINDER in cabinet will have sample of forms, etc. .
- Main event form will be created and displayed on the computer/LCD projector.
- Open the library and arrange it to accommodate the Public Information Officer, his team and the Radio manager.
- Cover the library door with paper.
- Write essential numbers on laminated poster of information:
 - District office phone # **306.982.2010**
 - District office Fax # **306.982.2589**
 - Long distance access code (for extension speaker phone) (to be given by Tammy Knutilla)
 - Library phone # **306.982.4763**

- Wifi (library):
 - Server: 2wire900
 - Password: xxxxxxxx
- Website: <http://www.lakeland521.ca>
- Facebook page: District of Lakeland Emergency Measures Organization
- Cell # or contact method for appointed Incident Commander
(These phone numbers may change as phone lines are installed)

If additional phone lines are required see section 3.2.1

Headlamps are available in the EOC cabinet, but the back up generator should automatically kick in.



See Section 4 – Forms and Checklists for EOC set up checklist.

3. ESTABLISHING COMMUNICATIONS SYSTEMS

3.1. INTERNAL COMMUNICATION CONTACTS

Establish and maintain contact with your on-site Incident Commander as soon as possible after notification of the event.

Initial contact with Incident Commander will be by:

- Cell phone

Lakeland District Fire Coop

Name/Position	Primary phone #	Alternate phone #s
Fire Chief: Chris McShannock	306.xxx.xxxx	Home: 306.xxx.xxxx Work: 306.xxx.xxxx
Deputy Fire Chief: Kevin Hoodle	306.xxx.xxxx	Home: 306.xxx.xxxx
Deputy Fire Chief: Blaine Hewitt	306.xxx.xxxx	Home: 306.xxx.xxxx
Captain: Allan Michalycia	306.xxx.xxxx	Work: 306.xxx.xxxx
Battalion Chief: Jan Cej	306..xxx.xxxx	Home: 306.xxx.xxxx

Provide the Incident Commander with a non-public phone number to enable direct contact with the EOC

Initially the EOC phone # will be 306.982.2010 until further notified.

At the earliest opportunity ensure all emergency personnel on site are notified as to who the Incident Commander is.

3.2. COMMUNICATION SYSTEMS FOR INTERNAL USE

3.2.1. DISTRICT LAND LINE TELEPHONE SYSTEM

The current phone system needs power to run so all lines will go down after approximately 1 hour without electricity. (there is an uninterrupted power supply that is good for approximately 1 hour). The backup generator will automatically cut in to provide power to the District Office Building.

The District phone number(s) can be call forwarded to any other phone # (wired or wireless) by SaskTel. Call 611 to have this done. A field visit is not required. (this would be useful if the EOC is moved to an alternate location).

The boardroom has:

1 jack under the council table that is an extension of the switchboard. Calls can be placed out using the speakerphone and incoming calls be transferred to this phone through the switchboard.

IN THE EVENT ADDITIONAL PHONE LINES ARE REQUIRED IN THE BOARDROOM:

There are 4 jacks that accommodate single lines sets and a have a dedicated number for inbound and outbound calls. To do this, 2 'direct' lines currently working in District offices and the library phone must be switched in the building's telephone room to provide a private line in these jacks. The phone numbers that could be reassigned are:

306.xxx.xxxx (currently the Administrator's direct line)

306.xxx.xxxx (Development Officer's direct line)

306.982.4763 (the library's phone)

In the case the emergency may span many days, SaskTel can assign the jacks new phone numbers and reassign the 'direct' lines back to the offices but a field visit is required.

Single line phones for the jacks can be found in the EOC cabinet.

The phone set jack must be plugged into the bottom hole of the jack.

To have the phone lines transferred contact:

Tammy Knutilla (has access to furnace room)

Ernie Locke (has access to furnace room)

Leslie Tucheck (has access to furnace room)

The current system has voice messaging capability but if needed SaskTel can establish any number MessageManager voice mail boxes. These mail boxes can provide the capability to provide a message and have callers leave messages or be message only mail boxes where callers cannot leave a message.

Recorded announcements on the District's system can be set up to play an Emergency status recording and then the caller can press a choice of numbers to reach someone or a recording about the emergency or another number to reach the District office.

3.2.2. P25 RADIOS

The PPSTN network will be the primary communication tool for Emergency personnel. On request of the Incident Commander, Sask911 will open an emergency channel for primary emergency communication and an alternate channel for tactical use. Radio users will be instructed what channel to use by Sask911.

Range is limited approximately 60% of district. Portable towers can be obtained from EM&FS if coverage is poor.

A P25 radio is available for use in the EOC and for training exercises from October to May. Obtain the radio from one of the Bylaw Officers/Special Constables.

Agencies on PPSTN network:

- Lakeland District Fire Coop
- Saskatchewan Environment-Conservation
- Saskatchewan Environment-Forest Fire Management

- RCMP
- Parkland Ambulance

3.2.3. LOCAL AMATEUR RADIO EMERGENCY SERVICE (ARES)

Local Amateur Radio Club has 12 members. They have a VHF repeater at Tweedsmuir which provides good coverage from Birch Hills to Waskiseu; Candle Lake to Big River. Able to work in power outage situation for about 24 hours then need a power source to recharge. They have a backup power supply.

Primary contact:

Randy Canning

- Cell: 306.xxx.xxxx
- Home: 306.xxx.xxxx

Alternate contact:

Bob Robinson

- Cell: 306.xxx.xxxx
- Home: 306.xxx.xxxx

2nd Alternate contact:

Dave Russell

- Cell: 306.xxx.xxxx

Home: 306.xxx.xxxx

[See Section 3: for a complete list of Ham Radio Operators](#)

3.2.4. FRS RADIOS

For close proximity, non-confidential traffic. May be used for Public works or within staging areas.

[See Section 3: for a complete list of FRS Radios](#)

3.2.5. TEXTING

For use where cellular service is available. Group lists can be created.

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4. COMMUNICATING WITH THE SITE

The EOC will provide ongoing support to the emergency site through resources and information as follows:

The Incident Commander of the site will communicate updates directly to the EOC Manager/Director.

Site Media Officers at the site will communicate directly with the PIO when media requests or visits are made at the site.

Each responding agency will provide agency specific status updates to their corresponding representative in the EOC or to the EOC Manager/Director if an agency representative is not present in the EOC.

All requests for resources or supplies will come from the site Incident Commander to the EOC Manager/Director.

[See Section 1: Communication Structure outside the EOC](#)

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5. ATTENDING THE SITE

EOC personnel may need to attend the emergency site to provide support to the response and to affected residents.

The site is responsible for setting up and managing its own security, unless assistance of the EOC security is requested, and will only allow access to authorized personnel.

EOC personnel seeking access to the site will need to register with the site's Personnel Accountability System (PAS) and provide acceptable identification. EOC personnel will use the following system to identify themselves as representing the EOC:

- EOC will have a name tag to be displayed to the emergency site's Personnel Accountability System.
- A list of authorized EOC personnel will be provided daily to the site.

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6. COMMUNICATING WITH PROVINCIAL EM&FS

Maintaining regular and constant communication with Emergency Management and Fire Safety (EM&FS) allows provincial departments to anticipate needs and better support the local response.

Communicate the following decisions to EM&FS as soon as possible:

- Declaration of a State of Local Emergency
- Evacuations

It is also beneficial to communicate:

- anticipated resource needs,
- anticipated or occurring issues, and
- impacts on the community

Providing information about the impact of the event on the community will assist the provincial government in making policy decisions to support community recovery.

See [Section 3: Resources and Capabilities](#) for contacts and phone #s.

7. COMMUNICATION SYSTEMS FOR THE PUBLIC

Information will be provided to the public via:

- SaskAlert Provincial Mass Notification System
- CodeRED District of Lakeland Mass Notification System
- Television
- Radio
- Print
- District of Lakeland website
- EMO Social Media (Facebook)
- Public inquiry lines that will be established as required.

All methods of contact will be cross posted in each media platform. E.g. websites, phone #'s, social media links will be provided on each media sources.

Immediate/timely updates of our web page and social media pages are essential.

See [Section 3: for specific numbers, email addresses, and procedures to update web pages.](#)

7.1.1. MASS NOTIFICATION SYSTEMS:

7.1.1.1. SaskAlert

SaskAlert

SaskAlert is Saskatchewan's part of a national public alerting initiative that is supported by the federal, provincial and territorial governments where emergency alerts are being distributed across Canada from one alerting system.

SaskAlert is Saskatchewan's provincial emergency public alerting program which will provide critical information on emergency events as they are occurring so Saskatchewan residents will be able to take action to protect themselves, their family and property.

Who issues alerts?

Participating cities, towns, villages, rural municipalities and First Nations will have trained residents who will be able to issue an alert for an emergency event occurring in their area. The District of Lakeland has 6 people trained and authorized to send emergency messages.

Trained staff from provincial ministries, Crowns and agencies as well as Environment Canada will also be able to issue alerts that are within their areas of responsibility.

What prompts an alert?

Alerts will be issued for any event that has the potential of harming people or damaging property. That includes weather-related events such as:

- tornadoes
- plow winds
- blizzards
- wildfire
- spills of hazardous material/
- train derailments
- boil water advisories
- evacuations or local emergency declarations.

There are 2 levels of emergency alerts issued through SaskAlert.

Level 1-Broadcast Immediate Alerts: alerts issued for emergency situations where life and safety are under immediate threat and time is critical. These alerts will be picked up by media distributors and distributed on their various communication platforms which will include radio and TV within 1 minute of the notification.

Level 2-Emergent Event Alerts: as issued for emergent events that can affect decisions people make as they pertain to their daily life and individual safety. These alerts can be issued as programming allows or the distributor may decide not to issue the alert at all.

Persons Trained and Authorized to Issue SaskAlerts for the District of Lakeland

Name	
Tammy Knutilla	Leslie Tucheck
Tracey McShannock	Jarett Taylor

Provincial Contacts for SaskAlert:

Jean Longpre	306.xxx.xxxx	
Mieka Cleary	306.xxx.xxxx	

7.1.1.2. CodeRED

CodeRed is a mass Emergency Notification product of ECN (Emergency Communications Network) www.ecnetwork.com/. It is available free to ratepayers within the District of Lakeland. Ratepayers who have created a ‘profile’ and visitors with the CodeRED App in the District of Lakeland can be notified of emergency events via phone (cell or landline), text or email.

Trained CodeRED system administrators can issue emergency notifications to limited areas of the District or to the entire District. Messages can also be distributed to cell phones through the CodeRED Mobile App to ratepayers and visitors. The App is available free from the App Store or Google Play. Statistics regarding number of notifications successfully delivered and ‘re-send’ parameters are available within the system administration.

Persons Trained and Authorized to issue CodeRED for the District of Lakeland:

Name	
Tammy Knutilla	Leslie Tucheck
Tracey McShannock	Grant Sawchuk

8. PUBLIC ALERTING

The following table describes the options available for alerting the public to a critical situation.

See item 6.1: [Communication Systems for the Public](#), describes methods of maintaining ongoing communication with the public.

8.1.1. ALTERNATE METHODS OF ALERTING THE PUBLIC

Method of Alerting and providing critical information	When to Use	Resources Needed	Consider Personnel Needed
CodeRED	Emergencies that impact the safety and property of person in the Lakeland area.	CodeRED system administrators with access the CodeRED system via computer or cell phone	PIO script Computer or cell phone
SaskAlert	Level 1-Immediate	Trained & authorized	

Method of Alerting and providing critical information	When to Use	Resources Needed	Consider Personnel Needed
	Alert-life and safety are under immediate threat and time is critical Level 2-Emergent Events-an emergent event that may affect decisions people make as they pertain to their daily life and individual safety	System Users with access to a computer or phone.	
Door to door	Mandatory evacuation or shelter in place within 24 hours	Written instructions (obtained from PIO) Volunteer list Markers to indicate if homes have been checked Official identification	PIO-script Volunteers ___ people needed for ___ homes per ___ of minutes
Public Address System	Mandatory evacuation or shelter in place within 24 hours	Vehicle with public address capability	PIO-script Driver Announcer
Telephone	Mandatory evacuation or shelter in place within 24 hours	Script of situation & instructions (obtained from PIO) Volunteer list Telephones	PIO-script Volunteers ___ people needed for ___ homes per ___ of minutes
Radio	To notify of pending emergency situation within 48 hours	Script of situation & instructions (obtained from PIO) List of fax # for radio stations Telephones	- PIO-script - 1 Volunteer

Method of Alerting and providing critical information	When to Use	Resources Needed	Consider Personnel Needed
Television	To notify of pending emergency situation within 48 hours	Script of situation & instructions (obtained from PIO) List of fax # for TV stations Telephones	PIO-script 1 Volunteer
Social Media-Twitter, Facebook,	To notify of a situation within 24 hours	Script of situation & instructions (obtained from PIO)	PIO-script 1 volunteer with access to social media platform
District of Lakeland website	To notify of a situation within 24 hours	Script of situation & instructions (obtained from PIO)	PIO 1 volunteer with access to EM notification page of District's website
District of Lakeland email subscribers	To notify of a situation within 48 hours	Script of situation & instructions (obtained from the PIO)	1 volunteer with access to send emails to the website subscribers.

[See Appendices: for pre-scripted messages and message templates](#)

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9. LOGISTICS

9.1. ASSEMBLING EQUIPMENT, SUPPLIES AND MATERIALS

Refer to the following table for a list of equipment, supplies, and materials needed to run the EOC, the locations where they are stored when the EOC is not operational, and where you can go to restock each item.

Inventory	Location	Restocking
EOC Forms and Checklists	<p>Hard copies in FORMS binder in Primary EOC, meeting room cabinet.</p> <p>Electronic copies in Emergency Response Plan SECTION 6 FORMS SECTION 7 APPENDICES</p> <p>On flash drive in EOC binder</p>	Print additional forms from electronic files or photocopy hard copies
Markers	In "Battle Box 1" located in Primary EOC, meeting room cabinet.	Order from District clerical staff
Pens	In "Battle Box-1" in Primary EOC, meeting room cabinet.	Order from District clerical staff
Flip Chart Cling Sheets	In cabinet located in the Primary EOC, meeting room cabinet	Order from District clerical staff
Maps	In "Battle Box-Maps" located in Primary EOC, meeting room cabinet	Interactive maps are available at http://www.environment.gov.sk.ca/maps

Inventory	Location	Restocking
Name tags/lanyards	In "Battle Box-2" located in the storage room of the District Office	Order from District clerical staff
Tent cards	In "Battle Box-2" located in Primary EOC, meeting room cabinet	Order from District clerical staff
Phone books (Prince Albert & Saskatoon)	In "Battle Box-3" located in Primary EOC, meeting room cabinet	
Manuals for programming phones/voice mail/photocopy equipment	In "BattleBox-3 Located in Primary EOC, meeting room cabinet	From District staff
New backup generator is natural gas and will start automatically when there is a power outage (fall 2017)		
Manuals/instructions/training/protocol for P25 radios	In "BattleBox3 Located in Primary EOC, meeting room cabinet	From District clerical staff
LCD projector	Located in District Office-Storage room	Get from District clerical staff

9.2. USING EMERGENCY POWER (BACK UP)

Primary Backup Power

The District has purchased and installed a natural gas generator that will run the whole District office in the event of a power failure. **The generator will automatically start on a power failure-no startup is required.** The generator self-tests every Friday and a report is sent to Tammy Knutilla so there should be no problems with it working.

9.3. SECURING THE EOC

ID tags are required for access to and in the EOC.

ID tags will be issued by the Security Officer at the door of the EOC after permission to access the centre has been checked. ID tags must be shown for access to the EOC.

All individuals (staff and visitors) must sign in and sign out of the EOC at the beginning and end of their shifts. This is important for EOC security, reviewing actions/decisions in the after-incident report, for potential legal inquiries and to do a roll call if the EOC centre must be evacuated to another location.

[See Section 6-Forms EOC Sign in Sheet](#)

9.4. STAFFING THE EOC

The EOC is staffed by representatives of the functions that are required by the nature of the emergency. The EOC must have the ability to expand or contract as the emergency unfolds.

The overall functions within the EOC will consist of Operations, Planning, Logistics, and Administration/Finance, which will be performed by various EOC staff as directed by the EOC Manager/Director.

Hours of the EOC

As required:

- Determine when the EOC will be open each day based on when the requests for action are most frequent (Daytime, Evening, Night)
- Will there be someone on-call when the EOC is not open.
- Determine the number of shifts per day, considering the following:
 - For the duration of the event the EOC will be staffed as required by the incident and responding personnel. Dependant on the extent and nature of the emergency event, shifts no longer than 8 hours are preferable and back up EOC personnel will relieve those are completing a shift.
 - No shift should last longer than 10 hours.
 - Shifts will overlap by one hour to ensure time for essential information to be passed between exchanging personnel.
- Each position within the EOC will have a prime and an alternate named.

Also see Section 3 –for names and phone numbers of EOC staff.EOC relief may be available through members of the North Central Mutual Aid Association (NCMAA). Contact NCMAA through; Secretary Tracy Lubyk or Emergency Management and Fire Safety @ 1.306.787.9563 for availability of trained Emergency Operations Centre Personnel.

[See Section 1 for organizational charts of EOC functions and/or positions.](#)

[See Section 1: for duties and responsibilities of each position.](#)

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10. DAILY ACTIVITIES DURING THE EMERGENCY

10.1. DAILY SCHEDULE

Daily events will include briefings, media releases, situation reports, planning meetings, etc. Schedules may need to change as the event progresses or if the operational periods change.

Establishing a daily schedule may reduce the number of requests for information between scheduled events.

Establishing schedules for the daily events will allow other agencies to schedule their activities to correspond with the schedule and may lower expectations of receiving information between scheduled events.

10.2. LIST OF DAILY EVENTS

Use a daily event schedule to keep track of events that will happen daily. Distribute the schedule to all agencies, EOC staff and the Emergency Management Control Teams so appropriate representatives know the activity, purpose, agencies involved and location.

See [Section 6: Forms for a Daily Events Schedule template](#).

10.3. MEDIA RELEASES

Media releases should be scheduled by the Information Officer in a manner that is timely for the media to prepare the release.

See [Section 6: Forms for a Media Release schedule template](#)

10.4. DISTRIBUTION OF SCHEDULES

The schedule will be distributed to personnel and other agencies via:

- Fax
- Email
- Hard copy (delivered)

See [Section 7 Appendices for Media Release Templates](#).

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11. DOCUMENTING THE EVENT

Taking steps to document the event is critical for:

- sharing information during each shift and between shifts,
- making recovery decisions,
- improving processes through after-incident reviews,
- applying for disaster financial assistance, and
- defending actions taken during the response.

11.1. STATISTICS

Maintaining statistics on a variety of topics allows the Emergency Measures Organization to

- answer questions from other agencies and the media during the event
- assist with preparation of preliminary Community Impact Assessments (CIAs) for Disaster Financial Assistance.

The EOC must maintain statistics from the beginning of the event on:

- Human Impacts
- Structural Impacts
- Costs

11.1.1. HUMAN IMPACTS

- Number of people injured or dead (may need to obtain from Regional Health Authority)
- Number of people evacuated/ordered to shelter-in-place
- Number of homes evacuated (with addresses, if possible)
- Number of homes damaged (with addresses, if possible)

Note: When collecting numbers of people, include demographics if relevant/available, (age, sex, ethnicity, disabilities, new-immigrant if possible)

11.1.2. STRUCTURAL IMPACTS

For homes, acreages, and businesses:

- Minor Damage
- Major Damage
- Destroyed
- Damage to public buildings
- Damage to municipal infrastructure

11.1.3. COSTS

- Of response
- Of damages

11.2. RECORD KEEPING PROCEDURES

All activity logs generated from the event must be logged and stored in a specified location for quick access and review after the emergency.

See SECTION 2 FORMS: Form #2.4 for a table to record all log sheets, records and material that come into the EOC.

Note: Record pages should be numbered and dated for easy reference.

11.3. DISASTER FINANCIAL ASSISTANCE

Depending on the speed of onset of the event, the Provincial Disaster Relief Program (PDAP) process may begin before or during the emergency response. The following steps describe the first part of the PDAP process:

Before, during and after the disaster, keep track of all your activities and expenses directly relating to the event.

In order to verify your claim you need to provide documentation describing what happened, what actions you have taken and invoices for expenses you have incurred.

Wherever possible, photographs or videos of the event and resulting damages should be taken and made available to EMO.

Local authorities must establish separate files and accounting records to distinguish emergency expenditures from regular operating and maintenance expenditures.

Submit a Community Impact Assessment (CIA) as soon as information is available (refer to EMO website for form)

EMO requires information to determine the impacts on your community. This is necessary to evaluate the immediate assistance that might be required, to ensure your impacts are included in the broader assessment of damages, and to begin evaluating the possibility of Disaster Financial Assistance (DFA)

A CIA is critical to determining if a DFA program will be established and should be prepared accurately and submitted as soon as possible.

Complete a CIA as soon as you are confident about the accuracy of your information. The CIA will be more accurate if it is done shortly after an event. The longer you wait, the harder it is to re-construct what has happened.

Remember, the CIA is only a preliminary assessment of damages. It can be modified or updated, and it will certainly become more detailed once you've had a chance to carefully inspect damages.

Within 30 days of a disaster event, submit a Council Resolution requesting assistance.

A Council Resolution should include a detailed Community Impact Assessment if one has not already been submitted.

Community Impact Assessment(s) are reviewed to determine if eligible costs arising from the specific disaster event would result in an unreasonable financial burden to the community.

If the criteria of widespread damage and unreasonable financial burden are met then a DFA Program may be approved.

All local authorities who have requested DFA will be notified about this decision.

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12. MAINTAINING CRITICAL MUNICIPAL SERVICES

The Emergency Operations Centre (EOC) is responsible for developing operational plans to maintain or discontinue municipal services during an emergency.

If response actions threaten the local authority's ability to provide a service, the EOC will develop plans to:

- continue to provide the service in full
- provide the service in a modified form that requires fewer resources or
- discontinue the service and redirect resources to more critical services

The EOC will then forward these plans to the Emergency Management Control Team (EMCT) who will make any necessary revisions, approve the plans, and return them to the EOC. The EOC will coordinate the implementation of the plans.

Decisions to continue, modify, or suspend municipal services will be based on current need.

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13. PUBLIC COMMUNICATIONS/MEDIA

13.1. IDENTIFYING MEDIA RELATIONS POSITIONS AT THE SITE AND THE EOC.

Individuals may be assigned as the Site Media Officer to will work in consultation with the Public Information Officer at the Emergency Operations Centre to ensure the message is consistent.

The Site Media Officer and (Public Information Officer (PIO) may also identify spokespersons to represent the Site, EOC, and Elected Officials.

Potential spokespersons include the following:

- Site: Incident Commander
- EOC:Municipal Emergency Measures Coordinator/EOC Manager
- Elected Officials: Reeve, Deputy Reeve, Administrator
- Spokespersons should HAVE training before speaking to the media.

See [Section 7: Appendices for persons with Media Training.](#)

13.2. MEDIA GUIDELINES

EOC staff, Site personnel, and elected officials must pass information to the Public Information Officer (PIO) as soon as possible to ensure media releases are accurate and contain the most up-to-date information.

Follow the flow for creating and approving media releases (see 4.3 Media Release Process) to ensure all parties are informed of the message to be released before it is made available to the media.

Make messages consistent

All information shared through media releases or interviews MUST be the most accurate information that the PIO has received. If you have more up-to-date information, notify the PIO of this information before speaking to the media. This will allow the PIO to give this information to other personnel that may be interviewed at the same time.

Forward questions for future media releases

If you receive questions that are not answered in the latest media release, inform the PIO to make sure the answers are available in the next media release.

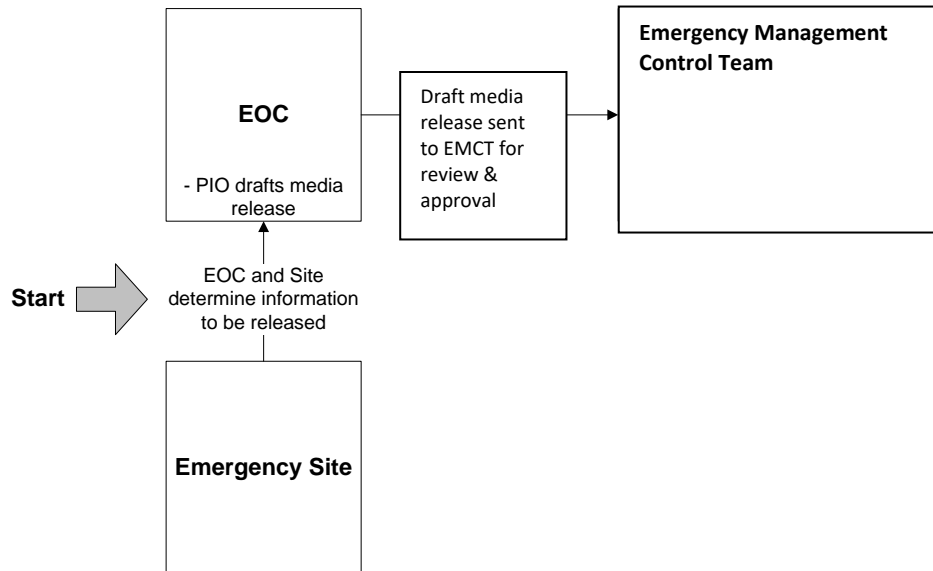
13.3. MEDIA RELEASE PROCESS

The following process and diagrams describe how media releases are created, approved, and distributed:

13.3.1. OPTION 1 – MEDIA RELEASE CREATED BY EOC AND SITE

The EOC in discussion with Site (either Incident Commander or Site Media Officer) will determine what information can be released at the time and what information needs to get out to the public.

The EOC PIO drafts a media release and forwards it to the Emergency Management Control Team, Reeve/Council & Administrator for discussion, possible revisions/edits, and approval.



13.3.2. OPTION 2 – MEDIA RELEASE CREATED BY EMERGENCY MANAGEMENT CONTROL TEAM

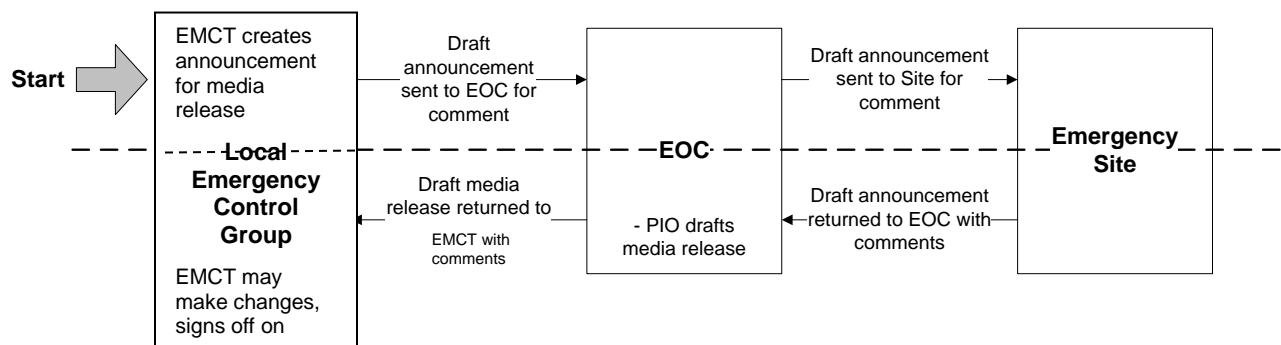
The Emergency Management Control Team provides the information for media release.

The EOC shares the information with the Site and they identify any concerns they have with the announcement.

The PIO drafts the media release and forwards it to the Emergency Management Control Team with any identified concerns for discussion, possible revisions/edits, and approval.

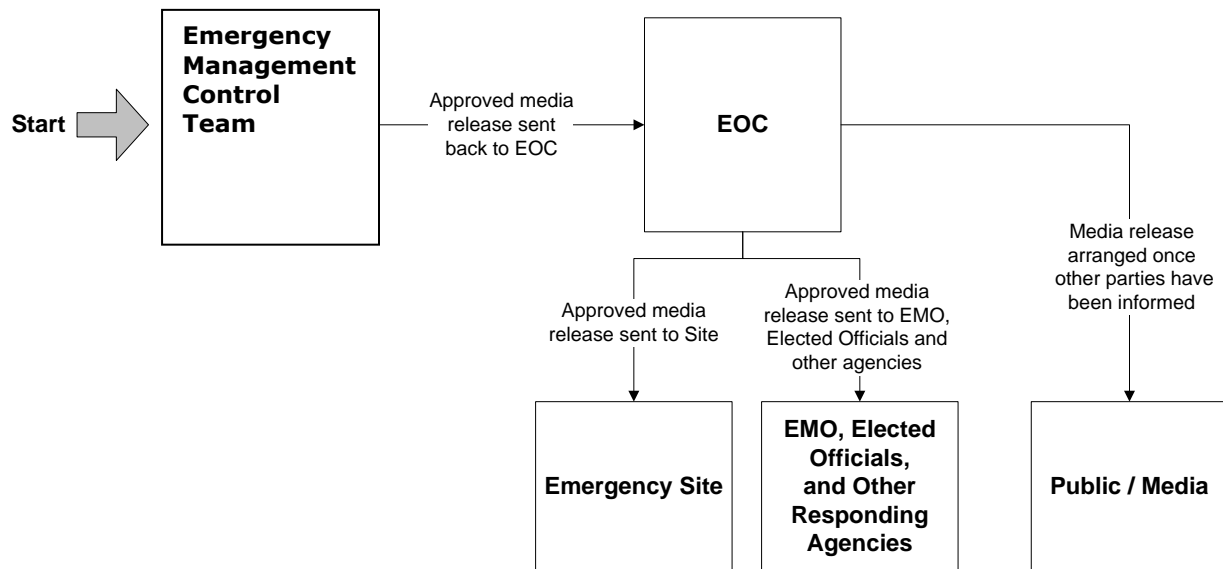
The EOC will share the media release with the Site and any other agency that may be dealing with the media due to their involvement with the situation.

Note: Send the media release to every elected official.



13.4. DISTRIBUTION OF APPROVED MEDIA RELEASE

Once all parties are informed of information to be released, the PIO will distribute the media release to the media.



Media release schedule

Media releases may be sent to media outlets or distributed at news conferences.

The schedule for these releases should follow the operational cycle. A new media release should be available for distribution soon after the planning meeting at the end of each operational period is completed.

Once the operational cycle has been created for an event, create a schedule that states

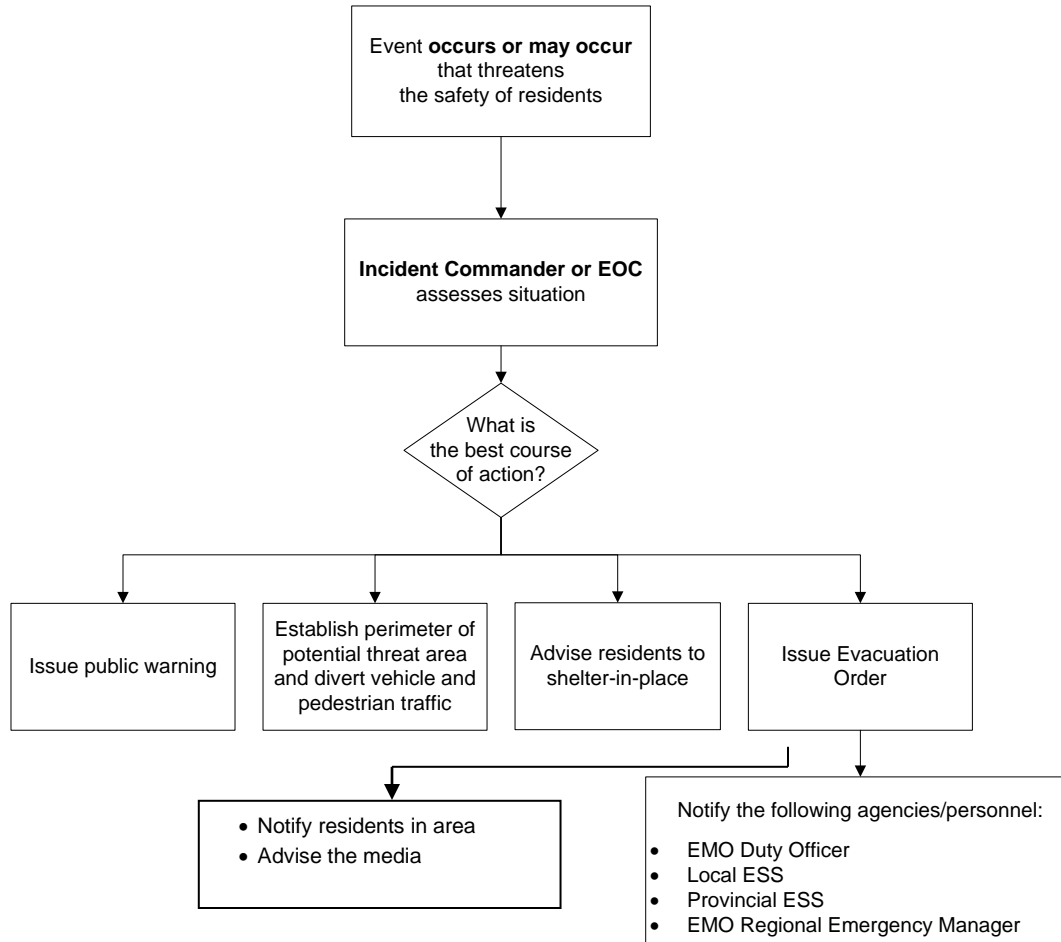
- when media releases will be available,
- how they will be distributed,
- where news conferences will be held,
- when spokesperson(s) will be available for individual interviews,
- how to contact the PIO,
- and distribute it to media outlets.
- Include the media release in the daily schedule see

See [Section 6: Forms for a Media schedule template](#)

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14. EVACUATION

14.1. EVACUATION DECISION FLOWCHART



Once decision is made to evacuate, refer to Section 7: Appendices for Evacuation, Reception, and Re-Entry information

Notify local and provincial emergency social services of evacuation decision and the need for a reception centre @ 306.xxx.xxxx (available 24/7)

Notify Emergency Management and Fire Safety of evacuation decision@ 306.xxx.xxxx (available 24/7)

Notify residents and provide Official Notification of Evacuation.

See 6: Appendices for an Official Notification of Evacuation template

14.2. AUTHORITY TO ORDER EVACUATION

To order a mandatory evacuation, a local authority **MUST** declare a state of local emergency as enabled under The Emergency Measures Act.

Authority to implement an evacuation normally rests with the local authority, through the local law enforcement agency.

The Fire Chief can order evacuations under The Fire Prevention Act.

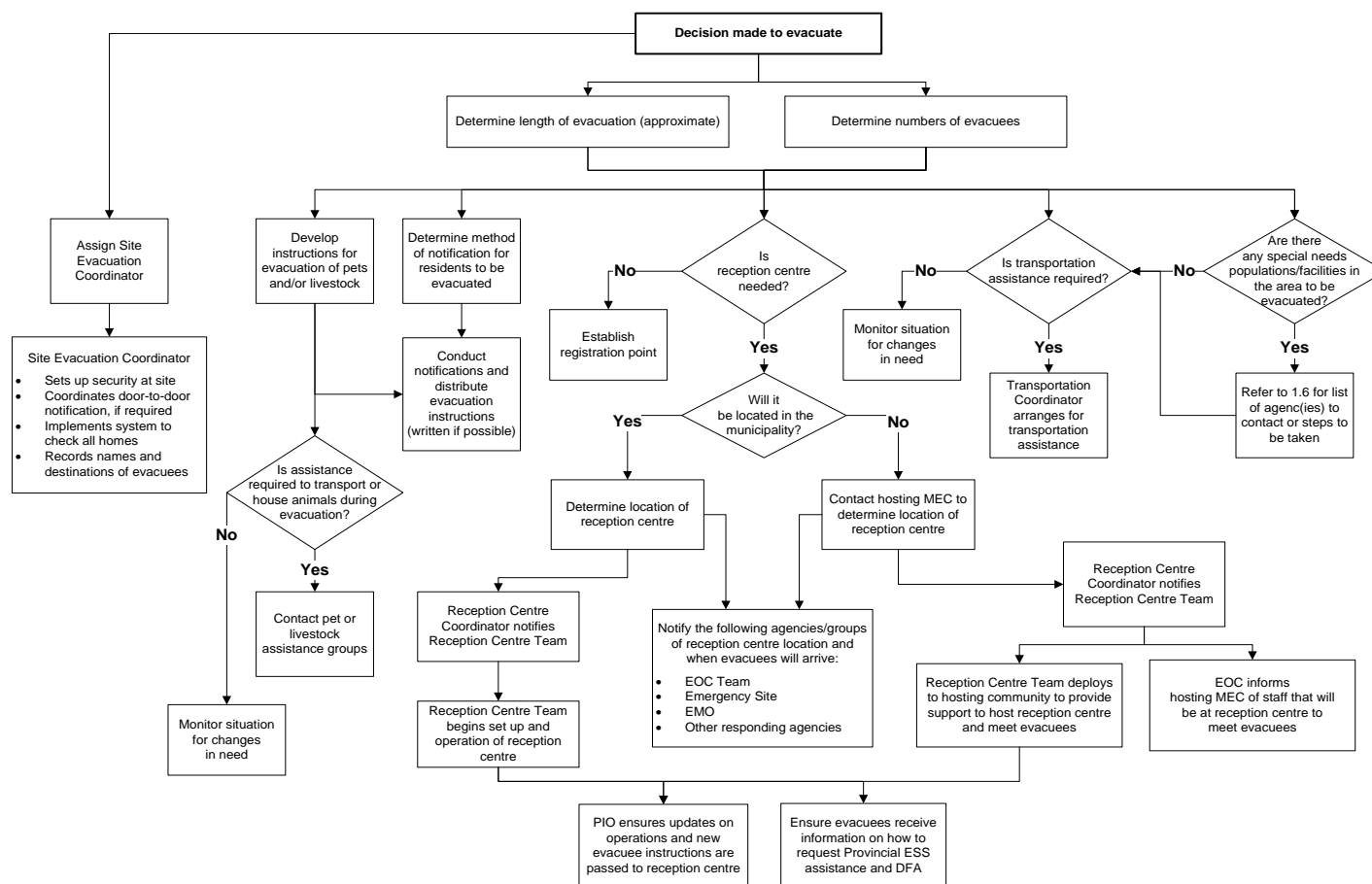
14.3. EVACUATION ROUTES

Evacuation routes have been established in the District of Lakeland.

An evacuation route map is available in the 'map drawer' of the EOC Supply cabinet.

Evacuation routes have also been mapped in CodeRED.

14.4. EVACUATION AND RECEPTION FLOWCHART



14.5. EVACUATION SECURITY AND CONTROL

The Incident Commander (IC) will be responsible for how the evacuation of the Site is run. The EOC will provide support, as requested by IC.

In the case that the EOC decides an evacuation is necessary, it may assign a Site Evacuation Coordinator or Incident Commander to the evacuation.

As the decision to evacuate may be made by either the Incident Commander or the EOC, there must be continuous dialogue between the IC and EOC regarding where residents are being evacuated to.

Responsibility for the security of the evacuation site must be assigned.

Considerations for securing the evacuated area:

- What geographic boundaries and features affect your ability to establish a security perimeter (e.g. rivers, major roadways, rail lines, etc. that are easy to observe and police)?
- Is the area entirely visible or must you establish multiple security checkpoints?
- Will you patrol the area or use perimeter checkpoints? (Consider the safety of the patrol personnel.)
- What is the length of time the area must be secured? (Short-term – use local police; Long-term – hire private security.)
- Will you allow the evacuees temporary access to the Site during the evacuation period?

Note: Temporary access is not recommended as the area will be unsafe (thus the reason for the evacuation.)

If you decide that temporary access will be allowed, the EOC should provide a list of people that will be granted access to the Site to security personnel.

Once all necessary agencies have approved the area as safe for re-entry, residents can be allowed access.

Note: A record of all vehicles and personnel who enter/exit a closed area should be maintained.

[See Section 6: Forms for an Evacuation Transportation Log](#)

14.6. EVACUATION FOR DOMESTIC PETS

The Prince Albert SPCA will assist with evacuation of pets and fostering if they have the staff available.

If possible pets should be evacuated with the owners. Individuals should have a 'pet evacuation plan' in place.

Pet owners must have proof of updated vaccinations. Shelters and animal foster homes may require this proof of current vaccination.

The animal must have a collar and a leash to keep the animal under control at all times.

If possible owners should have a properly sized pet carrier to transport and house their animal.

Pet owners must bring a supply of food, water, dishes and any medications that are required.

Note: Domestic pets will NOT be allowed in the evacuation centres so pet owners need to make prior arrangements for their pets.