
ATHABASCA REGIONAL EMERGENCY RESPONSE PLAN

Emergency Response Plan
June 1, 2016

Approved By	Title	Date

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 1 - IMMEDIATE ACTIONS

Disclaimer:

This document has been designed in consultation with the Athabasca Region. The contents and procedures outlined within this document are based on the information, corporate resources and knowledge available at the time of its creation. The document provides guidance to the Athabasca Region on processes and resources available during an emergency event; it does not guarantee or endorse performance by the Athabasca Region.

ERMC, Emergency Response Management Consulting Ltd. accepts no responsibility or liability from the implementation and use, or contents of this document.

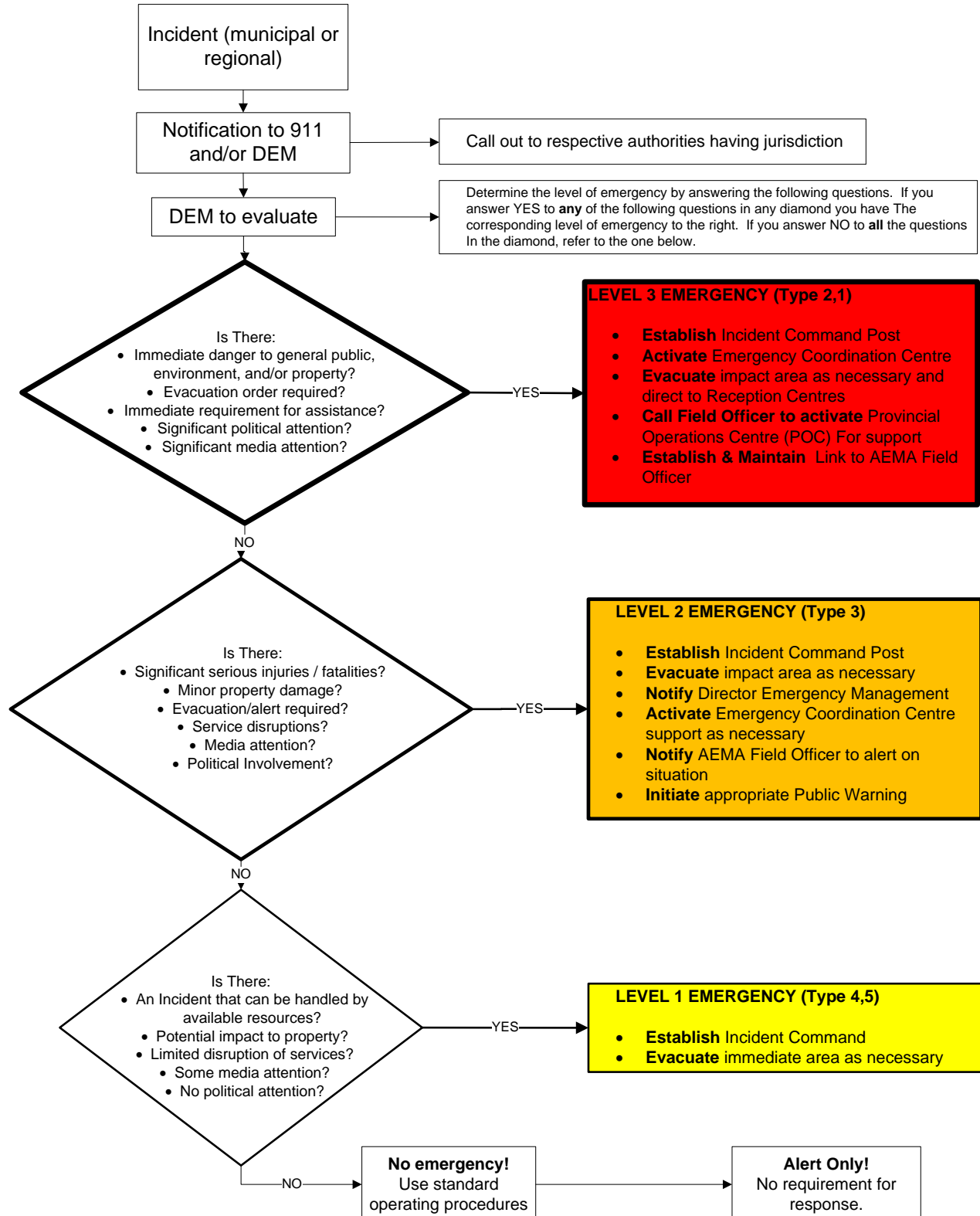
Copyright:

The Athabasca Region prohibits the copying, distribution or use of this document format or contents by or for any party other than the Athabasca Region.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 1 - IMMEDIATE ACTIONS

1.0 IMMEDIATE ACTIONS



**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 1 - IMMEDIATE ACTIONS

1.1 IMMEDIATE REGIONAL CONTACTS

“In respect for privacy and protection of contact information, the immediate contact personal information is kept confidentially in a separate sealed envelope and will be accessed only in the case of an emergency.”

1.2 IMMEDIATE EMERGENCY CONTACTS

FIRE - All initial calls to 911

Athabasca	675-2200		689-9220
Baptiste Lake	675-2551		689-7362
Boyle	689-3611		
Caslan	689-3911		
Colinton	675-2702		689-8061
Grassland	525-3911		689-8028
Richmond Park	675-2604		689-8419 689-8418
Rochester	698-2611		
Wandering River	771-3911		404-3408

POLICE - All emergency calls to 911

Sgt. Brian Nicholl	675-4252		Athabasca
Sgt. John Spaans	689-3622		Boyle

AMBULANCE - All emergency calls to 911

1.3 INITIAL ACTIONS

1.3.1 EMERGENCY SERVICES

The first actions when an alarm emergency is reported are to be taken by Emergency Services. Detailed duties and responsibilities for Emergency Services are listed in Section 5 – Roles and Responsibilities.

Upon notification of an emergency situation, the following actions will take place:

- The first emergency service on scene will assess the emergency.
- Emergency services respond to the affected area as required.
- The lead for the Primary Emergency Service will assume Incident Commander (IC) responsibilities.
- An Incident Command Post (ICP) is TO BE established.
- Other service resources are activated based on evaluation of incident.
- Immediate actions and control measures are initiated within the scope of their responsibilities.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 1 - IMMEDIATE ACTIONS

- The IC contacts the Director of Emergency Management, recommending if the EOC needs to be activated or not and confirming the level of emergency.

1.3.2 AUTHORITY– OTHER

If no 9-1-1 call is provided, the following officials have the authority to contact the Director of Emergency Management and request the activation of the ECC:

- Mayor or alternate.
- Chief Administrative Officer or alternate.
- Fire Officer.
- RCMP Staff Sergeant or alternate.
- EMS.

1.3.3 ECC STAFF CALL OUT

The Director of Emergency Management will direct a call out to ECC staff members. The actual calling may be delegated to someone else, and conducted by telephone. It is the responsibility of ECC staff to contact their staff as required. Alternates will be called if a primary ECC member cannot be contacted.

1.3.4 ECC SETUP

Upon call out and notification of a Level 2 or 3 emergency situation affecting the Athabasca Region, ECC personnel will report to the ECC and sign in.

1.3.5 ECC CONDUCT

After the ECC is set up and the Director of Emergency Management is prepared to work with ECC staff, the following initial actions will take place:

- The Director of Emergency Management will facilitate the initial briefing. This briefing should be short and outline the situation (5-7 minutes maximum), soliciting pertinent details from all ECC members.
- Immediately following the initial brief, the Director of Emergency Management will lead the following:
 - Establish goals, objectives, and tasks
 - Prioritize goals
 - Create an action plan
 - Assign tasks as appropriate to ECC personnel
 - Determine and/or confirm notifications that have been or need to be made, and who will make them
 - Confirm information ECC management and documentation processes
- Everyone will be reminded to update the staffing and status boards
- The time for the next update brief will be identified.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 1 - IMMEDIATE ACTIONS

FORM 1A: INITIAL INCIDENT INFORMATION

Incident Date	dd	mm	yyyy	Incident Time: (24 Hr. Local Clock)	
Call Date	dd	mm	yyyy	Incident Time: (24 Hr. Local Clock)	
Caller Information:					
Caller's Name/Position/Organization:				Phone Number: ()	
Caller's Present Location				Phone Number: ()	

EMERGENCY INFORMATION:

(E.G. Date, Time; Product/U.N. Number; Transportation Mode; Who Is Involved? What Is Leaking? Source? Rate?)

Incident Description:

Location Of Emergency / Directions To Scene:

Municipal Address:	Media Involvement: Media Outlet:	Yes	No
Near Residences? _____ Yes No	Name/Address:		
Are Any People In Immediate Danger? _____ Yes No	Has Anyone Been Sheltered?	Yes	No
	Has Anyone Evacuated The Area?	Yes	No
How Many People Were Evacuated/Sheltered?	Where Were They Evacuated To?		
Fatalities: _____ _____ Public _____ Business _____ Contractors Yes No			
Injuries: _____ _____ Public _____ Business _____ Contractors Yes No			
Extent Of Injuries:			
Medical Facility / Person Handling Incident:			
WEATHER CONDITIONS (Specify)			
Wind Direction:	Wind Speed (Strong, Light, Gusts)	Temperature:	

SECTION 1 - IMMEDIATE ACTIONS

[illegible]

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 1 - IMMEDIATE ACTIONS

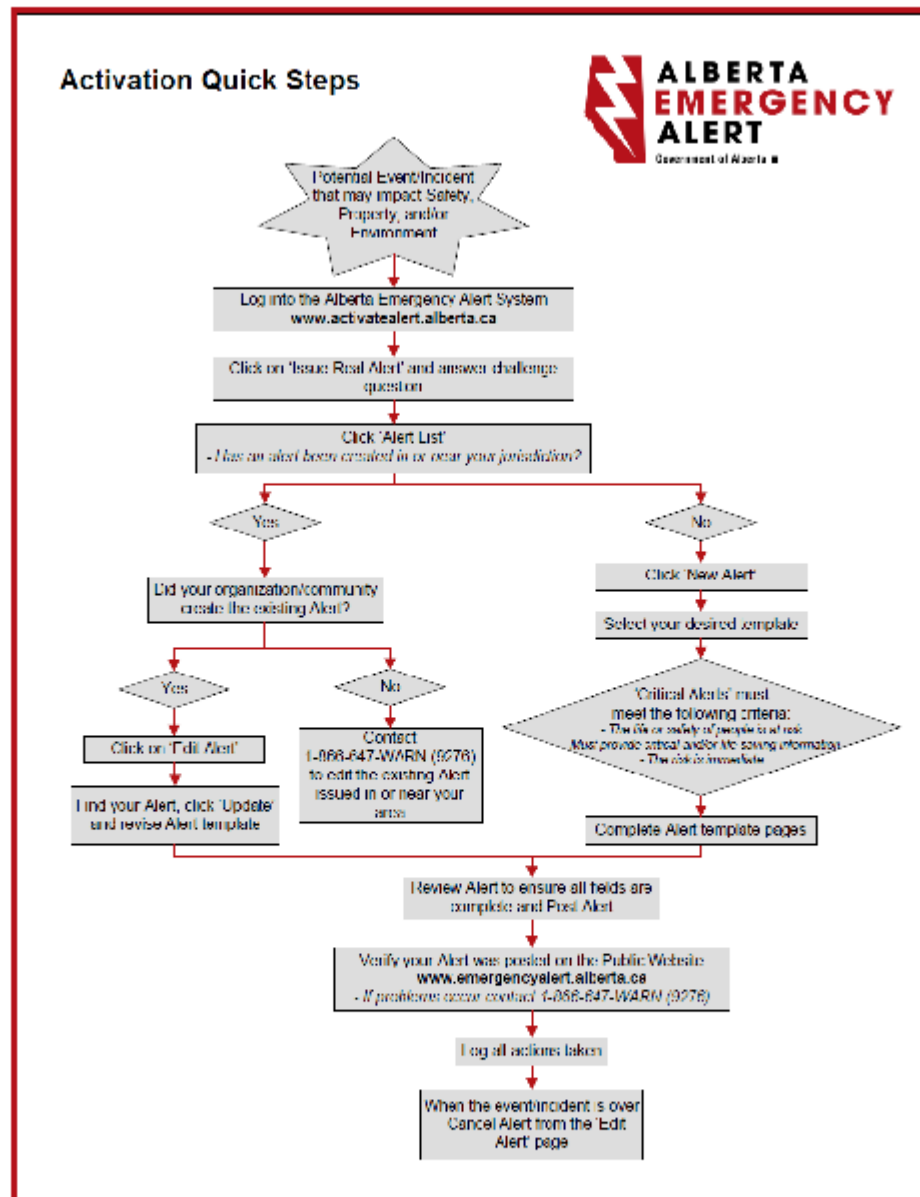
FORM 1B: INCIDENT ACTION PLAN

INCIDENT OBJECTIVES	1. Incident Name	2. Date Prepared	3. Time Prepared
	4. Operational Period	5. Prepared By:	
	6. Objectives: (Prioritize)		Lead
7. Action Items		Assigned:	
8. Attachments: (if required)			
9. Approved By:			

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 1 - IMMEDIATE ACTIONS

FORM 1C: ALBERTA EMERGENCY ALERT - QUICK STEPS



ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN

SECTION 1 - IMMEDIATE ACTIONS

FORM 1C: ALBERTA EMERGENCY ALERT – CRITICAL ALERT MESSAGE



MANUAL CRITICAL ALERT MESSAGE

ONLY FOR USE WHEN NO INTERNET IS AVAILABLE

Build your message by completing this form. Once this form is COMPLETE, call 1-866-647-WARN (9276) to issue your critical alert.

Level: Critical – Immediate risk to human life, action must be taken immediately

Description:

What is occurring, what is expected to happen

Keep it short and simple

Detail:

OPTIONAL
website info

E.g. Reception centres, where people should evacuate to, phone numbers/web addresses of additional information

Instructions for the Public:

Keep it short and simple

Alert Area

Where is the emergency, who is affected

Your Agency

Who the public can contact to get more information

Once this form is COMPLETE, call 1-866-647-WARN (9276) to issue your critical alert.

SECTION 1 - IMMEDIATE ACTIONS

Name: _____ Date: _____ Page No. _____

[illegible]

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 2 – TABLE OF CONTENTS

Table of Contents

1.0 IMMEDIATE ACTIONS	3
1.1 IMMEDIATE REGIONAL CONTACTS.....	4
1.2 IMMEDIATE EMERGENCY CONTACTS.....	4
1.3 INITIAL ACTIONS	4
1.3.1 EMERGENCY SERVICES.....	4
1.3.3 ECC STAFF CALL OUT.....	5
1.3.4 ECC SETUP	5
1.3.5 ECC CONDUCT.....	5
FORM 1A: INITIAL INCIDENT INFORMATION	6
FORM 1B: INCIDENT ACTION PLAN.....	8
FORM 1C: ALBERTA EMERGENCY ALERT - QUICK STEPS	9
FORM 1C: ALBERTA EMERGENCY ALERT – CRITICAL ALERT MESSAGE	10
FORM 1D: TIME AND EVENT LOG	11
3.0 ORGANIZATION.....	17
3.1 REGIONAL EMERGENCY MANAGEMENT ORGANIZATION.....	17
3.1.1 EMERGENCY ADVISORY COMMITTEE (EAC)	17
3.1.2 EMERGENCY COORDINATION CENTRE (ECC).....	17
3.1.3 INCIDENT COMMAND POST (ICP).....	17
FIGURE 3-1 REGIONAL EMERGENCY MANAGEMENT ORGANIZATION.....	18
FIGURE 3-2 ECC ORGANIZATION.....	19
FIGURE 3-3 ICP ORGANIZATION.....	20
FIGURE 3-4 RECEPTION CENTRE ORGANIZATION.....	21
3.2 EMERGENCY ADVISORY COMMITTEE (EAC)	22
3.2.1 FUNCTION	22
3.2.2 STAFFING (as appointed by councils)	22
3.2.3 LOCATION	22
3.2.4 EQUIPMENT	22
LAYOUT 3-1 MAIN EAC - IN COUNTY OFFICE COUNCILORS LOUNGE	23
3.2 REGIONAL EMERGENCY COORDINATION CENTRE (ECC).....	24
3.2.1 FUNCTION	24

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 2 – TABLE OF CONTENTS

3.2.2	STAFFING	24
3.2.3	STAFFING SUPPORT	24
3.2.4	ACTIVATION	25
3.2.4	LOCATION	25
3.2.5	RESOURCES	25
3.2.6	SET UP	25
	LAYOUT 3-3 PRIMARY ECC - COUNCIL CHAMBERS	26
	LAYOUT 3-4 ALTERNATE ECC – VILLAGE OF BOYLE - ADMINISTRATION BUILDING	27
3.3	INCIDENT COMMAND POST/FIRST RESPONSE TEAMS	28
3.3.1	DESCRIPTION	28
3.3.2	FUNCTION	28
3.3.3	STAFFING	28
	FIGURE 3-3 INCIDENT COMMAND POST ORGANIZATION	29
3.4	RECEPTION CENTRE (Element of Emergency Social Services)	30
3.4.1	DESCRIPTION	30
3.4.2	FUNCTION	30
3.4.3	STAFFING	30
3.4.5	ACTIVATION	31
3.4.6	PRIORITIES	31
4.0	ROLES & RESPONSIBILITIES	35
4.1	EMERGENCY ADVISORY COMMITTEE (EAC)	36
4.1.1	EAC LEADER	36
4.1.2	LEGAL REPRESENTATIVE	36
4.2	EMERGENCY COORDINATION CENTRE (ECC)	37
4.2.1	ECC DIRECTOR	37
4.2.2	ECC ADVISOR (ACTIVATED AT THE DISCRETION OF THE ECC DIRECTOR)	38
4.2.3	INFORMATION OFFICER	39
4.2.4	ADMIN. SUPPORT	40
4.2.5	PUBLIC WORKS AND UTILITIES	41
4.2.6	SERVICE CHIEFS	42
4.2.7	FIRE/RESCUE	43

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 2 – TABLE OF CONTENTS

4.2.8	LAW ENFORCEMENT.....	44
4.2.9	EMERGENCY MEDICAL SERVICES (EMS)	45
4.2.10	HEALTH AGENCY (ACTIVATED AT DISCRETION OF THE ECC DIRECTOR).....	46
4.2.11	SCHOOL BOARDS (ACTIVATED AT DISCRETION OF THE ECC DIRECTOR).....	47
4.2.12	EMERGENCY SOCIAL SERVICES DIRECTOR.....	48
4.2.13	INDUSTRY REPS.....	49
4.3	FIRST RESPONSE TEAM	50
4.3.1	INCIDENT COMMANDER.....	50
4.4	RECEPTION CENTRE TEAM.....	51
4.4.1	Reception Centre Manager	51
4.4.2	Deputy Reception Centre Manager	53
4.4.3	Reception / Referral Service	53
4.4.4	Personal Services Coordinator.....	54
4.4.5	Registration & Inquiry Coordinator	54
4.4.6	Mental Health Coordinator	55
4.4.7	Physical Health Coordinator	56
4.4.8	Pet Care Coordinator	56
4.4.9	Food Services Coordinator	57
4.4.10	Volunteer Services Coordinator	58
5.0	ALARMS & ACTIVATION	59
5.1	EMERGENCY RESPONSE ACTIVATION.....	59
5.2	DEFINITION OF AN EMERGENCY AND EMERGENCY LEVELS.....	60
5.2.1	TYPE 5 or 4 or 3: (level 1-2).....	60
5.2.2	TYPE 2: (level 3)	61
5.2.3	TYPE 1: (level 3)	62
5.3	ALARM DESCRIPTION.....	63
5.3.1	ALL EMERGENCIES	63
5.3.2	PUBLIC WARNING	63
5.3.3	ALL CLEAR	63
5.4	ACTIONS ON ALARM OR ANNOUNCEMENTS	64
5.4.1	SERVICE CHIEFS.....	64

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 2 – TABLE OF CONTENTS

5.4.2	DIRECTORS OF EMERGENCY MANAGEMENT	64
5.4.3	OTHER ECC PERSONNEL.....	64
5.4.4	ELECTED OFFICIALS (Emergency Advisory Committee).....	64
6.0	SPECIFIC FUNCTION PLANS	65
6.1	DECLARATION OF A STATE OF LOCAL EMERGENCY (SOLE)	66
6.1.1	CONDITIONS	66
6.1.2	PROCEDURE	66
6.1.3	REFERENCES.....	67
6.1.4	ALBERTA EMERGENCY ALERT (AEA)	67
FORM 6A:	MUNICIPAL DECLARATION OF A STATE OF LOCAL EMERGENCY	68
FORM 6B:	PUBLIC ANNOUNCEMENT FOLLOWING A DECLARATION OF A STATE OF LOCAL EMERGENCY 69	
6.2	REGIONAL ECC ACTIVATION PROCEDURE	70
6.2.1	PROCEDURE	70
6.3	EVACUATION PLAN.....	71
6.3.1	ACTIVATION	71
6.3.2	PROCEDURE	71
6.3.3	RECEPTION CENTRES AND COLLECTION POINT LOCATIONS	71
6.3.4	TRANSPORTATION	72
6.3.5	RECEPTION CENTRE MANAGMENT	72
6.3.6	REGISTRATION AND INQUIRY	74
6.3.7	VOLUNTEER MANAGEMENT.....	74
6.3.8	DONATIONS MANAGEMENT	75
6.3.9	RECEPTION CENTRE MEDIA RELATIONS	76
6.3.10	EMERGENCY ACCOMMODATIONS, FOOD SERVICE FACILITIES	77
6.3.11	COUNSELLING SERVICES	78
6.3.12	SECURITY.....	78
FIGURE 6A:	ATHABASCA REGIONAL EMERGENCY EVACUATION ADVISORY	79
FORM 6C:	EVACUATION REGISTRATION FORM.....	80
6.5	PUBLIC AFFAIRS/MEDIA RELATIONS PLAN	82
6.5.1	PURPOSE	82

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 2 – TABLE OF CONTENTS

6.5.2	RESPONSIBILITY/POLICY	82
6.5.3	MEDIA PROCEDURES	82
6.5.4	MEDIA STATEMENT	82
6.6	MASS CASUALTY INCIDENT	83
6.6.1	OVERVIEW	83
6.6.2	CRITERIA	83
6.6.3	PROCEDURE	83
6.6.4	COMMAND AND CONTROL	83
6.7	COMMUNITY SUPPORT TO HEALTH CENTRE.....	83
6.7.1	OVERVIEW	83
6.7.2	EVACUATION	84
6.7.3	TRANSPORTATION SERVICES	84
6.7.4	RECEPTION CENTRE RESOURCES	84
6.7.5	SECURITY AND TRAFFIC CONTROL.....	84
6.7.6	COMMUNICATIONS	84
6.8	COMMUNITY SUPPORT TO SCHOOL BOARD	84
6.8.1	OVERVIEW	84
6.8.2	EVACUATION	85
6.8.3	COMMUNICATIONS	85
6.8.4	MUNICIPAL RESPONSIBILITIES	85
6.9	BOMB THREAT	86
6.9.1	THREAT BY TELEPHONE	86
6.9.2	EVALUATING THE THREAT	86
6.9.3	RESPONDING TO A THREATENING TELEPHONE CALL.....	87
6.9.4	SUSPICIOUS PACKAGE	87
6.9.5	EVACUATION	87
	FORM 6E: BOMB THREAT / ANONYMOUS CALL RECORD	88
6.10	COMMUNICATIONS	90
7.0	RESOURCES	91
7.1	INTRODUCTION	91
7.1	RESOURCES – MUNICIPALLY OWNED.....	92

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 2 – TABLE OF CONTENTS

7.1.1	FIRE DEPARTMENT RESOURCES (All are volunteer) Call 911.....	92
7.1.2	MEDICAL RESOURCES	94
7.1.3	POLICE RESOURCES.....	95
7.1.4	PROVINCIAL GOVERNMENT ASSISTANCE	96
7.1.5	RAILROAD	97
7.2	RESOURCES – PRIVATE INDUSTRY	97
7.2.1	ALPAC.....	97
7.3	RESOURCES - GOVERNMENT	99
7.3.1	RESOURCES - GOVERNMENT	99
8.0	RECOVERY	101
8.1	OVERVIEW	101
8.2	CLEAN UP	101
8.3	PUBLIC RELATIONS.....	101
8.4	EMPLOYEE ASSISTANCE	102
8.5	LITIGATION	102
8.6	INSURANCE	102
8.7	RESUMPTION OF BUSINESS.....	103
8.8	POST INCIDENT INVESTIGATIONS.....	104
8.8.1	OVERVIEW	104
8.8.2	SERIOUS INJURY/FATALITY INVESTIGATIONS.....	104
8.8.3	INSURANCE AND GOVERNMENT INVESTIGATIONS.....	104
8.8.4	EMERGENCY RESPONSE REVIEW	104
9.0	PREPAREDNESS.....	105
9.1	OVERVIEW	105
9.2	FUNCTION.....	105
9.3	OPERATION.....	106
9.4	TRAINING PROGRAM	107
9.4.1	PLAN FAMILIARIZATION.....	107
9.4.2	EMERGENCY RESPONDERS	107
9.4.3	CONTRACTORS.....	107
9.4.4	OFF-SITE RESOURCES.....	108

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 2 – TABLE OF CONTENTS

9.5	EXERCISE PROGRAM	108
9.5.1	TABLE TOP EXERCISES	108
9.5.2	DRILLS	108
9.5.3	FULL SIMULATIONS	109
9.6	HAZARD ASSESSMENT – RISK ANALYSIS	110
9.6.1	OVERVIEW	110
9.6.2	LATEST ANALYSIS	110
9.6.3	HAZARDOUS MATERIAL STORAGE	110
10.0	ADMINISTRATION	111
10.1	AUTHORITY	111
10.2	LEGISLATION	111
10.3	POLICY	111
10.4	PLAN REVIEW / UPDATE	112
10.5	DISTRIBUTION	113
10.6	REVISION REQUEST FORM	114
10.7	LIST OF REVISIONS	115
10.8	DEFINITIONS / GLOSSARY	116
10.9	MUTUAL AID AGREEMENTS	131

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

3.0 ORGANIZATION

This section describes the Emergency Management Organization for the communities within the Athabasca Region. The Organization is made up of the following elements:

- Emergency Advisory Committee (EAC)
- Emergency Coordination Centre (ECC)
- Incident Command Post (ICP)

3.1 REGIONAL EMERGENCY MANAGEMENT ORGANIZATION

3.1.1 EMERGENCY ADVISORY COMMITTEE (EAC)

The EAC contains the governing authority supporting emergency response activities within the Athabasca Region and its communities. The EAC will be mobilized, as required, to act as a governance centre only. This will normally occur when it is necessary for a community within the Region to declare a “State of Local Emergency”. Similar to the ECC, the EAC contains a core group of people to operate effectively. This core group includes the EAC Leader and Elected Officials.

Personnel staffing this Regional Crisis Centre will have no authority in the actual support of emergency response. Instead, the authority will fall to the ECC

3.1.2 EMERGENCY COORDINATION CENTRE (ECC)

The Emergency Coordination Centre (ECC) will be mobilized to respond to a Level II or Level III emergency. The County Director of Emergency Management, is in charge of the ECC. He/she is supported by the expertise of various additional ECC staff including: Service Chiefs, the ECC Liaison, ECC Advisor, ESS Director and the Information Officer. The ECC Director may also be assisted by the DEM of the affecting municipality.

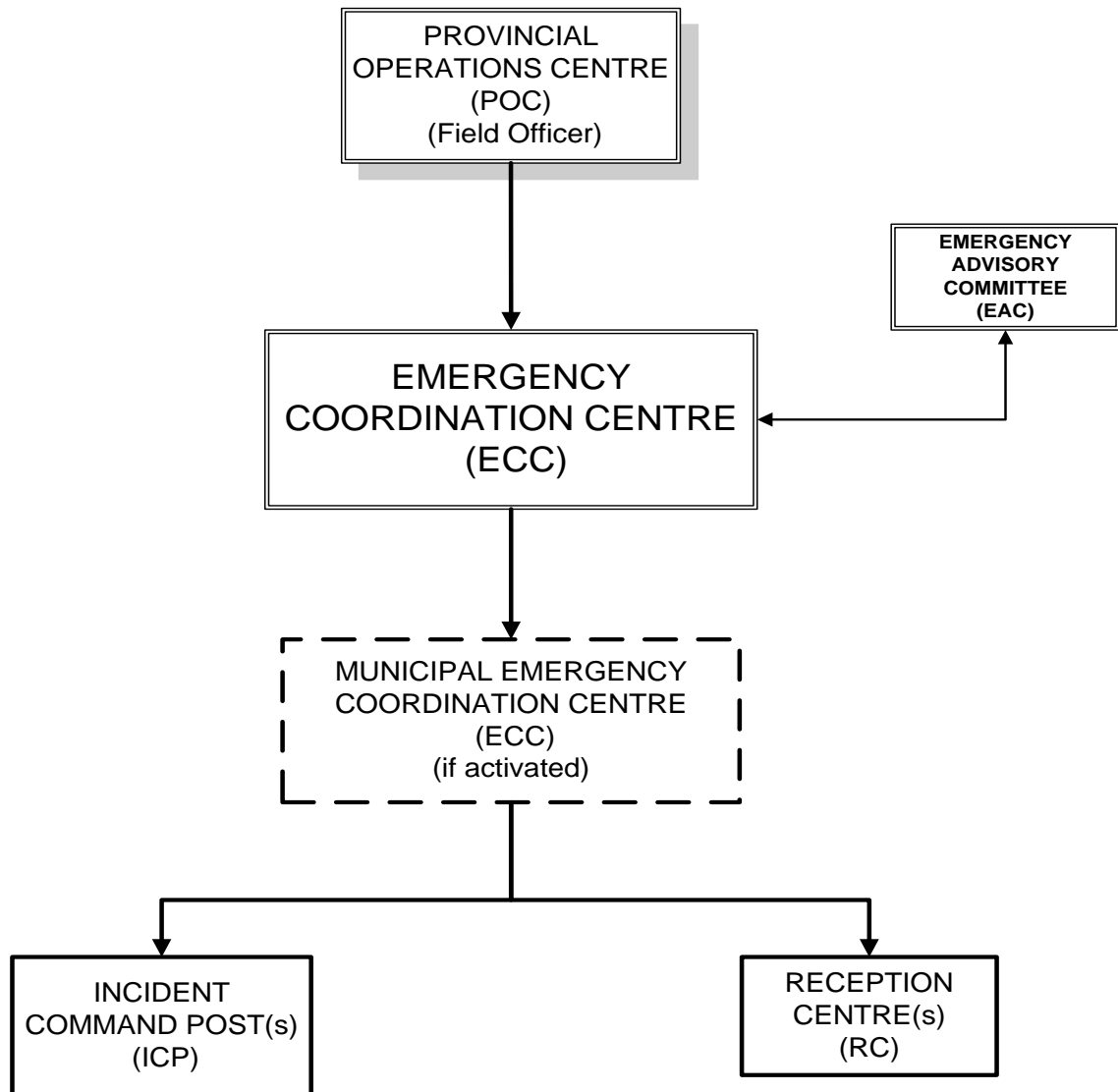
3.1.3 INCIDENT COMMAND POST (ICP)

The Incident Command Post controls the first response activities, personnel and communications at the emergency site. Athabasca Regional Emergency Services provide the personnel and equipment resources to staff this post and are supported, as required, by mutual aid and contract resources.

ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN

SECTION 3 – ORGANIZATION

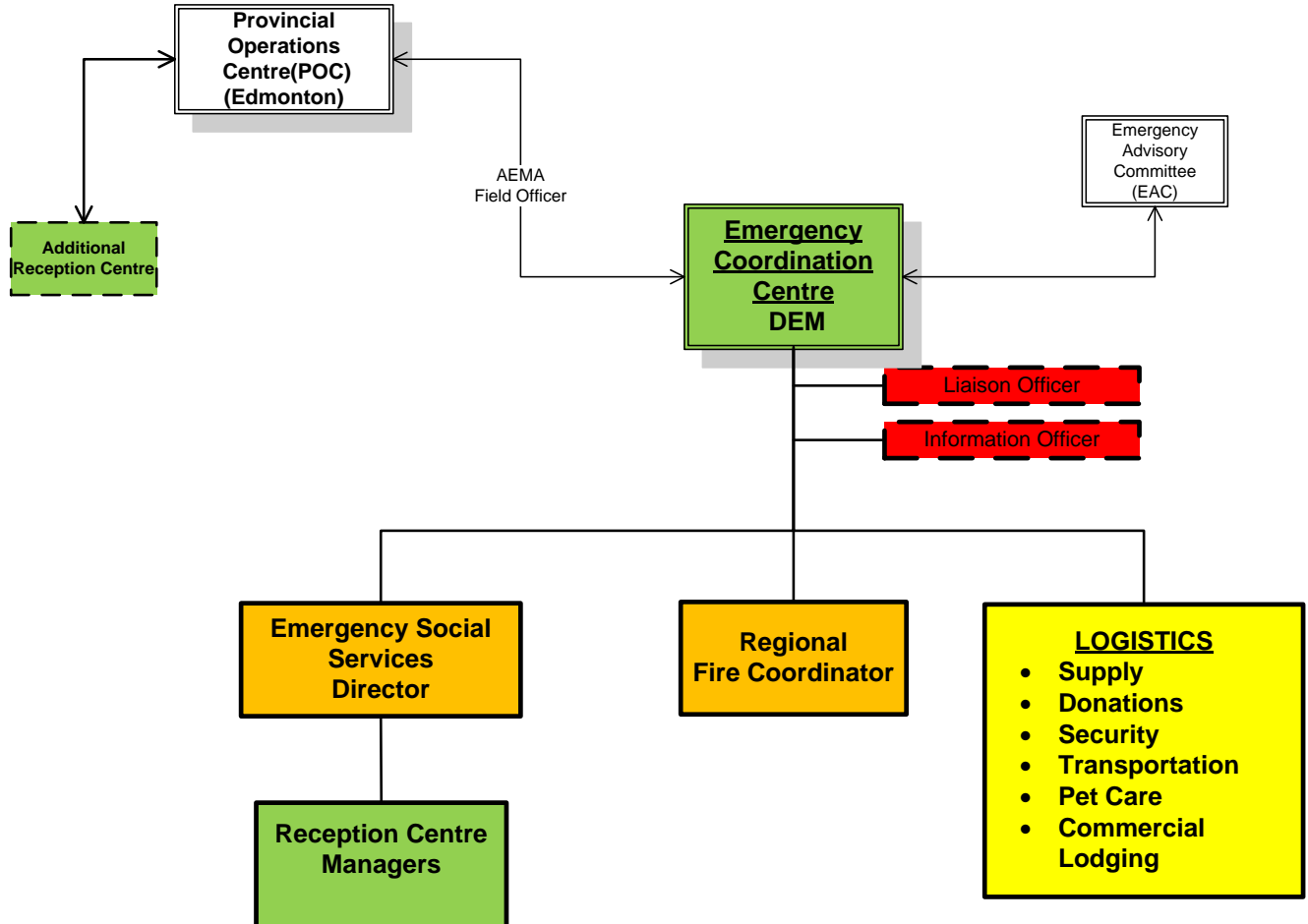
FIGURE 3-1 REGIONAL EMERGENCY MANAGEMENT ORGANIZATION



ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN

SECTION 3 – ORGANIZATION

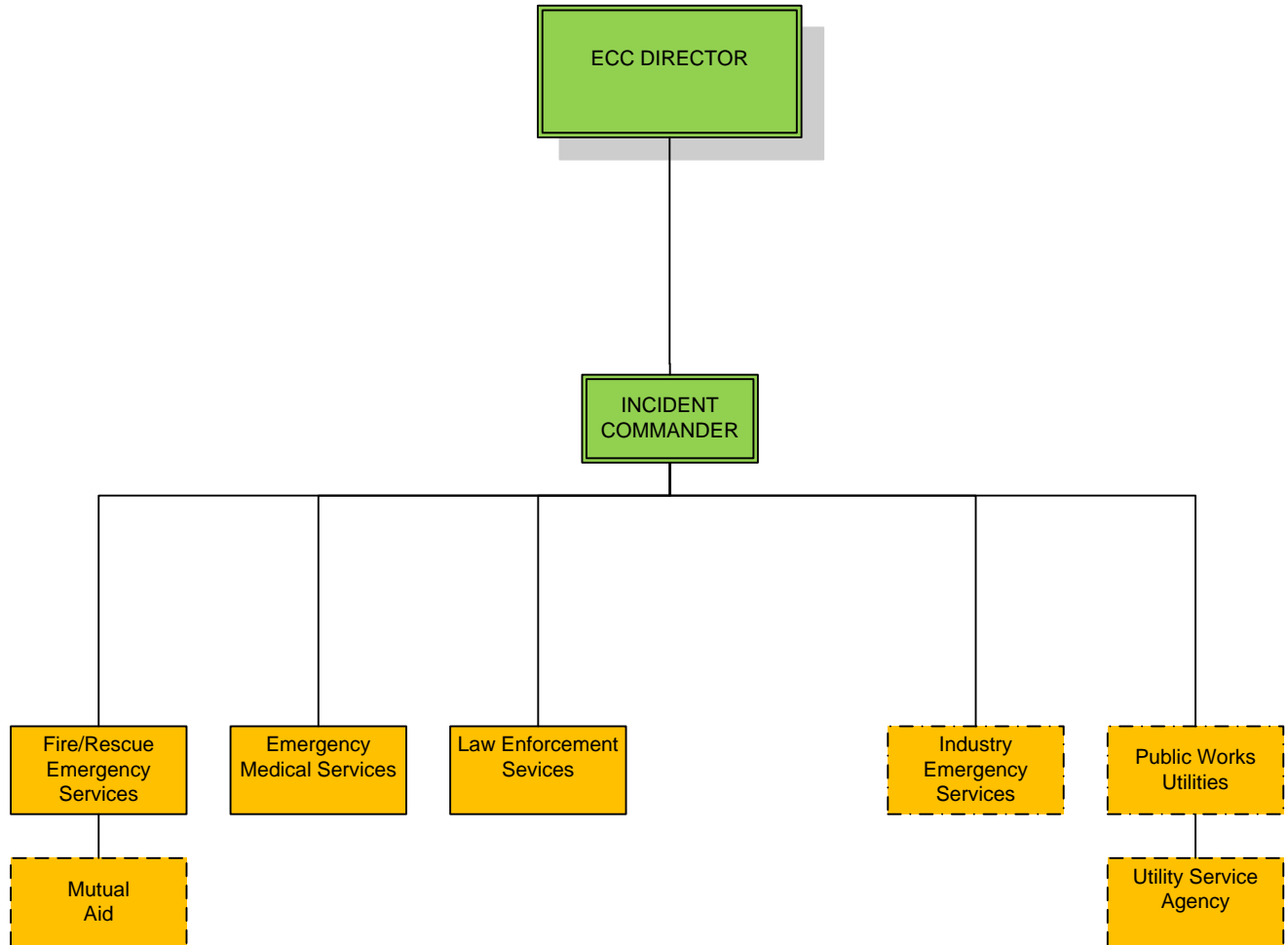
FIGURE 3-2 ECC ORGANIZATION



ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN

SECTION 3 – ORGANIZATION

FIGURE 3-3 ICP ORGANIZATION

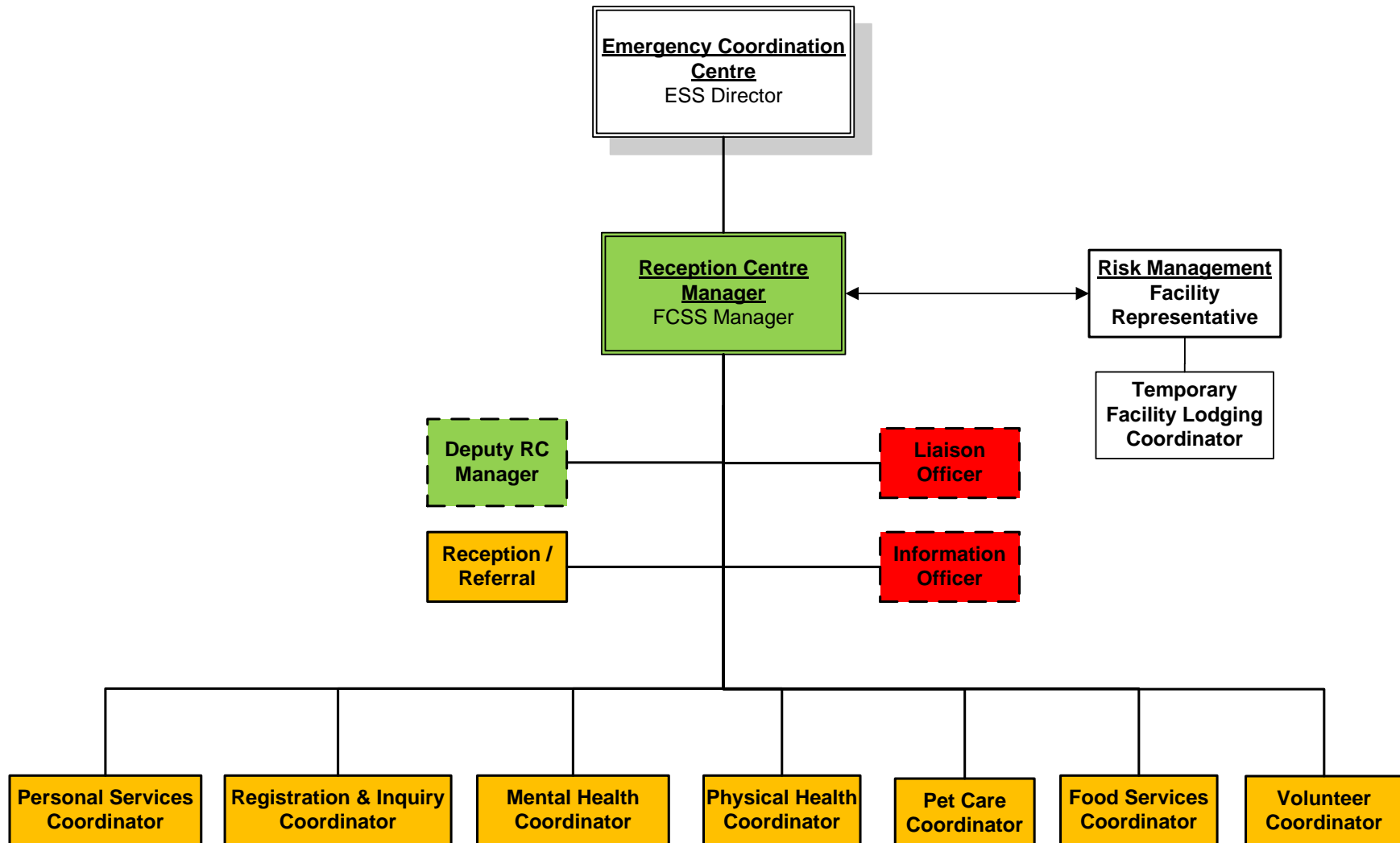


Note: ICP Service Chiefs are conditional positions as determined by both the type of incident and the Resource requirements of the Incident Commander. The number of positions filled in the Incident Command Post will be determined by the type and complexity of the incident

ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN

SECTION 3 – ORGANIZATION

FIGURE 3-4 RECEPTION CENTRE ORGANIZATION



**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

3.2 EMERGENCY ADVISORY COMMITTEE (EAC)

3.2.1 FUNCTION

When a state of local emergency has been declared, the EAC Leader will assume direction and control of the EAC. During an emergency situation the EAC Leader will:

- Declare a state of local emergency, if necessary (*Reference By-law 2003 Regional Emergency Management Bylaw*).
- Decide on the commitment of resources outside the Regional boundaries.
- Keep council members apprised of actions taken.
- Authorize request for assistance from Mutual Aid Partners and the Government of Alberta, if local resources cannot control the situation.

3.2.2 STAFFING (as appointed by councils)

I The EAC may be staffed by the following personnel: an appointed EAC (Senior Elected Official for affected area), a Legal Representative and respective elected Officials.

3.2.3 LOCATION

The EAC will be assembled in the Councillors Lounge in the County office in Athabasca, or the Administration Building in the Village of Boyle

3.2.4 EQUIPMENT

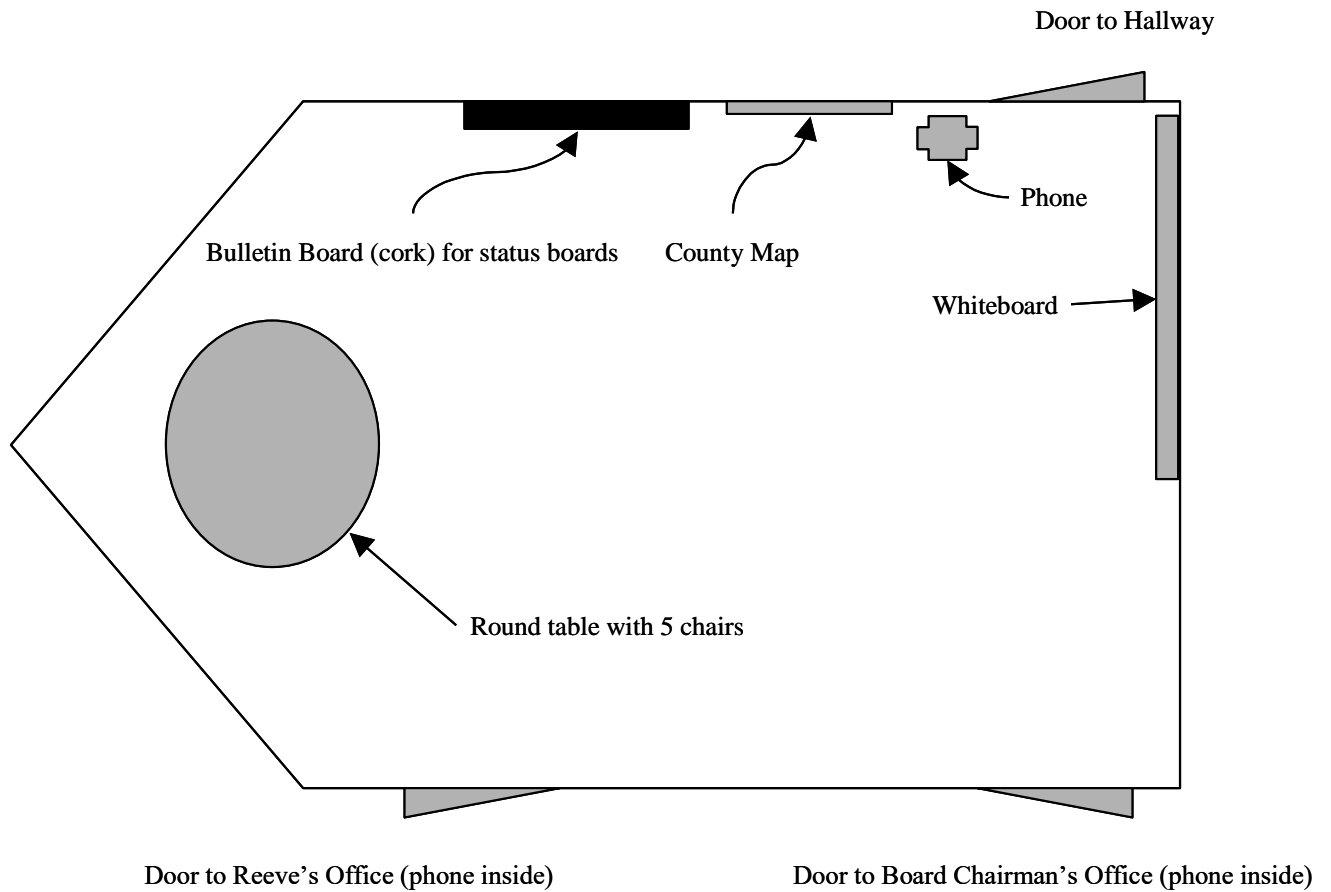
The following equipment will be available to the EAC:

- Status board
- Emergency Management plan
- Telephone

ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN

SECTION 3 – ORGANIZATION

LAYOUT 3-1 MAIN EAC - IN COUNTY OFFICE COUNCILORS LOUNGE



**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

3.2 REGIONAL EMERGENCY COORDINATION CENTRE (ECC)

3.2.1 FUNCTION

The Regional ECC is the main control centre for major emergency operations within Athabasca County. It will be mobilized for all Type 3 or 2 or 1 emergencies.

Athabasca's Regional ECC will:

- Provide direct support to response activities.
- Support and give direction to the Incident Commander and emergency response operations in the Athabasca region.
- Maintain executive control over emergency operations
- Obtain resources as needed to aid in Emergency Operations.
- Provide public and media relations resources.
- Communicate with government agencies and other organizations that may become involved in emergency operations.
- Communicate with EAC

3.2.2 STAFFING

POSITION	PRIMARY	ALTERNATE
ECC Director	County DEM or designate	Any other DEM or designate from affected community
Administrative Staff		
Information Officer		
Scribe(s)		
Legal Representative (available through EAC)	Legal Counsel for affected community	Other available Legal Counsel from Regional Crisis Centre
Emergency Social Services	ESS Director or designate	FCSS staff
Operations Section	Regional Fire Coordinator	

3.2.3 STAFFING SUPPORT

The following positions may be staffed additionally in the ECC:

- Public Works
- Assisting Agencies
- Cooperating Agencies
- Public Utilities
- Admin Support **
- Reception
- Finance
- Emergency Services, including
 - Health Agencies
 - Fire/Rescue
 - ESRD

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

- Emergency Social Services Director
- Reception Centre Service Reps
- Industry Reps

3.2.4 ACTIVATION

The Regional ECC will be mobilized in the event of Type 3 or 2 or 1 emergencies. Core ECC members will be activated for Type 3 emergencies. Other members will be activated at the discretion of the ECC Director. The entire ECC Team will be activated for Type 2 or 1 emergencies. The Incident Commander will consult with the ECC Director to determine the event type. The first staff member of the ECC to be contacted by the ECC Director will be assigned the task of implementing the ECC fan out list.

3.2.4 LOCATION

The ECC will be assembled in the Council Chambers in the County office in Athabasca, or the Administration Building in the Village of Boyle ().

3.2.5 RESOURCES

The following equipment is found in, or can quickly be made available to, the Emergency Coordination Centre (ECCs). It is stored at the County ECC, and in a Rubbermaid box in the Boyle ECC:

- Regional Emergency Management Plans
- Copies of any other plans in support (schools, hospitals, etc.)
- Whiteboard or flip charts on easel or electronic easel
- Status Boards
- Laptops and Printer
- Access to fax machine and photocopier
- Battery powered clock and radio
- Television
- Digital projector and screen
- Telephones and/or Cell phones (batteries / chargers)
- Wall space for info displays/status boards
- Basic stationary supplies
- Mapping (county, town maps, street maps, neighbours) paper and digital versions.
- Copies of Mutual Aid Agreements
- Emergency power for lights and electrical outlets
- Vests and name plates for various ECC positions
- Radio communication devices
- ECC Hand held radios
- Regional Emergency Response Plan

3.2.6 SET UP

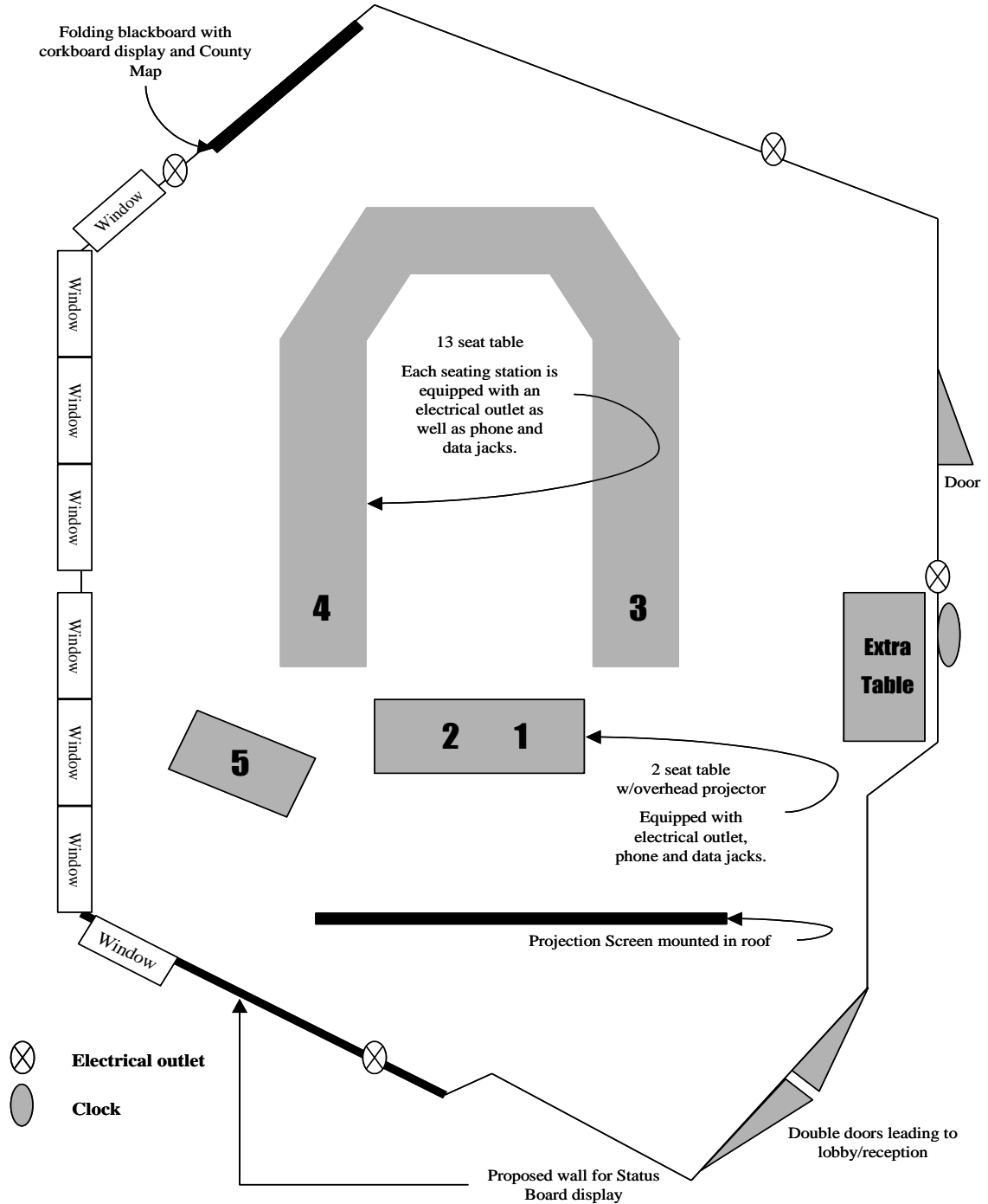
The following procedure is to be followed when setting up the ECC or the municipal ECCs.

- Designated Service Chief will establish communication with field
- Open a time and event log
- Set up telephones
- Set up workstations
- Fill in Event status board
- Brief arriving ECC members

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

LAYOUT 3-3 PRIMARY ECC - COUNCIL CHAMBERS

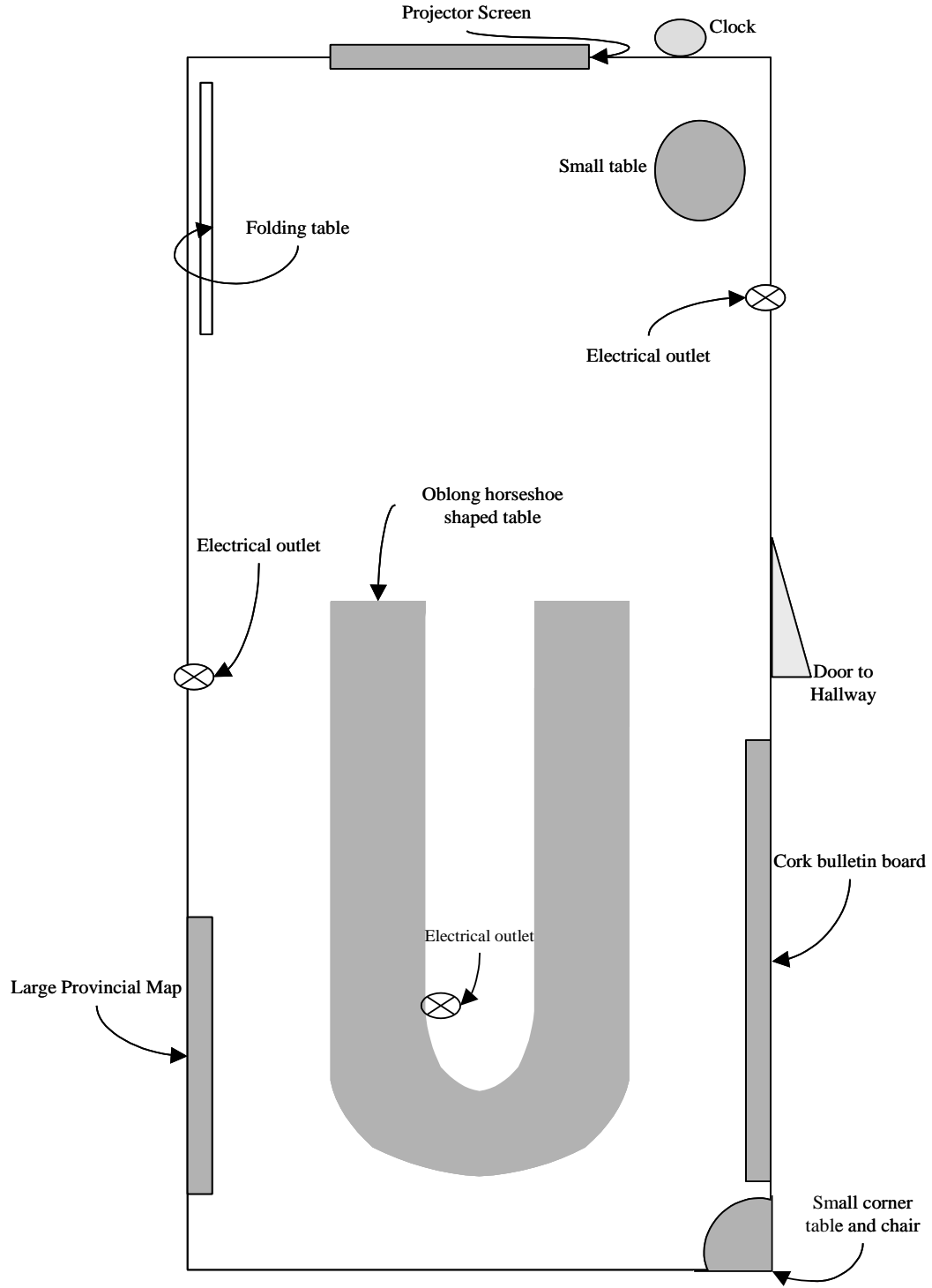


1 = ECC Director 2 = Admin. Support 3 = Service Chiefs 4 = IO
5 = Proposed site for flip chart or electric easel

ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN

SECTION 3 – ORGANIZATION

**LAYOUT 3-4 ALTERNATE ECC – VILLAGE OF BOYLE - ADMINISTRATION
BUILDING**



**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

3.3 INCIDENT COMMAND POST/FIRST RESPONSE TEAMS

3.3.1 DESCRIPTION

The Incident Command Post is the control centre for all Field Emergency Operations. The Athabasca County Incident Command Vehicle will serve as the ICP where possible. The command vehicle is located at the Athabasca County services yard.

3.3.2 FUNCTION

The function of the Incident Command Post is to manage the:

- Activities of emergency field response services.
- Firefighting operations.
- Rescue, emergency medical care and casualty evacuation.
- Authorize request for additional resources.
- Security of the emergency site.
- Evacuation of the immediate danger area.
- Staging and deployment of all mutual aid and other resources.
- Provide situation reports to the ECC.
- Communicate requests for aid to the ECC.
- Advise the ECC of need to escalate the emergency level of an incident.

3.3.3 STAFFING

The Incident Command Post will be staffed by the:

- Incident Commander - this position is normally filled by the most senior position of the primary service involved. However, if necessary, the ECC Director has the authority to appoint an Incident Commander. The Incident Commander will be identified by a green vest with "Incident Commander" written across the back.

The following positions may or may not be filled in the ICP at the discretion of the Incident Commander.

- Service Officers - as required
- Mutual Aid Resources – as required
- Industry Reps – as required
- Contractors – as required

3.3.4 LOCATION

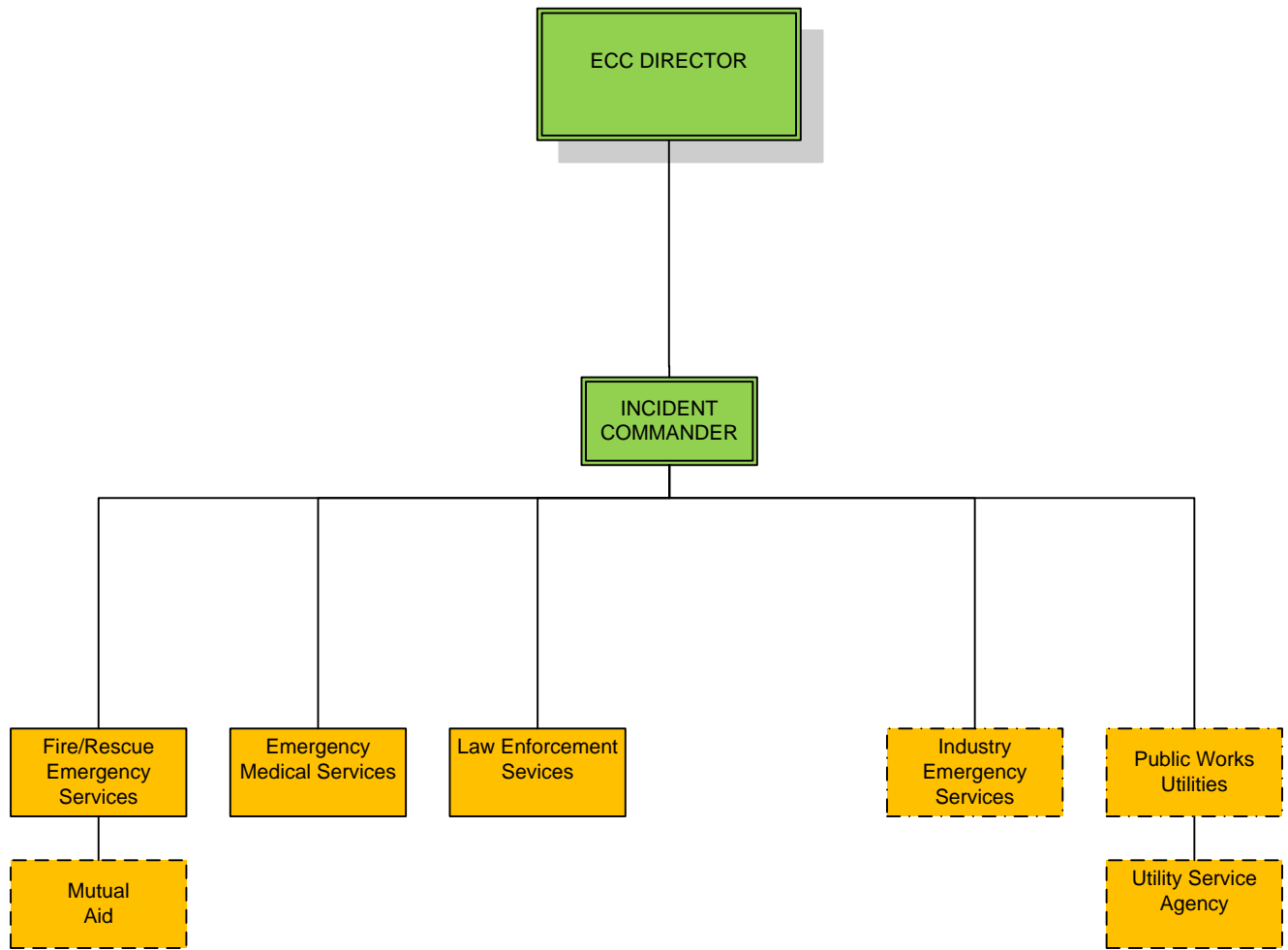
The Incident Command Post will be placed in a location to provide:

- Central control over all on-site response activities.
- Close proximity to the incident without being in a danger area.
- Communication with the ECC.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

FIGURE 3-3 INCIDENT COMMAND POST ORGANIZATION



Note: ICP Service Chiefs are conditional positions as determined by both the type of incident and the Resource requirements of the Incident Commander. The number of positions filled in the Incident Command Post will be determined by the type and complexity of the incident

Note: ICP Service Chiefs are conditional positions as determined by both the type of incident and the requirements of the Incident Commander. Further, this manual does not provide details on the roles and responsibilities of individual field response agencies. The number of positions filled in the Incident Command Post will be determined by the type and complexity of the incident

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

3.4 RECEPTION CENTRE (ELEMENT OF EMERGENCY SOCIAL SERVICES)

3.4.1 DESCRIPTION

A Reception Centre provides temporary relief to individuals and families so they can begin to plan their next steps after an emergency or disaster. These relief services can include:

- ❖ Food
- ❖ Lodging
- ❖ Clothing
- ❖ Family Reunification
- ❖ Emotional / Spiritual Support
- ❖ Child Care
- ❖ Medical Aid
- ❖ Transportation
- ❖ Pet Care
- ❖ Volunteer Services

3.4.2 FUNCTION

ESS/FCSS teams assist evacuees, usually at Reception Centres. Reception Centres are often located in community recreation centres, churches, or schools. In some communities ESS teams also provide services in other settings, such as outreach to those unable to leave their homes, or on-site services to response workers.

ESS is generally available for 72 hours. During these first 72 hours, evacuees should immediately plan their next steps by contacting their insurance agents, families and friends, or accessing other possible resources. ESS may be extended in exceptional circumstances only.

The Reception Centre Manager is responsible to keep the ESS Director or DEM aware of the status of Reception Centre activities and of additional or unique needs.

3.4.3 STAFFING

The Reception Centre activated will be staffed by the following:

- Reception Centre Manager
- Deputy RC Manager as necessary
- Risk Management Officer (Facility Representative)
- Reception / Referral
- Personal Services Coordinator
- Registration & Inquiry Coordinator
- Mental Health Coordinator
- Physical Health Coordinator
- Pet Care Coordinator
- Food Services Coordinator
- Volunteer Coordinator

Additional personnel requirements will be handled through region staff and volunteer assignments

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

3.4.4 LOCATION

- As designated by the DEM and ESS Branch director or as designated as request from Provincial Operations Centre.
- The Athabasca Regional Multiplex has been designated at the Primary Reception Centre for the Athabasca Region.
- Support Reception Centres will be designated as required by the nature and complexity of the emergency.
- POC designated Reception Centres in support of a regional incident will be managed and coordinated by POC personnel along with Field Officers.

3.4.5 ACTIVATION

When the request is made for the activation of one or more reception centres, the following actions are taken by the Reception Centre Manager: These actions are taken, with the appropriate notifications and established links, for all emergency situations requiring an ESS initiative.

Initial Set Up

1. Liaise with the DEM / ESS / to determine where the Reception Centre(s) will be, where the Emergency Operations Centre will be and who is the contact
2. Call Reception Centre Staff to meet at the designated Reception Centre
3. Call the people who will open the Reception Centre(s) and have them open it.
4. Pick up the Reception Centre Kit and deliver it to the Reception Centre (if not already in readiness)
5. Call DEM / ESS to alert Health Services or designate that a nurse and health inspector may be required at the Reception Centre(s) in the near future.
6. Call the Deputy Reception Centre Manager and alert to be on call as back-up, as required

Ongoing Operation

1. Establish link to the ECC / ESS and be in position to request assistance as required from the Reception Centre staff
2. Keep ECC / DEM / ESS informed of developments.
3. Liaise with ECC / DEM / ESS on Media relations

3.4.6 PRIORITIES

At RC Opening

1. Establish Command Office and services
2. Start personal activity log
3. Brief staff on:
 - a. type of emergency and stage of ESS initiative
 - b. number of people expected and time of arrival
 - c. special requirements or problem areas, if any

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

- d. unusual resource requirements
- 4. Check operational status for each service provided
- 5. Ensure all staff wear appropriate identification
- 6. Have staff or facility rep use **Form - RC Safety Inspection Sheet** to check readiness and ensure guidelines followed for:
 - i. Ventilation Standards
Ventilation space is an important factor that should be taken into account when assessing living space needs. If possible a cubic capacity of 17 cubic metre (600 cu ft) per person should be the aim. Ceilings which are over three metres high would provide the necessary ventilation space e.g. classrooms, gymnasiums, church halls.
 - ii. Sanitation Standards
 - Sanitation facilities for facility capacity:
 - toilets
 - wash stations
 - Facility showers are most desirable. Personal cleanliness tends to boost morale
 - Occupants should be provided with their own soap and towels. If not, liquid soap and paper towels will be required; occupants should keep their own cake soap. Cake soap in common use increases the risks of contagious skin diseases
 - iii. Water Supply Standards
For all uses - drinking, washing, and food preparation standard water supply in the Reception Centre facility should average as follows:
 - Approximately 46 litres (10 gallons) per person per day is desirable. Minimum should be 23 litres (five gallons)
 - The average person requires two litres per day for drinking
 - The controlled use of showers is effective in reducing water consumption
 - iv. Dust Control
 - Softwood floors should be oiled to reduce dust. No dry sweeping should be allowed and all floors swept daily with damp sweeping compound
 - Concrete floors should be scrubbed daily with warm, soapy water
 - v. Space Allocation for Sleeping
If the Reception Centre is used to temporarily accommodate people for sleeping, the following guidelines should be followed to prevent the spread of communicable diseases:
 - Every effort should made to maintain a distance of two metres (six feet), centre to centre, between beds, bunks or sleeping bags to reduce considerably the spread of respiratory infections. When there is pressure on the use of space, recourse may be “head to tailings” of beds to maintain this distance
 - Minimum floor area for sleeping is as follows:
 - Adult – 1.5 x 2.5 (3.75 sq. m.) of floor area
 - Children – 1.5 x 1.8 (2.7 sq. m.) of floor area
- 7. Designate first aid area / room

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

8. Post appropriate signs indicating location of services
9. Arrange parking control if necessary
10. Establish and maintain link with ECC / DEM / ESS
11. Ensure facility rep maintains inventory of facility and general condition

As evacuees arrive

1. Meet & Greet evacuees (handouts)
2. Have emotional / personal care services ready
3. Accompany persons requiring first aid to station
4. Direct evacuees to service most pressing and remind of process
5. Have nourishing snacks and drinks available upon arrival
6. After basic needs met, address evacuees:
 - i. introduce Reception Centre Staff
 - ii. reassure evacuees about safety of the location
 - iii. provide up-to-date information on emergency situation
 - iv. inform of services available (handouts)
 - v. answer any questions
 - vi. inform evacuees on update briefings
 - vii. Initiate registering process

Continuing operations

1. Ensure communication services made available for evacuees
2. Ensure Food Service aware of expected RC operations duration
3. Arrange regular meetings with staff and support leads
4. Brief evacuees at regular intervals
5. Ensure host community leaders involved in briefing
6. Request assistance of evacuees if required
7. Maintain accurate records
8. Maintain and monitor morale of evacuees and staff
9. Maintain operational status
10. Maintain daily schedules
11. Brief ECC Contact on activities and problems encountered

Returning evacuees to residence

Evacuees are usually returned to their community in the following order of priority and when it is deemed safe to do so by authorities:

1. Staff required for essential restoration of essential services in the community
2. Staff responsible for municipal services or facilities such as hospitals or nursing homes
3. Staff required initial clean up before people can return
4. People who have been housed in gyms, arenas, curling rinks and their homes are safe for return
5. People housed in private homes and group lodging

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 3 – ORGANIZATION

6. The elderly and those with health related problems

The community Information Services should ensure that information be widely publicized indicating: that the emergency is now over and where and when evacuees should report for repatriation. A telephone number where evacuees can obtain additional information regarding the re-entry process should also be provided.

Closing operations

1. Plan for closing as soon as evacuee needs are met and RC no longer required for services or registration or follow up
2. Ensure ECC / DEM / ESS aware of need for closure
3. Ensure facility and grounds are cleaned
4. Arrange for facility inspection with rep
5. Resolve any problems and document unresolved issues (video/photo)
6. Inventory supplies and equipment – restock as necessary
7. Return installed, borrowed and/or rented equipment – obtain invoices
8. Collect and turn over Operations Logs, receipts, invoices to ESS Contact
9. Post notice informing evacuees on further assistance
10. Prepare final report and submit to ESS Contact

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.0 ROLES & RESPONSIBILITIES

Personnel tasked with staffing the Regional Crisis Centre, Regional Emergency Coordination Centre, Incident Command Post(s) and the Reception Centre are identified in this section of the manual. This section describes what is expected of the personnel filling each position.

NOTE: this manual does not provide details on the roles and responsibilities of individual field response agencies.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.1 EMERGENCY ADVISORY COMMITTEE (EAC)

4.1.1 EAC LEADER

LOCATION	PRIMARY: County Office – Councillor’s Lounge ALTERNATE: Village of Boyle – Administration Building
ASSIGNED	Senior Elected official for Affected Community
ALTERNATE	Any other Elected Official from Affected Community
ROLE	Coordinate activities of elected officials

RESPONSIBILITIES

- ☐ Liaise with ECC Director as required.
- ☐ Assess Legal/Financial/Political issues related to emergency.
- ☐ In consultation with and recommendation of DEM (ECC Director), declare State of Local Emergency.
- ☐ Liaise with Government Officials and Elected Representatives.
- ☐ Serve as spokesperson for Community if required.
- ☐ Ensure written records of all EAC activities are maintained

4.1.2 LEGAL REPRESENTATIVE

LOCATION	PRIMARY: County Office – Councillor’s Lounge ALTERNATE: Village Office in Boyle – Basement of the Village Office
ASSIGNED	Contract Legal Counsel for Affected Community
ALTERNATE	Other available Legal Counsel
ROLE	Monitor legal issues related to emergency or crisis

RESPONSIBILITIES

- ☐ Advise EAC & ECC Team on legislation applicable to emergency situation.
- ☐ Assess Community’s legal standing regarding causes and impacts of emergency and resultant response operations.
- ☐ Review declaration of State of Local Emergency.
- ☐ Maintain written records of all Legal activities.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2 EMERGENCY COORDINATION CENTRE (ECC)

4.2.1 ECC DIRECTOR

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	Director of Emergency Management (DEM) for Affected Community
ALTERNATES	Deputy Director of Emergency Management or DEM from unaffected community
ROLE	Control and coordination of response to emergencies within region serviced/covered by regional plan.

RESPONSIBILITIES

- ☐ Ensure ECC is fully staffed and functioning.
- ☐ Overall control of emergency operations.
- ☐ Determine, in consultation with the Incident Commander, the need for evacuation of personnel.
- ☐ Ensure evacuation plan is carried out as required.
- ☐ Serve as media spokesperson if required.
- ☐ Approve release of all information.
- ☐ Evaluate broad impacts of emergency on:
 - Public Safety.
 - Environment.
 - Community Image.
- ☐ Develop strategic planning in relation to emergency.
- ☐ Identify long-term issues that may arise from emergency.
- ☐ Determine when incident has been rendered safe.
- ☐ Direct termination of emergency response operations.
- ☐ Determine and announce, in consultation with the Incident Commander, the conclusion of a local emergency.
- ☐ Act as liaison between ECC and elected officials (as required).
- ☐ Consult with elected officials on issues of policy (as required).
- ☐ Brief EACEAC Leader regularly if EAC has been activated.
- ☐ Ensure written records of all ECC activities are kept.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.2 ECC ADVISOR (ACTIVATED AT THE DISCRETION OF THE ECC DIRECTOR)

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	DEM/DDEM for impacted community
1st ALTERNATE	DEM/DDEM for unaffected community
ROLE	Responsible for monitoring the response activities and recommending modification of the plans accordingly, in consultation with the ECC Manager and Incident Commander.

RESPONSIBILITIES

- ☐ Coordinate the overall response effort in consultation with the ECC Director.
- ☐ Provide support and expertise to the ECC Director and Incident Commander.
- ☐ Monitor all ECC staff to ensure shift changes take place as required.
- ☐ Make sure status boards and information displays are kept current.
- ☐ Make sure the right communications are going to the right people.
- ☐ Ensure all ECC Team staff maintains records of their activities.
- ☐ Maintain written records of all ECC Advisor activities.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.3 INFORMATION OFFICER

LOCATION **PRIMARY:** County Office in Athabasca – Council Chambers

ALTERNATE 1: Athabasca County shops during power failure
ALTERNATE 2: Village of Boyle – Administration Building

ASSIGNED Karl Kopan

ASSISTANTS At Information Officer request

ROLE Public/Media Liaison and communications

RESPONSIBILITIES

- ☐ Formulation and release of information to the media and other agencies.
- ☐ Observing the restraints imposed by the ECC Director on the release of information.
- ☐ Obtaining regular briefings from the ECC Director or designate.
- ☐ Coordinates public information activities with other agencies.
- ☐ When possible, establishes single information centre.
- ☐ Ensuring work space, equipment, telephones and staffing readily available.
- ☐ Preparing the initial information summary ASAP.
- ☐ Obtaining approval for release of information to the media.
- ☐ Releasing the information to the media and posting in command post.
- ☐ Updating of media releases.
- ☐ Attending meetings as required.
- ☐ Ensuring that all media and VIP are properly protected during tours – provide fire retardant clothing, safety glasses, hard hats etc.
- ☐ Responds to special requests for information.
- ☐ Maintain written records of all Public Information activities.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.4 ADMIN. SUPPORT

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	Director of Corporate Services for affected community
1st ALTERNATE	Drawn from Administrative Staff of Affected Community
ROLE	Documentation and record keeping during emergency operations. May also serve as or employ a Scribe and/or Receptionist. Assist in use of office equipment.

RESPONSIBILITIES

- ☐ Document, in chronological order, events as they occur during the emergency.
- ☐ Keep minutes of command centre meetings and briefings.
- ☐ Ensure ECC office supplies are replenished as they are consumed.
- ☐ Arrange for the gathering of information for use by ECC staff and for future use (by video, camera, etc.).
- ☐ Collect all records and logs of event for the purpose of post-incident review and debrief.
- ☐ Post updates/status summaries of major developments.
- ☐ Serve as or otherwise appoint a Finance position for the purposes of monitoring all costs and managing contractor agreements as needed.
- ☐ Arrange financing if extraordinary funds are required and complete purchasing transactions as necessary.
- ☐ Enlist the assistance of Admin. Staff as required.
- ☐ Maintain written records of all activities related to the position.
- ☐ Collect all documentation after conclusion of emergency operations.

SUPPORTING ROLES

- Scribe
- Reception (as needed)
- Finance (as needed)

ADDITIONAL RESPONSIBILITIES

- **FINANCE:** Oversees Finance controls:
 - Assess financial impacts of emergency on community
 - Cost tracking
 - Arrange Financing if extraordinary funds are required
 - Purchasing (as required)
 - Monitor all costs and manage contractor agreements
 - Enlist assistance of Admin. Staff as required
 - Maintain written records of all Finance activities

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.5 PUBLIC WORKS AND UTILITIES

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	Representative from Affected Community
1st ALTERNATE	2 nd in Command from Affected Community
2nd ALTERNATE	Representative from Unaffected Community
ROLE	To provide direction and assistance to all Public Works Departments during and emergency.

RESPONSIBILITIES

Public works will:

- ☐ Advise the ECC Director on matters pertaining to Public Works.
- ☐ If necessary, ensure a Public Works representative is at the Emergency Operations Centre.
- ☐ Dispatch a Public Works Rep. to the emergency site as required.
- ☐ Provide emergency power services, water supplies, and sanitation services as required.
- ☐ Inspect and report on condition of emergency equipment, e.g. pumps, sandbags, machinery, etc.
- ☐ Supervise Public Works emergency operations.
- ☐ Have ready access to current Emergency Response plans of industrial operations running throughout the Athabasca Region.
- ☐ Provide vehicles to transport emergency equipment.
- ☐ Ensure timely procurement of resources required for emergency response and site remediation.
- ☐ Maintain a current record of allocated resources of Public Works.
- ☐ Maintain liaison with other Services on matters of mutual concern.
- ☐ Facilitate and implement actions required to support the emergency response.
- ☐ Keep the ECC Director informed of current activities and the state of resources of Public Works.
- ☐ Advise the Information Officer of any important operational decisions made or action taken concerning Public Works.
- ☐ Prepare respective portion of Situation Reports.
- ☐ Attend regular briefings with other ECC personnel.
- ☐ Participate in post incident debriefings.
- ☐ Participate in follow up activities as required.
- ☐ Maintain written records of all Public Works activities.
- ☐ Coordinate traffic management with other agencies as required.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.6 SERVICE CHIEFS

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	As required/requested by ECC Manager from available services
ALTERNATE	As determined by senior service chief of Reporting Agencies
ROLE	To coordinate operations of represented services during an emergency situation. The responsibilities of this position can be filled either at the ECC, at the emergency site, or at both locations.

RESPONSIBILITIES

As determined by position/service and nature of incident. See related details as divided by reporting roles for each agency.

SUPPORTING ROLES

- FIRE
- POLICE
- AMBULANCE
- HEALTH AGENCY
- SCHOOL BOARDS

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.7 FIRE/RESCUE

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	Designated Representative from the Fire Department
ALTERNATE	Equivalent from neighbouring community in region
ROLE	To supervise and control operations of fire services during an emergency situation. If it is necessary for the Fire Chief to be at the emergency site he/she must ensure a service representative is at the Emergency Coordination Centre. The responsibilities of this position are filled at the ECC, at the Emergency Site, or at both locations as shown below:

RESPONSIBILITIES

The **Fire Chief or Designated Representative** will:

COMMON RESPONSIBILITIES (BOTH ON SITE AND IN ECC):

- ☐ Maintain liaison with other Services on matters of mutual concern
- ☐ Facilitate and implement required actions
- ☐ Maintain a current record of Fire Department resources
- ☐ Participate in follow up activities as required
- ☐ Maintain written records of all Fire Department activities

RESPONSIBILITIES AT ECC:

- ☐ Advise the ECC Manager on matters pertaining to the Fire Service
- ☐ Dispatch a Service Officer to the emergency site as required.
- ☐ Maintain contact with Service Officers
- ☐ Prepare memoranda for the ECC Director recording any important operational decisions made and/or action taken concerning the Fire Department
- ☐ Prepare respective portion of Situation Reports
- ☐ Attend regular briefings with other ECC personnel
- ☐ Participate in post incident debriefings
- ☐ Participate in Incident Action Planning

RESPONSIBILITIES ON SITE:

- ☐ Provide firefighting equipment and personnel
- ☐ Provide radio communications from emergency site to Fire Department
- ☐ Ensure timely procurement of resources required for emergency response
- ☐ Keep the Incident Commander informed of current activities and the state of resources of the Fire Department

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.8 LAW ENFORCEMENT

LOCATION	PRIMARY: County Office in Athabasca – Large Boardroom (Athabasca County Shops in the event of power failure) ALTERNATE 1: Village Office in Boyle - Boyle Council Chamber ALTERNATE 2: Village Office in Boyle - Basement
ASSIGNED	Sgt. Brian Nicholl (Town of Athabasca) Sgt. John Spaans (Village of Boyle)
ALTERNATE	As assigned/available
ROLE	To coordinate operations of services during an emergency situation. If it is necessary for the detachment commander to be at the emergency site he/she must ensure a service representative is at the Community ECC. The responsibilities of this position are filled either at the ECC, at the Emergency Site or at both locations as shown below.

RESPONSIBILITIES

The **Police** will:

COMMON RESPONSIBILITIES (BOTH ON SITE AND IN ECC):

- ☐ Maintain a current record of Police resources.
- ☐ Maintain liaison with other Services on matters of mutual concern.
- ☐ Facilitate and implement actions required to support the emergency response.
- ☐ Participate in post incident debriefings.
- ☐ Participate in follow up activities as required.
- ☐ Maintain written records of all Police activities.

RESPONSIBILITIES AT ECC

- ☐ Advise the ECC Director on matters pertaining to Police activities.
- ☐ Dispatch a Police Officer to the emergency site as required.
- ☐ Maintain contact with Police Officers in the field.
- ☐ Ensure timely procurement of Police resources required for emergency response.
- ☐ Prepare respective portion of Situation Reports.
- ☐ Attend regular briefings with other ECC personnel.
- ☐ Participate in Incident Action Planning

RESPONSIBILITIES ON SITE

- ☐ Will serve as Incident Commander at a crime scene. This includes fatalities.
- ☐ Provide security of the emergency site.
- ☐ Identify the injured and fatalities.
- ☐ Establish, in conjunction with the medical examiner, a temporary morgue if required.
- ☐ Provide traffic control.
- ☐ Keep the Incident Commander informed of current activities and the state of resources of the Police.
- ☐ Carry out evacuation orders under direction of the ECC Director.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.9 EMERGENCY MEDICAL SERVICES (EMS)

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	Senior representative from the EMS
ROLE	To supervise and control operations of ambulance services during an emergency situation. The responsibilities of this position are filled either at the ECC, at the Emergency Site or at both locations as shown below.

RESPONSIBILITIES

The **EMS Representative** will:

COMMON RESPONSIBILITIES (BOTH ON SITE AND IN ECC):

- ☐ Maintain liaison with other Services on matters of mutual concern.
- ☐ Facilitate and implement actions required to support the emergency response.
- ☐ Attend regular briefings with other ECC personnel.
- ☐ Participate in post incident debriefings.
- ☐ Participate in follow up activities as required.
- ☐ Maintain written records of all Ambulance activities.

RESPONSIBILITIES AT ECC

- ☐ Advise the ECC Director on matters pertaining to the Service.
- ☐ Maintain contact with ambulance personnel in the field.
- ☐ Ensure timely procurement of resources required for emergency response.

RESPONSIBILITIES ON SITE

- ☐ Provide emergency medical services.
- ☐ Coordinate Triage area as required.
- ☐ Manage a casualty clearing area in the event of a Multiple or Mass Casualty Incident.
- ☐ Communicate with Health Centres on status of casualties being transported to the Health Centres.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.10 HEALTH AGENCY (ACTIVATED AT DISCRETION OF THE ECC DIRECTOR)

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	Facility Supervisor, Athabasca Healthcare Centre
ALTERNATE	Facility Supervisor – Boyle Health Care Centre
ROLE	Coordinate medical, treatment and public health activities.

RESPONSIBILITIES

Representation from the **Health Agency** will:

- ☐ Mobilize Health Authority resources as necessary to respond to the emergency situation.
- ☐ Manage Health Authority activities.
- ☐ Advise the ECC Director on matters pertaining to health issues.
- ☐ Ensure timely procurement of resources required for emergency response and site remediation on an advisory level.
- ☐ Maintain a current record of emergency resources of the Health Authority.
- ☐ Maintain liaison with other Services on matters of mutual concern.
- ☐ Facilitate and implement actions required to support the emergency response.
- ☐ Keep the ECC Director informed of current activities and the state of resources of the Health Authority.
- ☐ Advise the Public and Media Information Officer of any important operational decisions made and/or action taken concerning the Health Authority.
- ☐ Prepare respective portion of Situation Reports.
- ☐ Attend regular briefings with other ECC personnel.
- ☐ Participate in Incident Action Planning, especially when public health is a concern
- ☐ Participate in post incident debriefings.
- ☐ Participate in follow up activities as required.
- ☐ Maintain written records of all Health Agency activities.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.11 SCHOOL BOARDS (ACTIVATED AT DISCRETION OF THE ECC DIRECTOR)

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	ASPEN VIEW: Neil O'Shea, Associate Superintendent NORTHERN LIGHTS: Terry Moghrabi - Associate Superintendent
ALTERNATES	ASPEN VIEW: Wayne Kurek - Director of Facilities NORTHERN LIGHTS: Bob McRae, OHS
ROLE	Access School Board resources as needed to provide assistance in the event of an emergency response. Resources include but are not limited to Transportation, Accommodation and Evacuation services.

RESPONSIBILITIES

- ☐ Send personnel as required to assist Incident Commander and/or ECC Manager
- ☐ Provide information to ECC Manager
- ☐ Provide Maintenance personnel and expertise to Incident Commander
- ☐ Provide additional personnel to the ECC as required by the situation
- ☐ Coordinate School Board personnel and activities with Emergency Services
- ☐ Provide counseling services for staff and students as needed
- ☐ Attend all briefings and offer input as required
- ☐ Provide information for Incident Action Planning
- ☐ Keep a written record of all School Board related activities and actions while in the ECC or as related to emergency response

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.12 EMERGENCY SOCIAL SERVICES DIRECTOR

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	ESS Director
1st ALTERNATE	FCSS Manager
2nd ALTERNATE	Administrator
ROLE	To coordinate all Social Services Reception Centre activities during an emergency situation

RESPONSIBILITIES

- ☐ Ensure a knowledgeable rep. from Social Services is present in ECC
- ☐ Advise the ECC Director on matters pertaining to the services required
- ☐ If it is necessary for the Director of Social Services to be at the emergency site he/she must ensure a service representative is at the Emergency Coordination Centre
- ☐ Maintain contact with the Reception Centre Manager(s)
- ☐ Maintain communication with the Health Authority
- ☐ Establish an Emergency Reception Centre at an appropriate local facility
- ☐ Establish an Emergency Volunteer Centre at an appropriate facility
- ☐ Establish an Emergency Donations Centre at an appropriate facility(ies)
- ☐ Coordinate temporary commercial accommodation arrangements
- ☐ Liaise with Children's Services or Human Resources & Employment if additional assistance is required
- ☐ Ensure timely procurement of resources required for emergency response
- ☐ Maintain a record of Social Services resources
- ☐ Maintain liaison with other Services on matters of mutual concern
- ☐ Keep the ECC Director informed of current activities and the state of resources of the Social Services
- ☐ Prepare memoranda for the Information Officer recording any important operational decisions made and/or action taken concerning Social Services
- ☐ Prepare respective portion of Situation Reports
- ☐ Participate in Incident Action Planning
- ☐ Attend regular briefings with other ECC personnel
- ☐ Participate in post incident debriefings
- ☐ Participate in follow up activities as required
- ☐ Manage all inquiries about families
- ☐ Maintain written records of all Social Services activities

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.2.13 INDUSTRY REPS

LOCATION	PRIMARY: County Office in Athabasca – Council Chambers ALTERNATE 1: Athabasca County shops during power failure ALTERNATE 2: Village of Boyle – Administration Building
ASSIGNED	As required from Company involved in emergency
ROLE	Serve as liaison between Regional Emergency Services and Company

RESPONSIBILITIES

- ☐ Provide information about Company operations to Regional Responders
- ☐ Identify hazards associated with Company operations and facilities
- ☐ Mobilize Company resources to assist in emergency operations
- ☐ Maintain a written record of all Company activities

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.3 FIRST RESPONSE TEAM

4.3.1 INCIDENT COMMANDER

LOCATION	Incident Command Post
ASSIGNED	Regional Fire Coordinator
ALTERNATE	N/A Designated lead for emergency response service
ROLE	The Incident Commander is responsible for all response activities at the emergency site. This includes the development of the action plan and its implementation, and approval of the ordering and releasing of resources. The Incident Commander will be identified by a green vest with "Incident Commander" written across the back. The Incident Command Post may be identified by a green revolving/flashing light

RESPONSIBILITIES

- ☐ Manage and oversee all operations at the emergency site.
- ☐ Assess the incident and provide situation reports (SITREPS) to the ECC.
- ☐ Advises ECC Director of emergency complexity
- ☐ Approves and authorizes the incident action plan implementation.
- ☐ Conduct the initial and all other briefings.
- ☐ Activate the elements of the incident command system.
- ☐ Brief the command staff and section chiefs.
- ☐ Conduct planning meetings
 - Determines information needs.
 - Informs all command personnel of information needs.
 - Coordinates all the staff activity.
 - Manages the incident operations.
 - Approves requests and release of additional resources.
 - Authorizes any site information releases to the media.
 - Approves the plan for the demobilization.
- ☐ Ensure written records of all emergency operations on site are maintained.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.4 RECEPTION CENTRE TEAM

4.4.1 Reception Centre Manager

LOCATION	Designated Reception Centre Facility
ASSIGNED	FCSS Manager
ALTERNATE	As designated
ROLE	Responsible for overall coordination of reception centre activities and providing connectivity to Emergency Coordination Centre when activated.

RESPONSIBILITIES

- ☐ Ensure that the Reception Centre facility has been approved for use (e.g., agreement in place, safe, etc.) by the ECC or designated authority.
- ☐ Ensure the safety of all ESS responders and evacuees.
- ☐ Exercise overall management responsibility for the Reception Centre and ensure that all "required" functions are carried out (refer to the "FCSS Reception Centre Organization Chart").
- ☐ Establish the appropriate staffing for the Reception Centre and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
- ☐ Allocate space and workstations for each of the required Reception Centre functions.
- ☐ Provide initial and ongoing briefings to staff.
- ☐ In consultation with staff, set objectives for the Reception Centre and ensure that all tasks for each objective are accomplished.
- ☐ Consult with Information Officer on press releases and other public information materials requested by ECC, and provided by the Information Officer at the Reception Centre, before forwarding to the ECC Director for final approval and release.
- ☐ Review and approve Situation Reports, Action Plans, and exceptional resource requests being forwarded to the ECC as required.

Activation Phase:

- ☐ Respond immediately to the Reception Centre and determine operational status
- ☐ Establish a workspace to operate from
- ☐ Establish communication with immediate supervisor (ESS Branch Director at ECC or Ops Section Chief or ECC Director) to obtain latest briefing
- ☐ Determine resource needs, such as people, equipment, phones, checklist copies and other reference documents
- ☐ Ensure that Reception Centre Kits are available and accessed
- ☐ Obtain other supplies, equipment and any required forms
- ☐ Determine appropriate Stage of activation based on known situation (e.g., are 20 workers needed or 40 etc.)
- ☐ Ensure that the appropriate personnel for the initial activation of the Reception Centre are called out
- ☐ Ensure that facility is inspected for safety hazards and that any safety issues are promptly rectified
- ☐ Establish a Reception/Referral process at the Reception Centre
- ☐ Ensure that Command Staff functions - Information, Liaison, and Safety - are carried out and staffed as required in consultation with ECC and at appropriate location
- ☐ Determine which staff functions are needed

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

- ☐ Create and post a chart with names of people responsible for the functions activated
- ☐ Ensure workstations are designated and set up
- ☐ Ensure ESS signs are posted in appropriate locations throughout the centre
- ☐ Ensure that internal and external communication links are operational (e.g., cell phones, handheld radios etc.)
- ☐ Conduct an initial briefing (if practical) for Reception Centre staff before the centre is opened to evacuees
- ☐ Schedule the initial Action Planning meeting
- ☐ Advise ESS Director and Reception Centre staff that the Reception Centre is able to receive evacuees

Operational Phase:

- ☐ Maintain liaison/contact with the ECC (ESS Branch Director)
- ☐ Maintain activity log in chronological order describing actions taken during the shift
- ☐ Maintain a receptionist position to answer all incoming telephone calls to the Reception Centre
- ☐ Ensure regular Action Planning meetings are conducted
- ☐ Ensure that Operational Periods are established
- ☐ Once Action Plans are completed review, approve and authorize implementation
- ☐ Conduct periodic briefings with the Staff to ensure Reception Centre priorities and objectives are current and appropriate
- ☐ Monitor RC Staff activities to ensure that all appropriate actions are being taken
- ☐ Provide information for press releases and other public information materials communicated by the Information Officer
- ☐ Review and approve Situation Reports, Action Plans, Media Releases, exceptional resource requests etc. being forwarded to the ECC as required
- ☐ Provide direction and support to RC Staff as required
- ☐ Ensure ongoing monitoring of facility operations to ensure worker and evacuee safety
- ☐ Ensure that appropriate worker care is implemented
- ☐ Request assistance from ESS Support Organizations through proper channels (e.g., Emergency Coordination Centre (ECC), if needed
- ☐ Brief replacement for the next shift and identify outstanding action items or issues

Deactivation Phase:

- ☐ Authorize Reception Centre demobilization of services when they are no longer required
- ☐ Identify and complete any open actions still pending
- ☐ Ensure that all required forms, reports and other documentation are completed prior to demobilization
- ☐ Deactivate assigned position and close logs when authorized by the ESS Director
- ☐ Ensure the clean-up of all work areas before leaving
- ☐ Arrange for building review with facility manager
- ☐ Ensure that RC Kits are reassembled, restocked and returned to storage
- ☐ Sign out as required
- ☐ Leave a forwarding number
- ☐ Ensure building is closed and locked
- ☐ Complete Task Report form and forward to ESS Director
- ☐ Access critical incident stress debriefing as needed
- ☐ Be prepared to provide input to any post event processes (e.g., debriefs, reports etc.)

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

Function Aids:

- ☐ Position Log
- ☐ RC Personnel Request Form
- ☐ Shift Schedule
- ☐ RC Resource Request Form
- ☐ Staff Management Tracking Form

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

4.4.2 Deputy Reception Centre Manager

LOCATION	Designated Reception Centre Facility
ASSIGNED	As designated by Reception Centre Manager
ALTERNATE	N/A
ROLE	To perform RC Manager's duties as required in a backup or support role

RESPONSIBILITIES

- ☐ Manage and monitor Manager's span of control
- ☐ Perform manager duties as necessary

4.4.3 Reception / Referral Service

LOCATION	Designated Reception Centre Facility
ASSIGNED	FCSS Staff
ALTERNATE	N/A
ROLE	Maintain a communications link from outside stakeholders for evacuee and RC information as necessary

RESPONSIBILITIES

- ☐ Check in with respective supervisor to obtain briefing and instructions for referral actions
- ☐ Establish workspace in location appropriate to the function for privacy
- ☐ Determine and obtain resource needs
- ☐ Meet with Registration Coordinator to align referral process with registration
- ☐ Reply to incoming phone calls for general information and referral purposes
- ☐ Complete all forms as necessary for record management

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.4.4 Personal Services Coordinator

LOCATION Designated Reception Centre Facility

ASSIGNED FCSS Staff

ALTERNATE N/A

ROLE

RESPONSIBILITIES

- ☐ Set up Personal Services in allocated area and providing services in accordance with the Reception Centre response
- ☐ Provide emotional support to persons experiencing strong emotional reactions as a result of the loss or serious injury of a loved one, of being separated from family members, of loss of home, pet, property, of fear of being killed or injured or because of the uncertainty created by the disaster event
- ☐ Set aside rooms where PS can meet privately with persons or families experiencing acute stress reactions or requiring special assistance
- ☐ Provide or arrange for the temporary care of persons with special needs
- ☐ Coordinate financial aid to individuals or families requiring assistance with basic needs. Financial assistance may be issued by municipal or provincial Income Assistance personnel or Emergency Measures personnel according to predetermined guidelines, and • providing information on stress reactions people of all age ranges may experience as a result of the disaster and measures they can take to better understand, express, and manage these reactions.

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

4.4.5 Registration & Inquiry Coordinator

In the event of a major disaster occurring in a community, family members may become separated. This is particularly true if a disaster occurs during the day with family members at school, at work, or at home. Separation from loved ones and concern for their well-being would trigger acute reactions of anxiety and fear. These distressful feelings would not be relieved until families are reunited or until accurate information is received regarding the condition and whereabouts of loved ones

LOCATION Designated Reception Centre Facility

ASSIGNED FCSS Staff

ALTERNATE N/A

ROLE To reunite family members separated in a disaster or emergency and to answer inquiries concerning the condition and accounting of separated or missing persons

RESPONSIBILITIES

- ☐ Set up and operate the Registration and Inquiry service in accordance with the Reception Centre response
- ☐ Explain the purpose of R&I and encouraging persons from evacuated area to register their family
- ☐ Assist disaster survivors or evacuees in registering and in completing Registration and

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

- Inquiry cards
- ☐ Initiate the R&I process in the RC and reuniting families, if possible
 - ☐ Liaise with the RC Supervisor to keep him/her apprised of R&I activities
 - ☐ Provide statistical information on number of people evacuated, number of people in RC, evacuee special needs to RC Supervisor and Coordinator of R&I at ESSOC
 - ☐ Liaise with the Central Registry and Inquiry Bureau and providing their telephone number to disaster victims who relocate to accommodation outside the RC
 - ☐ Ensure confidentiality and accuracy of information.

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

4.4.6 Mental Health Coordinator

Disasters affect people in different ways. In some disaster situations it may mean loss of loved ones, including relatives, friends, neighbours, or family pets. In others, it means loss of home and property, furnishings, and important or cherished belongings. Sometimes it means starting over with a new home or business. The emotional effects of loss and disruption may show up immediately or appear many months later.

LOCATION Designated Reception Centre Facility

ASSIGNED AHS mental Health

ALTERNATE N/A

ROLE To meet the mental health issues or concerns of evacuees

RESPONSIBILITIES

Activation Phase:

- ☐ Report to immediate supervisor to obtain current incident status and specific instructions
- ☐ Set up mental health care area in appropriate location for privacy and possible transport to offsite facilities
- ☐ Obtain equipment supplies and necessary forms
- ☐ Establish activity log

Operational Phase:

- ☐ Maintain link with RC Manager
- ☐ Maintain activity log
- ☐ Monitor evacuee and workers mental health status
- ☐ Provide mental health status reports to RC Manager
- ☐ Initiate requests for additional mental health support efforts

Demobilization Phase:

- ☐ Complete all required forms
- ☐ Deactivate functional positions
- ☐ Close activity logs and clean-up work area
- ☐ Sign out as necessary and leave forwarding contact information

!

Reference Athabasca Regional Reception Centre Manual for additional information and guidance

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

4.4.7 Physical Health Coordinator

LOCATION	Designated Reception Centre Facility
ASSIGNED	AHS – Public Health Branch
ALTERNATE	N/A
ROLE	Oversee the provision of physical health care to evacuees and personnel at the RC

RESPONSIBILITIES

Activation Phase:

- ☐ Report to immediate supervisor to obtain current incident status and specific instructions
- ☐ Set up medical care area in appropriate location for privacy and possible transport to offsite facilities
- ☐ Obtain equipment supplies and necessary forms
- ☐ Establish activity log

Operational Phase:

- ☐ Maintain link with RC Manager
- ☐ Maintain activity log
- ☐ Monitor evacuee and health workers health status
- ☐ Provide health status reports to RC Manager
- ☐ Initiate requests for additional health support efforts

Demobilization Phase:

- ☐ Complete all required forms
- ☐ Deactivate functional positions
- ☐ Close activity logs and clean-up work area
- ☐ Sign out as necessary and leave forwarding contact information
- ☐

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

4.4.8 Pet Care Coordinator

Note: Public Health by-laws forbid pets in Reception Centres in areas where food is being prepared, stored or eaten with the exception of assistance animals.

LOCATION	Designated Reception Centre Facility
ASSIGNED	Community Service Provider
ALTERNATE	N/A
ROLE	<ul style="list-style-type: none">➤ Oversee the implementation and operation of a Pet Care area➤ Refer pets to pet care providers (e.g., SPCA, kennels etc.)➤ Provide direction and support to pet care workers.

RESPONSIBILITIES

Activation Phase:

- ☐ Report to assigned supervisor to obtain current status and specific instructions
- ☐ Establish workspace as a Pet Care area

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

- ☐ Determine resource needs, such as people, equipment, phones, checklist copies, and other reference documents. Notify RC Manager of any resource requirements
- ☐ Obtain equipment, supplies and required forms

Operational Phase:

- ☐ Maintain communication with assigned supervisor
- ☐ Maintain position log in chronological order describing actions taken during the shift
- ☐ Establish shift schedules as needed
- ☐ Liaise with Meet & Greet, Registration and Referrals Unit Leaders when pet issues arise
- ☐ Liaise with local pet care providers to care for pets
- ☐ Attend briefings as requested
- ☐ Provide status report information to RC Manager prior to management team meetings
- ☐ Brief workers within the Pet Care Unit as needed
- ☐ Prepare shift schedules as needed
- ☐ Assist, support and provide direction to Pet Care workers
- ☐ Monitor Unit personnel to ensure appropriate worker care is implemented
- ☐ Brief replacement for the next shift and identify outstanding action items or issues

Deactivation Phase:

- ☐ Complete all required forms, reports, and other documentation. All forms should be submitted to the RC Manager, as appropriate, prior to departure
- ☐ Deactivate assigned position and close logs when authorized by the Reception Centre Manager
- ☐ Clean up work area before leaving
- ☐ Sign out as required
- ☐ Leave a forwarding number with RC Manager
- ☐ Access critical incident stress debriefing as needed
- ☐ Be prepared to contribute to any post event processes (e.g., debriefs, reports etc.)

Function Aids:

- ☐ Position Log
- ☐ As provided by Pet Care Facility

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

4.4.9 Food Services Coordinator

LOCATION	Designated Reception Centre Facility
ASSIGNED	FCSS Staff
ALTERNATE	N/A
ROLE	Provision of evacuee food requirements

RESPONSIBILITIES

- ☐ Set up and operate the Emergency Food Service in accordance with the Reception Centre response plan
- ☐ Prepare nutritious snacks and hot or cold beverages for when evacuees arrive
- ☐ Keep accurate records of food supplies taken from school /church / community centre

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 4 – ROLES & RESPONSIBILITIES

- ☐ inventories and/or of food purchased or ordered
- ☐ Consult with the RC Manager if prepared meals or large supplies of food have to be ordered in
- ☐ Liaise with the RC Manager on a regular basis to determine the number of evacuees to be fed
- ☐ Arrange for the provision of special meals to evacuees with special dietary needs
- ☐ Supervise the security of food preparation, handling, service and storage and liaise regularly with Public Health Inspectors
- ☐ Report regularly to the RC Manager on food related activities at the RC.

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

4.4.10 Volunteer Services Coordinator

Past experiences have shown that caring for thousands of evacuees over a prolonged period of time is exhausting. It is essential therefore that additional people be recruited to assist with Reception Centre Service and other ESS if these services are ongoing.

LOCATION Designated Reception Centre Facility

ASSIGNED FCSS Staff

ALTERNATE N/A

ROLE Recruitment of volunteer support personnel and assignment for Reception Centre Service (RCS) and service in ESS organization as required.

RESPONSIBILITIES

Prior to a Disaster

- ☐ Become familiar with all the RCS and ESS tasks at Reception Centres
- ☐ Assist RC Manager with recruitment of RCS staff, if required.

During a Disaster

- ☐ If the disaster affects a greater number of people than expected, is prolonged or RCS response staff have themselves been impacted, the RCVC would set up services in the Reception Centre and recruit additional ESS or RCS staff from disaster survivors or the general community
- ☐ Report to Reception Centre and set up volunteer recruitment desk, if required
- ☐ Assign staff to maintain the recruitment desk
- ☐ Match requests for volunteers from RC Supervisor or ESS Supervisors with available list of volunteers or recruit volunteers
- ☐ Screen volunteers and assign them to RCS or ESS personnel familiar with tasks and who can provide on the job training to volunteer(s).

After a Disaster

- ☐ Participate in the RCS evaluation
- ☐ Send thank you letters to volunteers and prepares backup lists of volunteers for future disasters.

Reference Athabasca Regional Reception Centre Manual for additional information and guidance!

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 5 ALARMS & ACTIVATION

5.0 ALARMS & ACTIVATION

5.1 EMERGENCY RESPONSE ACTIVATION

The Athabasca Regional Emergency Response Plan will be activated according to the complexity of the incident. The complexity of the emergency can be evaluated using the following guidelines.

It is important to strike the right balance when determining resources needs; both human and equipment. Having too few resources can result in loss of life and/or property, while having too many resources can result in unqualified personnel deployed without proper supervision

The complexity analysis can help:

- identify resource requirements
- determine if existing management structure is appropriate

Complexity factors Include:

- public and responder safety
- impacts to life, property and the economy
- potential dangerous goods/materials
- weather and other environmental influences
- potential crime scene including terrorism
- political sensitivity, external influences and media relations
- jurisdictional boundaries
- availability of resources

The Incident Commander (IC) will size up the situation based on their protocols and determine the need for Director of Emergency Management (DEM) notification.

Any one or more of the following situations may necessitate the activation of all or parts of the Regional Emergency Management Plan (REMP):

- An emergency incident that results in Emergency Services being deployed to the scene;
- A planned event with inherent risks associated with its size or type;
- A business continuity incident that interrupts the municipality's ability to maintain essential services;
- A threat to: people's health and safety, critical infrastructure, the environment, essential services, or systems

Based on the IC's incident size-up and typing, the IC may call the DEM (via 911 Dispatch or direct contact) to advise them of the situation. ***Early notification is encouraged to allow the DEM to notify ECC stakeholders for standby or staging purposes.***

On notification of an incident or emergency, the DEM will confirm the incident type and initiate the subsequent level of related actions.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 5 ALARMS & ACTIVATION

5.2 DEFINITION OF AN EMERGENCY AND EMERGENCY LEVELS

An emergency is defined as a present or imminent event that threatens the health, public safety and/or property of Athabasca Region residents and requires the prompt co-ordination of action. An emergency may require special regulation of persons or property to protect the health, safety, and welfare of people or property.

For the purpose of emergency planning, the Athabasca Region has established levels of emergency that correspond to the designated Types of incidents identified by the Incident Command System. The type of emergency can be escalated or scaled down depending on circumstances the emergency.

5.2.1 TYPE 5 or 4 or 3: (level 1-2)

A situation exists that represents a low impact in the Athabasca Region. There is a requirement for response from one or more of the regions first response agencies (fire, police, ambulance and public works) and there is:

- Minor injuries to Athabasca Region residents or members of the public
- Minor damage to Athabasca Region property
- Minor damage to the environment
- Little or no media attention to the incident
- No political attention to the incident
- Limited disruption of services
- No requirements for mutual aid assistance
- Usually one operational period
- No ECC activation unless escalation imminent
- Normal operations of government not affected
-

Examples of a Type 5 or 4 or 3 Emergency are:

- Small isolated fire
- Short term interruption of utilities
- Small chemical spill
- Typical daily emergency responses

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 5 ALARMS & ACTIVATION

5.2.2 TYPE 2: (level 3)

A serious event or multiple events affecting the health, and safety of the public or significant damage to property within the Athabasca Region. Impacts are felt by a small, defined area of the Region. There is a risk of one or more of the following:

- Serious injuries or fatalities to numerous Athabasca Region residents or members of the general public
- Multiple operational periods
- Partial or full ECC activation
- Moderate to severe damage to the environment
- Local and provincial political attention to the incident
- Potential for significant disruption of services
- Attraction to news media and regulatory attention
- A requirement to request assistance from mutual aid services
- Request for assistance from Provincial Operations Centre
- Probable declaration of SOLE
- Loss of key services within the region (< 2 days)
- May require evacuation of defined areas for a short period (< 2 days)

Examples of a Type 2 Emergency are:

- Single or multiple incidents
- Short to long term duration evacuation or sheltering
- Major chemical release/spill
- Forest fires affecting large or multiple areas of region
- Mass Shooting/Terrorist Act
- Tornado, flash flooding

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 5 ALARMS & ACTIVATION

5.2.3 TYPE 1: (level 3)

A serious event or multiple events affecting the health and safety of the public or causing significant damage to property within the Athabasca Region. Impacts are felt by a large area of the Region. There is a risk of:

- Multiple serious injuries to Athabasca Region residents or members of the general public
- Fatalities to Athabasca Region residents or members of the general public
- Significant damage to Athabasca Region property
- Significant damage to public and private property
- Serious damage to the environment
- Wide scale flooding
- High level of political (municipal, provincial, federal) attention to the incident
- A requirement to relocate services provided within the Athabasca Region
- Disruption to all areas of service
- Significant news media and regulatory attention
- Loss of utilities for an extended period (> 2 days)
- Requires large scale evacuation or sheltering within the Region
- Requires immediate declaration of SOLE
- Requires extensive support from Provincial Operations Centre

Examples of a Type 1 Emergency are:

- Multiple operational periods
- Catastrophic chemical/Gas release
- Mass Casualty Incident
- Severe Long term Winter Weather
- Water Contamination
- Flood impacting whole communities

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 5 ALARMS & ACTIVATION

5.3 ALARM DESCRIPTION

5.3.1 ALL EMERGENCIES

In the event of an emergency occurring within the Athabasca Region, Emergency services are typically activated through the **9 - 1 - 1 system**. The 911 dispatcher, on receipt of an emergency call from a member of the public, will contact the dispatch for the appropriate service(s) required. The service dispatch will mobilize resources as needed to respond to the situation,

Depending on the complexity of the emergency, the Director of Emergency Management will be notified by the Service Chiefs involved.

5.3.2 PUBLIC WARNING

If the complexity of the emergency requires warning of residents and the general public, a radio warning will be broadcast over local radio station (94.1 The River.) or broadcast via Alberta Emergency Alert (see Section 6.1).

Warning messages will contain the following basic information:

- Nature of emergency stated clearly at the start of the message
- Identification of the area and population at risk providing geographic descriptions
- Description of actions for members of the public to take for property or self-protection
- Expected duration of the emergency situation
- The location of local reception centres and collection points

5.3.3 ALL CLEAR

When the emergency situation has been resolved the All Clear will be announced through another radio broadcast on local radio station or via Alberta Emergency Alert.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 5 ALARMS & ACTIVATION

5.4 ACTIONS ON ALARM OR ANNOUNCEMENTS

Actions on alarm are the immediate actions to be taken by Emergency Responders.

5.4.1 SERVICE CHIEFS

Upon notification of an emergency situation affecting the Athabasca Region, Service Chiefs will:

1. Assess the emergency
2. Respond to the affected area
3. Activate other Service Chiefs based on incident evaluation
4. Initiate immediate actions and control measures within the scope of their responsibilities
5. Contact the Director of Emergency Management of the affected community and advise them of the emergency actions required at that time.

5.4.2 DIRECTORS OF EMERGENCY MANAGEMENT

Upon notification of an emergency situation affecting the Athabasca Region, the Director of Emergency Management will:

1. Assess the complexity of the emergency.
2. Initiate ECC personnel call out as required.
3. Assume control as ECC Director.
4. Communicate with Service Chiefs and residents regarding the emergency.
5. Advise elected officials and C.A.O.s of response requirements.
6. Recommend a State of Local Emergency be declared, if required.
7. Initiate mutual aid agreements as required.

5.4.3 OTHER ECC PERSONNEL

Upon notification of a Type 2 or 1 emergency situation in the Athabasca Region, ECC personnel will:

1. Report to the ECC.
2. Initiate response activities as directed by the Director of Emergency Management.
3. Mobilize departmental resources as required.

5.4.4 ELECTED OFFICIALS (Emergency Advisory Committee)

When notified of a Type 2 or 1 emergency in the Athabasca Region, the involved Council members will be notified and dependent upon the complexity may:

1. Evaluate the information available based on emergency complexity
2. Activate the Emergency Advisory Committee (EAC)
3. Declare State Of Local Emergency
4. Establish communication with:
 - ECC
 - Local government departments
 - Provincial government
 - Mutual aid partners

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.0 SPECIFIC FUNCTION PLANS

INDEX

6.1	DECLARATION OF A “STATE OF LOCAL EMERGENCY”
6.2	REGIONAL ECC ACTIVATION PROCEDURE
6.3	EVACUATION PLANS
6.4	PUBLIC/MEDIA RELATIONS
6.5	MASS CASUALTY INCIDENT
6.6	COMMUNITY SUPPORT TO HOSPITAL AND HEALTH CENTRE
6.7	COMMUNITY SUPPORT TO SCHOOL BOARD
6.8	BOMB THREAT
6.9	COMMUNICATIONS
6.10	WILDFIRE
6.11	FLOOD

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.1 DECLARATION OF A STATE OF LOCAL EMERGENCY (SOLE)

6.1.1 CONDITIONS

Conditions under which a state of local emergency exists or may exist include:

- Need for extraordinary legal authority
- A general warning to the population
- Notification to other governments
- Provision of liability protection for elected and appointed officials

6.1.2 PROCEDURE

- 1) Complete a Declaration of a State of Local Emergency as per local bylaw (see suggested Form 6.1).
- 2) Ensure the Declaration is recorded in the Municipal Minute book.
- 3) Complete a public announcement form; following the Declaration of a State of Local Emergency (see suggested Form 6.2).
- 4) Publish the public announcement by such means considered most likely to make the Declaration known to the population of the area affected.
- 5) Forward a copy of the official declaration to the Minister responsible for Emergency Management Alberta, via Alberta Municipal Affairs. See Section 7.1.8 for numbers
- 6) Should the Declaration be terminated by Council, or be renewed by Council, the Minister must be notified. The declaration lapses after seven (7) days, or may be cancelled by the Minister.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.1.3 REFERENCES

Should the need arise to declare a state of local emergency; procedures to be followed are identified by the following sections of the Disaster Services by-law. Numbers in brackets are the corresponding sections of the provincial Disaster Services Act RSA 2000.

- Authority and Delegation of Authority:
Section(s) {21, 21(4)}
- Declaration Procedures:
Section(s) {21, 22}
- Cancellation of a Declaration:
Section {22}
- Termination of a Declaration:
Section {23}
- Powers of Local Authority:
Section {24}

6.1.4 ALBERTA EMERGENCY ALERT (AEA)

The Alberta Emergency Alert is a provincial public alerting system and enables suitably trained public officials ('Authorized Users') to alert Albertans to imminent, life-threatening disaster events so that those affected may take immediate protective action. The warnings issued by the Authorized User are instantaneously broadcast on television and radio in the area affected by the incident.

The Alberta Emergency Alert system can be activated for a variety of hazards, such as severe storms, flood, wildfire, hazardous material releases, water contamination and other threats to life and safety.

All of the following conditions must be present:

1. The life or safety of people is at risk
2. The risk is imminent and impending
3. The warning may provide critical and/or life-saving information

Note: Use the website process if at all possible. Dial the Activation Line: -1-866-647-9276 and an operator will assist you. User Handbook can be found at:
www.activatealert.alberta.ca or call 1-866-647-WARN (9276)

Reference AEA forms in Section 1.0 Immediate Actions

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

FORM 6A: MUNICIPAL DECLARATION OF A STATE OF LOCAL EMERGENCY

Whereas an emergency exists in the _____
of _____, due to _____
(Municipality) (nature of the emergency).

Therefore, Council declares a state of local emergency exists
in the _____
(municipality)

Time: _____ Date: _____

Signature(s): _____

Notes:

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

**FORM 6B: PUBLIC ANNOUNCEMENT FOLLOWING A DECLARATION OF A STATE
OF LOCAL EMERGENCY**

"The Council of the _____ declares a State of Local Emergency exists or may
exist in the (municipality)

(describe affected portion of the municipality)

due to _____

(enter a description of the nature of the emergency)

**"The public is advised that for the duration of the emergency, the local authority
may take any action it deems necessary to deal with the situation."**

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.2 REGIONAL ECC ACTIVATION PROCEDURE

6.2.1 PROCEDURE

Regional Emergency Coordination Centre (ECCECC) activation procedure:

1. If, in the opinion of the Incident Commander, the emergency is of sufficient magnitude, the ECC Director/DEM will be notified.
2. The ECC Director/DEM will verify the level of emergency and resource requirements. Based on this information, the ECC Director will activate the Regional Emergency Response Plan.
3. The ECC Director/DEM will begin contacting the staff on the ECC list. The first member of the ECC staff who is contacted will be tasked with implementing the fan out list.
4. The ECC staff member will immediately fan out to all primary contacts on the ECC Immediate Contacts fan out list. Alternates will be contacted in the event the primary is not available.
5. The ECC fan out member will call the ECC Director/DEM to report the number of contacts made and identify any position functions that he/she was unable to contact.
6. The ECC Director/DEM will notify the Incident Commander when the ECC is operational.
7. If, in the opinion of the ECC Director/DEM, the emergency is of significant magnitude, the EAC (Emergency Advisory Committee) Leader will be contacted and the EAC activated.
8. The RCC Team will then report to the ECC location.
9. The ECC Director/DEM will report, as needed, to the EAC Leader in the Regional Crisis Centre when the EAC is operational.
10. The EAC will offer additional assistance and support to the ECC.
11. At the Discretion of the ECC Director/DEM, various Service Chiefs and/or Public Information staff may be called upon to lend additional support and expertise in the ECC.
12. The ECC Director/DEM, in consultation with the Incident Commander, will decide on demobilization of the ECC.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.3 EVACUATION PLAN

6.3.1 ACTIVATION

The ECC Director/DEM or a Service Chief may have to initiate evacuation of residents when it is not safe for them to remain in the area

Evacuation may be under one of two circumstances:

- 1) Voluntary when it is advised
- 2) Mandatory under a state of local emergency.

6.3.2 PROCEDURE

Upon receipt of direction to evacuate, the ECC Director/DEM will initiate a warning to advise residents to:

1. Leave the area immediately.
2. Proceed to the designated Reception Centre.
3. Wait at the Reception Centre until advised that it is safe to return to the area.

Note: if time is short, the Incident Commander may initiate evacuation of a limited area of a community. The C.A.O. of the affected community must be advised of this action as soon as possible in order to obtain ratification of the decision to evacuate.

The Information Officer, upon direction from the ECC Director, will make a request to the local radio station to broadcast an Emergency Evacuation statement and/or utilize the Alberta Emergency Alert system for notification to a broader impact area as necessary. Emergency Workers may use public address systems and go door-to-door in the affected areas. The evacuation statement will explain the situation, the locations of Reception Centres, Collection Points for each area and available transportation. The Emergency Evacuation Figure 6.1 may be used to prepare a statement to residents.

6.3.3 RECEPTION CENTRES AND COLLECTION POINT LOCATIONS

In the event an area must be evacuated, Reception Centres will be established as required to accommodate evacuees.

Collection Points will be pick-up points for those needing transportation to the Reception Centres. The Collection Point locations and evacuation routes will be announced during evacuation procedures.

For evacuation purposes the Region has been divided into three areas: East, West and North. The East section will evacuate to reception centres in Boyle or Grassland centres, the West to the town of Athabasca or alternate, and the North to points in either or both Boyle and Athabasca or as otherwise noted.

1. **A list of Community Halls that may be used as collection points and congregate lodging facilities is in Section 7.1.12 of this manual. Information on the list is current as of May 1, 2016.**

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.3.4 TRANSPORTATION

In the event of an evacuation, the ECC will coordinate transportation services to residents as required.

In the event that Residents of the Region must evacuate, upon direction from the ECCECC Director/DEM, the Information Officer will request local radio stations to advise residents to:

- * If able, drive to closest Collection Point
- * If transportation is required, meet at the designated Collection Points. Residents will be transported by available transportation services to the Reception Centres
- * If outside of Village of Boyle or Town of Athabasca, transportation will be provided upon request.

In the evacuations of Schools or Health Care Facilities, the region will support evacuation activities.

In the event that Institutions and Group Homes must be evacuated, staff will:

2. Ascertain the number of ambulatory and stretcher patients
3. In conjunction with the Health Agency, arrange for suitable vehicles to carry out the evacuation. The vehicles may include Ambulances, Public Works Vehicles, or School Buses.
4. Send patients requiring hospital care to Hospitals within the Athabasca Region.

6.3.5 RECEPTION CENTRE MANAGEMENT

Initial Actions

First Alerted: (FCSS / DEM / 911)

- ☐ Notify Director of Emergency Management
- ☐ Initiate alert system - communicate details of impact and need to evacuate to reception centre(s)

Director of Emergency Management:

- ☐ Obtain Initial Incident Information (utilize form 1-1)
- ☐ Activate ECC as required
- ☐ Assign the ESS Director
- ☐ Reports to Regional Emergency Advisory Committee

ESS Branch Director:

- ☐ Report to ECC
- ☐ Activate Reception Centre
- ☐ Activate and assign Reception Centre Manager
- ☐ Activate Volunteer Staging Centre and Donation Centre
- ☐ Communicates the process for support (volunteer and donation management) to Reception Centres
- ☐ Monitor and provide ongoing support to Reception/Volunteer/Donation Centres

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

Reception Centre Manager:

- ☐ Activate Reception Centre Management
- ☐ Contact RC rep /custodian to secure access
- ☐ Activate Reception Centre staff and partner call out
- ☐ Report to Reception Centre activated
- ☐ Assume RC management role
- ☐ Establish required services
- ☐ Ensure first aid room/area designated and operational
- ☐ Ensure signs posted appropriately
- ☐ Start log of RC Manager actions and decisions made
- ☐ Brief incoming staff and ensure proper identification
- ☐ Communicate schedule for follow up briefing sessions
- ☐ Initiate dissemination of RC kit contents
- ☐ Provide updates and request for support, to ESS Branch Director or DEM

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.3.6 REGISTRATION AND INQUIRY

The Social Services Branch Director will advise the Reception Centre of the number of persons arriving and the estimated time of arrival. The Social Services Branch Director or DEM will notify the Provincial Operations Centre (POC) as required.

The host community or facility establishing a Reception Centre will require personnel and procedures to keep records of evacuees. Upon arrival, each evacuee will meet with a receptionist who will record all of their required information. A sample registration form is presented as form 6.3.

The Social Services Branch Director will manage all inquiries from the general public pertaining to family members. Details of the inquiry will be recorded on the Inquiry card. A sample inquiry card is presented as form 6.4. The Social Services Branch Director will send updated evacuee lists to the Information Officer.

6.3.7 VOLUNTEER MANAGEMENT

Volunteer groups have agreed to assist with accommodations, food service and personal needs of evacuees. These groups will be contacted by the ECC Social Services Branch Director as required. A list of volunteer services is located in separate support document (Athabasca Regional Resource Contacts).

Reference RC Manual for volunteer guiding documents.
Initial Actions:

RESS Branch Director: (located in ECC)

- ☐ Report to ECC
- ☐ Activate RC
- ☐ Activate Volunteer Staging Centre
- ☐ Communicates the process for support (volunteer management) to Reception Centres
- ☐ Monitor and provide ongoing support to Reception / Volunteer Centres

Volunteer Staging Centre Manager: (located in identified Staging Centre)

- ☐ Assess personal impact as a result of the situation
- ☐ Contact designated Volunteer Staging Centre facility person to verify readiness
- ☐ Activate Volunteer Staging Centre management
- ☐ Initiate sign-in and registration process for walk-in volunteers
- ☐ Communicate with ECC Logistics to contact volunteer support organizations to obtain further volunteers
- ☐ Organize volunteers into functional groups by skill set (ECC, ESS, runners, clean-up, RC, ICP)
- ☐ Establish functional training and/or orientation for skill sets
- ☐ Communicate with ECC Planning on volunteer resource movement
- ☐ Communicate with ECC for volunteer scheduling
- ☐ Provide assignment card for volunteer for deployment

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

6.3.8 DONATIONS MANAGEMENT

General:

- ❖ Experience has shown that large amounts of donated goods (clothing, furniture, blankets, bedding, toys, supplies, etc.) are likely to arrive in the impacted community, particularly if there has been widespread property damage and/or the event is receiving extensive media coverage.
- ❖ The impacted community should assess the need for donations early on and advise the media and the public accordingly (via the community's Information Officer).
- ❖ When an overwhelming amount of unsolicited donated goods arrive, resources (warehouse space, staff and volunteers) are unnecessarily tied up.
- ❖ Even if donated goods are not required/not solicited, a collection site should be identified.
- ❖ Financial donations are usually preferable to donated goods.

Initial Actions:

FCSS Contact:

- ☐ Obtain Initial Incident Information and document details
- ☐ Notify ESS Branch Director
- ☐ Report to designated centre

ESS Branch Director:

- ☐ Report to ECC
- ☐ Activate RC
- ☐ Determine location to be used as a Donation Centre
- ☐ Liaise with ECC Information Officer on communicating donations specifics (type/kind required)
- ☐ Assign and activate Donations Centre Manager
- ☐ Notify Reception Centre Manager and instruct on donations request process

Reception Centre Manager:

- ☐ Ensure staff activated and assigned to handle walk in donations
- ☐ Ensure donations redirected to Donations Centre identified for receipt and storage
- ☐ Establish and maintain link with ESS Branch (provide updates)

Donations Centre Manager :

- ☐ Stop work immediately, obtain any document information provided
- ☐ Assess personal impact by the situation
- ☐ Conduct notifications as required
- ☐ Determine in discussions with ESS Branch Director the need to establish a Donation Centre
- ☐ Assume Donations Centre Manager role
- ☐ Set up respective collection process as required

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

- ☐ Coordinate walk in donations
- ☐ Activate support team as required
- ☐ Review role and responsibilities

If there is no requirement for a regional Donation Centre, report to activated Reception Centre and check in

- ☐ Report to RC Manager for briefing
- ☐ Establish local donations acceptance process

6.3.9 RECEPTION CENTRE MEDIA RELATIONS

The media people have a job to do. They serve the community by telling the story, and may be immensely helpful to the local ESS Team and to evacuees. Here are some simple guidelines to follow in your work with the media.

- ❖ **Remember there is no such thing as “off the record”**
- ❖ **Resist the temptation to “be candid” with the media**
- ❖ **Remember that you represent the local authority**

What you say can influence people’s perception about the ESS organization. Project the organization positively. Don’t allow inexperienced or untrained personnel to work with the media.

Role of designated spokesperson

1. Welcome the interest of reporters

Make sure an appropriate person helps them get correct information. Usually the best approach is to introduce yourself and express your willingness to help them get what they need. Offer to give them a short tour, before the centre is open and any evacuees arrive. Explain briefly what your role is and be sure to clearly identify yourself (or another assigned person) as the best source of information about this part of the operation.

If you can, give out a phone number. This builds rapport with the media and helps to encourage positive coverage. If you do not have all the answers just call the reporters back with the facts. Do not make promises for follow-up that you cannot keep.

2. Be positive as you establish the ground rules

Here is an example statement you might make to set those ground rules: “You are welcome to speak with the evacuees, but only outside of the Reception Centre; please ask the evacuee first if they feel like talking. We consider most areas of the Reception Centre to be private, so please do not attempt to go into these areas.”

3. Establish a Designated Media Area outside of the Reception Centre

Establish a designated media area outside of the Reception Centre and direct all media to conduct their interviews at that location only. Use the information board to post the location of the Designated Media area for all evacuees

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

4. Give an overview of what ESS does and give lots of accurate information

Try to give reporters a good overview of the ESS role in disaster so they can report accurately. Give as much accurate information as you can, discuss only what you are personally involved with such as: how many we have received at the Reception Centre, how many meals have been served, how many personnel are involved. You might also give examples of local community organizations or businesses that have been especially helpful.

5. Do not report information inappropriate to the ESS role

For example, do not discuss the number of deaths, or where a fire will probably burn next, or whether dams will hold. Instead help reporters with other questions by referring them to the proper information source.

6. Write down any commitments you make

Pass commitments along if you are reassigned before you can complete them. Ask reporters to leave you a business card, check to see when the best time to reach them is.

7. Respect the confidentiality of the evacuees – but...

Allow them to talk to the media. Some of the very best media coverage comes from evacuees who share their stories. If you see an opportunity for such a story, make sure the evacuee wants to talk. Never give out confidential information without obtaining permission.

8. Too much information is usually better than not enough

9. Never ask the public for food or clothing donations

Such requests may only be made by local authority Emergency Operations Centre (EOC).

10. Obtain the latest press release

Have copies ready for members of the media when they come to your Reception Centre.

6.3.10 EMERGENCY ACCOMMODATIONS, FOOD SERVICE FACILITIES

Accommodations and food services will be arranged on a congregate lodging basis. A list of accommodations and food services is located in Section 7 of this manual.

SECTION 6 - SPECIFIC FUNCTIONS

6.3.11 COUNSELLING SERVICES

Critical Incident Stress Debriefing counselling services are available through the AHS Mental Health Branch

6.3.12 SECURITY

During the immediate emergency period, Law Enforcement will maintain security patrols as available. For prolonged incidents the ECC Director/DEM and Police Service Chief will determine additional resources required. The FCSS Rep. may obtain volunteers from the group of evacuees to provide security as needed.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTIONS

FIGURE 6A: ATHABASCA REGIONAL EMERGENCY EVACUATION ADVISORY

This is _____
(name and position)

An emergency exists in the _____ of the _____.
(Municipality)

For your personal safety, evacuation of _____ of _____
(state which parts or whole)
is necessary due to _____

The evacuation route to follow is

(describe route to avoid danger)

All evacuees are requested to report and register at the reception centre _____

Reception Centres are located at:

- 1.
- 2.
- 3.
- 4.

If you are planning to stay with friends, advise the Reception Centre (Telephone #: _____)

If you require transportation, go to the collection point in your area. If you are evacuating with your own car, please go via the collection point in your area to pick up people without transportation before going to the closest Reception Centre. If you are physically unable to go to the collection point, call _____ to make arrangements for pick up.

***NOTE:** Ensure that you bring your medication.

Collection points are located at:

- 1.
- 2.
- 3.
- 4.

You will be advised when the emergency has ended, and it is safe to return to your homes. During the period of evacuation, the Police will provide security of your homes and businesses.

For additional information, listen to radio _____ and _____.

**DO NOT BRING PETS TO THE RECEPTION CENTRE(S).
BRING MEDICATION, BLANKETS, SLEEPING BAGS AND SPECIAL NEEDS ITEMS, IF POSSIBLE.**

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

FORM 6C: EVACUATION REGISTRATION FORM

REGISTRATION CARD – CARTE D'INSCRIPTION <small>PLEASE PRINT – EN LETTRES MOULÉES S.V.P.</small>										<small>HC PROTECTED PROTÉGÉ PAR SC</small>		<small>NO. N°</small>		<small>RESTRICTION</small> <input type="checkbox"/>					
1. FAMILY NAME – NOM DE FAMILLE <div style="display: flex; justify-content: space-between;"> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> <div style="width: 20%;"></div> </div>										12. PERMANENT ADDRESS – ADRESSE PERMANENTE <div style="height: 40px;"></div>									
2. FIRST NAME – PRÉNOM			3. INIT		4. NICKNAME – SURNOM			5. SEX SEX		6. AGE ÂGE		13. CITY – VILLE		14. PROV. – TERRIT.		15. TELEPHONE TÉLÉPHONE			
<small>LIST ONLY THOSE FAMILY MEMBERS WHO ARE WITH YOU AND WHO HAVE THE SAME FAMILY NAME AS YOU. FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES MEMBRES DE LA FAMILLE QUI VOUS ACCOMPAGNENT ET PORTENT LE MÊME NOM DE FAMILLE QUE VOUS. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.</small>										16. EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES <small>PLEASE INFORM CENTRAL REGISTRY BUREAU IF YOU MOVE. AVERTIR S.V.P. LE BUREAU DE FICHIER CENTRAL SI VOUS VOUS DÉPLACEZ.</small>									
7. FIRST NAME PRÉNOM			8. INIT		9. RELATIONSHIP LIEN DE PARENTÉ			10. SEX SEX		11. AGE ÂGE		<div style="height: 100px;"></div>							
17. SPECIAL MEDICAL NEEDS – BESOINS MÉDICAUX PARTICULIERS <div style="height: 40px;"></div>																			
18. ADDITIONAL INFORMATION – AUTRES RENSEIGNEMENTS <div style="height: 60px;"></div>																			
19. PLACE OF REGISTRATION LIEU D'INSCRIPTION					20. DATE D-J M Y-A			21. TIME – HEURE		FOR OFFICE USE ONLY – À L'USAGE DU BUREAU SEULEMENT									
										22. CROSS REFERENCE – RENVOI									

HQ/SC 3090 (09-95)

**Health
Canada**

Emergency Services

**Santé
Canada**

Services d'urgence

COPY 1 – PERSON REGISTERED

COPY 2 – PLACE OF REGISTRATION

COPY 3 – CENTRAL REGISTRY

COPIE 1 – PERSONNE INSCRITE

COPIE 2 – LIEU D'INSCRIPTION

COPIE 3 – FICHIER CENTRAL

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

FORM 6D: INQUIRY CARD

INQUIRY CARD – DEMANDE DE RENSEIGNEMENTS PLEASE PRINT – EN LETTRES MOULÉES S.V.P.					HC PROTECTED NO. PROTÉGÉ SC N°	
LIST ONLY PERSONS WITH THE SAME FAMILY NAME AND ADDRESS. FILL OUT SEPARATE CARDS FOR OTHER PERSONS. INSCRIRE SEULEMENT LES PERSONNES AYANT LE MÊME NOM DE FAMILLE ET ADRESSE. REMPLIR UNE CARTE DISTINCTE POUR TOUTE AUTRE PERSONNE.					NAME OF PERSON MAKING THIS INQUIRY – NOM DU DEMANDEUR (DERESSE) 12. FAMILY NAME – NOM DE FAMILLE 13. FIRST NAME – PRÉNOM 14. INIT.	
1. FAMILY NAME OF PERSON(S) YOU ARE INQUIRING ABOUT NOM DE FAMILLE DES PERSONNES RECHERCHÉES <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					15. RETURN ANSWER TO – ENVOYER RÉPONSE À ADDRESS – ADRESSE	
2. FIRST NAME PRÉNOM <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					16. TELEPHONE TÉLÉPHONE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
3. INITIAL INITIALE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					17. CONDITION ÉTAT <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
4. SEX SEXE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					18. EMERGENCY ADDRESS AND TELEPHONE NUMBER ADRESSE ET NUMÉRO DE TÉLÉPHONE TEMPORAIRES <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
5. AGE ÂGE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					19. REMARKS / REPLY – REMARQUES / RÉPONSE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
6. PERMANENT ADDRESS – ADRESSE PERMANENTE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					20. ANSWER – RÉPONSE D-J M Y-A	
7. TELEPHONE TÉLÉPHONE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					21. SIGNATURE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
8. ADDITIONAL INFORMATION – AUTRES RENSEIGNEMENTS <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					9. PLACE OF INJURY LIEU DE LA DEMANDE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	
10. DATE D-J M Y-A <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>					11. TIME – HEURE <div style="border-bottom: 1px solid black; height: 1.2em; width: 100%;"></div>	

HC/SC 3090 (09-95)

Health
Canada
Emergency Services

Santé
Canada
Services d'urgence

COPY 1 – PLACE OF INQUIRY
 COPY 2 – CENTRAL REGISTRY
 COPY 3 – CENTRAL REGISTRY

COPIE 1 – LIEU DE DEMANDE
 COPIE 2 – FICHER CENTRAL
 COPIE 3 – FICHER CENTRAL

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

6.5 PUBLIC AFFAIRS/MEDIA RELATIONS PLAN

6.5.1 PURPOSE

The purpose of the Public Affairs/Media Relations Plan is to:

1. Provide guidance to those acting as a liaison with the media.
2. Offer direction to those who answer Inquiries from Municipal staff, residents and members of the general public.
3. Act as a mechanism to disseminate general information to Municipal staff, residents and members of the general public.

6.5.2 RESPONSIBILITY/POLICY

Public Information is the responsibility of the Information Officer.

6.5.3 MEDIA PROCEDURES

The Information Officer will respond to the emergency situation. Any municipal employee approached by the media will direct them to a Service Chief or a senior municipal employee on site.

The official spokespersons are the ECC Director, an elected official, or the Public Information Officer.

6.5.4 MEDIA STATEMENT

If the media confronts a municipal employee he/she is to refer all questions to the Information Officer. A suggested statement to give to the media is as follows:

“The Athabasca Regional Emergency Management Plan has been activated to deal with the incident. If you would like any more information please contact our Information Officer at 675-2273

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

6.6 MASS CASUALTY INCIDENT

6.6.1 OVERVIEW

The ECC will assist and support a Level III Mass Casualty Incident (MCI) that is beyond the capabilities of the Emergency Medical Service (EMS) and Fire Department services.

6.6.2 CRITERIA

An MCI will be classified as a Type 3 emergency and will include any incident that involves an overwhelming number of casualties. This situation may require assistance from:

5. Regional Crisis Centre
6. Public Works
7. Mutual Aid Partners

An MCI may exist when:

8. There is difficulty delivering adequate numbers of ambulance and fire personnel to contend with the incident in an acceptable time frame
9. The number of casualties requiring pre-hospital care is impossible to care for with “normal on duty” emergency staff
10. The Health Agencies are unable to appropriately evaluate and stabilize casualties with life threatening (red) or potentially life threatening (yellow) conditions

6.6.3 PROCEDURE

Upon notification of an MCI, the ECC Director will notify the appropriate Service Chiefs and Mutual Aid Partners as required.

The Athabasca Region’s Municipal Public Works may be required to provide:

11. Equipment and personnel resources
12. Transportation resources

6.6.4 COMMAND AND CONTROL

The Incident Commander will control the MCI incident with assistance from the EMS Crew controlling the Triage of all casualties. The Incident Commander in an MCI may be the senior medical person on site. However, staffing limitations may dictate that the senior member of another service will assume the role of Incident Commander.

All incoming assistance on scene will report to the Incident Commander as to assignments.

6.7 COMMUNITY SUPPORT TO HEALTH CENTRE

6.7.1 OVERVIEW

The Community Health Centre internal evacuation plan will be put into effect as per the Emergency Response Plan of the affected institution. In extreme situations, or, where deemed appropriate by the ECC Director, the ECC may be activated to provide support for the existing institutional evacuation plan depending on the nature and extent of the incident.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

6.7.2 EVACUATION

The Community Health Centre external evacuation plan will be put into effect by the Senior Administrator calling 911. The following persons may be responsible during an emergency, depending on the severity of the situation:

- 13. Site Director
- 14. Senior Administration
- 15. Health Authority Executive on call

6.7.3 TRANSPORTATION SERVICES

Transportation of facility residents will be provided through the following means:

- 16. Emergency ambulance services
- 17. Rescue personnel.

6.7.4 RECEPTION CENTRE RESOURCES

Resources to support the relocation of patients may be required from the Region or Municipality. Resources will include Items such as:

- 18. Blankets
- 19. Mattresses/Cots
- 20. Food Services
- 21. Clothing
- 22. Volunteers

6.7.5 SECURITY AND TRAFFIC CONTROL

Security and traffic control to the area will be the responsibility of Law Enforcement during the immediate event. The Health Centre Security is responsible for securing the evacuated building.

6.7.6 COMMUNICATIONS

Emergency communications between the Reception Facility and the ECC will be maintained via telephone and messengers as required.

6.8 COMMUNITY SUPPORT TO SCHOOL BOARD

6.8.1 OVERVIEW

The School Board internal evacuation plan will be put into effect as per the Emergency Response Plan of the affected school. In extreme cases, or, where deemed appropriate by the ECC Director/DEM, the ECC may be activated to provide support for the existing school evacuation plan depending on the nature and extent of the incident.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

6.8.2 EVACUATION

In the event of a declaration of a state of local emergency or an external event forcing evacuation, the ECC Director/DEM will advise the Superintendent or the appropriate Service Officers to evacuate schools as required.

Transportation of school populations to Reception Centres will be provided by the most accessible school bus or as coordinated by Emergency Social Services.

6.8.3 COMMUNICATIONS

The Superintendent of the respective school board will coordinate communications with the Public, Media and the ECC.

6.8.4 MUNICIPAL RESPONSIBILITIES

The Municipalities will assist the Schools during the following:

23. Structural Damage:

- ⇒ In event of structural damage to the school, emergency response agencies will assist in the evacuation of students.

24. Care of Injured Students and Staff:

- ⇒ On-site emergency care and transportation of injured students and staff will be provided by the Ambulance service.

25. Additional Emergency Medical Supplies:

- ⇒ Stretchers, blankets and first aid supplies will be transported to the School by available means.

26. Traffic Control:

- ⇒ The Police will provide traffic control in the immediate and external area.

27. Casualty Information Centre:

- ⇒ A Casualty Information Centre for the relatives and friends of injured students and staff will be established by the ECC Social Services Coordinator and located in the Reception Centre.

NOTES:

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

6.9 BOMB THREAT

Receipt of a bomb threat is usually by telephone to individual users during normal working hours. While a threat may be received by mail, it is very uncommon. These procedures apply to chemical/biological threats as well as bomb threats and should be used in the event that municipal property is targeted.

6.9.1 THREAT BY TELEPHONE

When a bomb threat is received by telephone, the person receiving the call will:

1. **LISTEN.**
2. Be **CALM** and **COURTEOUS.**
3. **DO NOT INTERRUPT** the caller.
4. **OBTAIN** as much **INFORMATION** as you can. (Use the attached **FORM**)
5. **NOTIFY** another person if you can. Preferably do this while the caller is on the line.
6. **NOTE** phone number if it shows up on call display.

6.9.2 EVALUATING THE THREAT

In general, it has been found that a real bomb threat has several characteristics.

1. It is almost invariably the work of a deranged person.
2. The bomber, in placing the call tends to prolong the call and be willing to furnish some details as to the location of the device, reasons for calling, etc.
3. The call is frequently repeated.

On the other hand, the prank caller:

1. Tends to be abrupt and hurried in giving the message and seldom can or will provide details regarding the type of device, the location, reasons, etc.
2. Less frequently repeats the call because of the fear of tracing, etc.

All bomb threats, genuine or otherwise, will be documented and reported to the police for follow-up.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

6.9.3 RESPONDING TO A THREATENING TELEPHONE CALL

Any Bomb Threat should be treated as genuine and the following actions must be taken.

1. Contact the police.
2. Search the premises, the extent and procedure of the search will be determined by the evaluation made by the police.
3. Evacuate building personnel, contractors, and members of the public to a safe distance.
4. If a bomb is not discovered in the search, wait until the time set for the bomb to detonate has passed.
5. If a bomb is discovered, **DO THIS:**
 - **ISOLATE** the immediate area
 - **DO NOT** attempt to **TOUCH, DISARM** or to **MOVE** the **DEVICE**
 - **EVACUATE** area immediately
 - **ALERT** local emergency services to stand by

6.9.4 SUSPICIOUS PACKAGE

Whenever a suspicious object is found that cannot be accounted for, it should be reported immediately to the senior administrative person present.

UNDER NO CIRCUMSTANCES SHOULD YOU TOUCH OR TRY TO MOVE THE PACKAGE!

DO THIS:

1. **CHECK** to see if the **OBJECT** can be **ACCOUNTED FOR**.
2. **NOTIFY** others in the community.
3. **NOTIFY** police.
4. **EVACUATE** immediate area of the object.
5. **AWAIT** further **INSTRUCTIONS** from the **POLICE**.

6.9.5 EVACUATION

Apart from the cost involved, a hasty evacuation in response to a bomb threat may invite “copycat” threats. Accordingly, unless there is some reason to believe a threat is valid, evacuation should not be considered the automatic response to a bomb threat.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

FORM 6E: BOMB THREAT / ANONYMOUS CALL RECORD

Date _____

Time _____

Caller's Sex ☐ Male ☐ Female

Approximate Age _____

Accent _____

Threat (Exact Wording) _____

- Listen and remain calm
- Do not interrupt caller
- Attempt to keep caller talking
- Record as much information as you can while call is in progress
- Signal someone to call Police

Questions: What time will the bomb explode? _____

Where is it located? _____

What does it look like? _____

Why did you plant the bomb? _____

Where are you calling from? _____

What is your name? _____

Did caller reveal any identifying particulars? (e.g. nickname, familiarity with staff, etc.) _____

Did caller appear familiar with (Community Name) property by description of bomb location? ☐ Yes ☐ No

VOICE:	SPEECH:	LANGUAGE:	MANNER:	BACKGROUND SOUNDS:
<input type="checkbox"/> Loud	<input type="checkbox"/> Fast	<input type="checkbox"/> Excellent	<input type="checkbox"/> Calm	<input type="checkbox"/> Office Machines
<input type="checkbox"/> Soft	<input type="checkbox"/> Slow	<input type="checkbox"/> Good	<input type="checkbox"/> Angry	<input type="checkbox"/> Factory Machines
<input type="checkbox"/> High Pitched	<input type="checkbox"/> Distinct	<input type="checkbox"/> Fair	<input type="checkbox"/> Rational	<input type="checkbox"/> Street Traffic
<input type="checkbox"/> Deep	<input type="checkbox"/> Distorted	<input type="checkbox"/> Poor	<input type="checkbox"/> Irrational	<input type="checkbox"/> Airplanes
<input type="checkbox"/> Raspy	<input type="checkbox"/> Stutter	<input type="checkbox"/> Foul	<input type="checkbox"/> Coherent	<input type="checkbox"/> Trains
<input type="checkbox"/> Pleasant	<input type="checkbox"/> Nasal	<input type="checkbox"/> Use of certain words/phrases	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Animals
<input type="checkbox"/> Intoxicated	<input type="checkbox"/> Slurred		<input type="checkbox"/> Deliberate	<input type="checkbox"/> Bedlam
<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> _____	<input type="checkbox"/> Emotional	<input type="checkbox"/> Party Atmosphere
			<input type="checkbox"/> Righteous	<input type="checkbox"/> Music
			<input type="checkbox"/> Laughing	<input type="checkbox"/> Voices
			<input type="checkbox"/> _____	<input type="checkbox"/> Mixed
				<input type="checkbox"/> Quiet
				<input type="checkbox"/> _____

REMARKS: _____

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

FORM 6E (*continued*): Instructions For Completion of Bomb Threat / Anonymous Telephone Call Record

*** REMEMBER TO CONTACT YOUR CAO DURING OR IMMEDIATELY AFTER THE THREAT CALL IS COMPLETE AND FOLLOW THEIR INSTRUCTIONS.**

The average number of words in a bomb threat call is 8-17.

As you ask the questions listed on the report form, attempt to collect all of the impressions and information about the caller that you can. These include such items as male - female, old - adult - teenager, foreign or localized accent, illiterate - intelligent, peculiar personnel speech defect (lisp, stutter, etc.) tone (high, fast, bass, etc.) and temper (angry, vindictive, joking, etc.)

Also listen or note any noticeable or predominant background noise such as heavy traffic, low flying aircraft, trains, construction activity, loudspeakers, cheering crowds, etc.

To the extent possible, write the exact words spoken by the caller in response to these questions immediately while recall is fresh. Note also which line the call is on, and, if possible, whether local or long-distance.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 6 - SPECIFIC FUNCTION PLANS

6.10 COMMUNICATIONS

In addition to the lists of telephone numbers already included in this manual (ECC Call Down List – Section 1, and Emergency Contact Numbers – Section 7), it is important to make note of the wireless communications capabilities of the Region and its resources. Listed below are the frequency allocations for all known wireless broadcast devices used by Municipal Services and Response Agencies.

FREQUENCY ALLOCATIONS

<i>LOCATION</i>	<i>RECEIVE</i>	<i>TRANSMIT</i>	<i>TONE</i>
Baptiste Fire	151.145	156.150	
Boyle Fire/Rescue	169.065	169.065	100
Caslan Fire/Rescue	151.205	156.195	
Colinton Fire/Rescue	167.355	172.215	162.2
County Public Works	168.855	169.545	
Grassland Fire/Rescue	167.415	172.305	77
Richmond Park Fire	169.065	169.065	82.5
Rochester Fire	169.065	169.065	94.8
Town of Athabasca Fire	156.000	157.710	
Wandering River Fire	169.200	169.890	
Associated Ambulance; Athabasca	152.435	156.765	
Boyle	158.640	163.080	
Provincial Fire	156.855	156.855	
Provincial EMS	156.780	156.780	

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 – RESOURCE CONTACTS

7.0 RESOURCES

7.1 INTRODUCTION

The resources available for reference to section 7 are presented in the following way:

- Section 7.1 Resources – Municipally Owned
- Section 7.2 Resources -Private Industry
- Section 7.3 Resources - Government

This format has been adopted to facilitate the Regional approach to Emergency Planning. By subdividing all common resources by location, responders in each area know not only what resources they have immediately available in an emergency situation, but also have a rough E.T.A. of any common or external resources available through the plan.

NB: The detailed personal contact information has been deemed private and confidential and is therefore provided via a separate and controlled document. The document will be provided to the ECC Director or DEM upon request at the time of an emergency and only for purposed of mitigation of the emergency.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

7.1 RESOURCES – MUNICIPALLY OWNED

7.1.1 FIRE DEPARTMENT RESOURCES (All are volunteer) Call 911

LOCATION	PERSONNEL	FIRE EQUIP	SPECIALIZED TRAINING & EQUIP.
ATHABASCA (TOWN) 675-2200 - Emerg 689-9220 - cell	Min – 18 people No fixed rosters	Freightliner 2000 gallon Pumper/Tanker Crew Cab Wildland Unit RTV/ATV Wildland Trailer	Non-industrial extrication training & equipment
BAPTISTE LAKE 675-2551 - Emerg 689-7362 - cell	Min – 18 people No fixed rosters	2 @ Pumper Trucks 3200 gallon Tanker Wildland Unit	
BOYLE 689-3611 Emerg	Min – 18 people No fixed rosters	Freightliner 3000 gallon Tanker Superior Pumper Wildland Unit Rescue vehicle Jordair filling station w/ cascade bottles	Non-industrial extrication training & equipment
CASLAN 689-3911 - Emerg	Min – 12 people No fixed rosters	1200 gallon pumper 1500 gallon tanker Quick Attack Rescue Vehicle 6x6 Quad Ranger	Non-industrial extrication training & equipment Ice rescue training and equipment
COLINTON 675-2702 - Emerg 689-8061 - cell	Min – 18 people No fixed rosters	3000 gallon tanker truck 2 rescue vans 1 x 1000 gallon pumper	Non-industrial extrication training & equipment Ice rescue training and equipment

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

GRASSLAND 525-3911 - Emerg 689-8028 - cell	Min – 12 people No fixed rosters	3000 Gallon Pumper 3000 Gallon Tanker 2500 Gallon Tanker 2 @ Heavy Rescue Ranger 6X6 Wildland and Trailer 2@ Command Vehicles	Non-industrial extrication training & equipment
RICHMOND PARK 675-2604 - Emerg 689-8419 - cell	Min – 12 people No fixed rosters	2000 Gallon Tanker 1000 Gallon Pumper Rescue Sled	
ROCHESTER 698-2611- Emerg 307-3032 - cell	Min – 12 people No fixed rosters	2000 Gallon Tanker 1000 Gallon Pumper Rescue Unit	
WANDERING RIVER 771-3911 - Emerg 404-3408 - cell	Min – 12 people No fixed rosters	1200 Gallon Pumper 1500 Gallon Tanker 2@ Wildland Units	Non-industrial extrication training & equipment

FIRE FIGHTING MUTUAL AID RESOURCES

Athabasca County has Mutual Aid Fire Fighting Agreements in place with all surrounding Counties and Municipal Districts.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

7.1.2 MEDICAL RESOURCES

HEALTH CENTRES / MEDICAL CENTRES / CLINICS

LOCATION	MEDICAL STAFF	HOSPITAL STAFF	BEDS
TOWN of ATHABASCA HEALTH CARE CENTRE 675-6000	5 General Practice/Surgery <ul style="list-style-type: none"> • 1 GP/Anesthetist • 3 Family Practice • 1 General Surgeon 	76 Full Time Employees <ul style="list-style-type: none"> • Includes 34.1 FTE in Nursing 	30 Active <ul style="list-style-type: none"> • 23 Auxiliary
VILLAGE of BOYLE HEALTH CARE CENTRE 689-3731	2 General Practice 1 Internal Medicine* * visiting monthly	28.1 Full Time Employees <ul style="list-style-type: none"> • Includes 13.46 FTE in Nursing 	20 Active
VILLAGE of BOYLE MEDICAL CLINIC 689-3914			
SILVER BIRCH MEDICAL CENTRE 689-0003		N/A	N/A
ASPEN HEALTH SERVICES – Athabasca 675-2231	N/A	2 full time nurses 5 part time nurses various casual nurses	N/A

AMBULANCE SERVICE

LOCATION/CONTRACTOR	SERVICE
ATHABASCA, TOWN of 9-1-1	Associated Ambulance Services (2 full time BLS service units) 1-866-942-4702 Non-Emergency 1-866-942-4700 Dispatch
BOYLE, VILLAGE of 9-1-1	Associated Ambulance Services (1 full time BLS service units) Back-up ACLS ambulance service available from Smoky Lake

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

OTHER 9-1-1 or 1-800-661-3822	Air Ambulance Service provided by STARS (Edmonton). Administration: 447-5492

7.1.3 POLICE RESOURCES

LOCATION	# of STAFF	VEHICLES AND EQUIPMENT	SPECIAL SKILLS
TOWN of ATHABASCA RCMP DETACHMENT phone# 675-4252	• 9	• 4WD Vehicles • Cruisers • Quad	• Search Manager Course • Victim Services Officer
VILLAGE of BOYLE RCMP DETACHMENT phone# 689-4081 dispatch #: 689-3622	• 5	• 4WD Vehicles • Cruisers	• Search Manager Course

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

7.1.4 PROVINCIAL GOVERNMENT ASSISTANCE

ALL AREA CODES ARE 780 UNLESS OTHERWISE NOTED

<i>Position</i>	<i>Name</i>	<i>Phone #</i>	<i>Cell #</i>
Emergency Management Alberta District Officer	Ian Fox	645-6213	646-0180
AEMA Public Safety Division	Ross Bennett	644-4692	918-4423
Dangerous Goods Control Centre Compliance Information Centre (CIC) – part of Alberta Transportation	Control Room	422-9600 or 1-800-272-9600	
Human Resources and Employment (formerly Alberta Family & Social Service)	North East Regional Director	623-5283	
Alberta Environment and Parks - Responsible for solid waste management, potable water, wastewater, landfills, water, etc.	Toll Free 1 877 944-0313	623-5236	
Alberta Oil and Gas Operations Utilities Board – St. Albert Field Centre	On-Call Switchboard	460-3800 24 HR number	
Alberta Workplace Health and Safety	On-Call Switchboard	1-866-415-8690	
Alberta Environment - SRD (refer to Fire Control Plan)	Lac La Biche Forest Protection	623-5245 (310-3473)	
	Pollution ERT	1-800-222-6514	
	River Watch	427-6278	

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

7.1.5 RAILROAD

Railroad/Company	Contact	Contact #	Alt. #
CN	24 hr Emerg. #	1-800-668-6222	
CN – CN Police and Response	24 hr Emerg. #	1-800-465-9239	N/A

7.2 RESOURCES – PRIVATE INDUSTRY

7.2.1 ALPAC

HEALTH AND SAFETY STAFF

Name/Title	Work #	Fax #	Cell/Pager
Emergency Contact Number	525-8200	N/A	N/A

TRAINED PLANT PERSONNEL, Etc.

400+ staff trained in firefighting and first aid with some hazmat training for small spills.

Other trained staff: 48 trained in emergency response

- ◇ 8 trained in EMT Level
- ◇ 1 EMT and 9 emergency response technicians on shift at all times
- ◇ 1 Nurse on staff, Monday to Friday

On Site ERT (Emergency Response Team) trained in: First Aid, CPR, TDG, H2S Alive, Confined Space Entry, Confined Space Rescue, High Angle Rescue. Also trained to Fire ETC. Standards: Fire Fighter Part 1,2,3,5,6, Pump A, C-5, and Vehicle Extrication.

EQUIPMENT RESOURCES - FRONT OF FIRE HALL

Item	Type	Qty	Load	Capacity
Min. Pumper	Truck	1	Water	300 gal.
Ambulance	BLS	1	N/A	N/A

EQUIPMENT RESOURCES - REAR OF FIRE HALL

Item	Type	Qty	Load	Capacity
6000 LPM Pumper	Truck	1	Water	500 gal.
High Volume Hose	100 mm	200 m	N/A	N/A
Hose	35 mm	270 m	N/A	N/A
Hose	65 mm	100 m	N/A	N/A
Draeger SCBA (on pump)	PA-90	8	N/A	N/A
Draeger SCBA (throughout plant)	PA-80	80	N/A	N/A
Spare Air Bottles	45 min capacity	10	N/A	N/A
Air Bottle recharge system	in fire hall	1	N/A	N/A

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

EQUIPMENT RESOURCES – RESCUE TRAILER

Item	Type	Qty	Load	Capacity
Rescue Trailer		1	N/A	N/A
Porta Power	4500 psi	1	N/A	N/A
Hazmat Equipment			N/A	N/A
Cascade System		1	4x5000 psi bottles	N/A
Class A suits			N/A	N/A
Class B suits			N/A	N/A
High Angle Rescue Equipment			N/A	N/A
Confined Space Rescue Equip.			N/A	N/A
Rescue Tool w/cutting tool, power ram and scissors	Amkus	1	N/A	N/A

MUTUAL AID ASSISTANCE

AGREEMENT DETAILS
No formal agreement, but will provide support using mini pumper and water tanker

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

7.3 RESOURCES - GOVERNMENT

7.3.1 RESOURCES - GOVERNMENT

FOREST PROTECTION DIVISION MUTUAL AID EQUIPMENT

EQUIPMENT (Annual allotment of equipment for Lac La Biche Wildfire Management Area)

44	Marc 3 fire pumps with kits
10	Mini Mark fire pumps with kits
33	Sprinkler kits
32	Radio kits (FM, 4 radios/kit)
3	ATV (1 Honda 300, 2 Honda 400)
59	Chainsaws with kits
42	Crew equipment kits (including pulaskis, shovels, wajax bags)
1254 x 100 ft. lengths	1 1/2" Hose
305 x 100 ft. lengths	1" Hose
792 x 50 ft. lengths	5/8" Hose
1	Sprinkler Trailer
1	Helitorch Trailer
3	Equipment Trailers
2	150 gallon, truck slip in water tanks

*More equipment is available for Mutual Aid upon request from the Provincial Forest Fire Centre Warehouse in Edmonton. E.g., Relay tanks, infrared scanners, drip torches, etc.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 7 - RESOURCES

Call Sign	Name	Phone #	Cell #	Fax #
	Lac La Biche Fire Centre	623-5388		623-2570
XMA 22	<i>Dispatch</i>	623-5389		623-2570
	<i>Duty Officer Phone</i>	623-5245	689-7646	623-2570
	<i>Logistics</i>	623-5377	623-8704	623-5356
	<i>LLB Air Tanker Base</i>	623-7814	623-4770	623-2938
	Athabasca SO	675-8168		675-8165
	Bonnyville SO	826-5608		826-6068
XMA 703	Leismer Base	559-2231	404-5418	559-2231
	Wandering River SO	771-3747	689-9642	771-3949
	Calling Lake Base	331-3740	689-9641	331-3996
	Beaver Lake Base	623-7678	404-5417	623-7670
	LLB Warehouse	623-5269		623-2944

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 8 – RECOVERY

8.0 RECOVERY

8.1 OVERVIEW

Post-incident recovery activities should be initiated as soon as possible, preferably **WHILE RESPONSE OPERATIONS ARE STILL UNDERWAY**.

Actions taken during response operations should be decided, whenever possible, with post-incident recovery in mind.

Recovery operations include:

- Repair of damaged structures.
- Restoration of services such as power, heat and communications.
- Clearing of access routes.
- Remediation.

8.2 CLEAN UP

Clean up of the incident site should begin as soon as possible under the direction of the Incident Commander.

Should fatalities result, it will be necessary to wait until the Office of the Coroner and the Police release the site.

8.3 PUBLIC RELATIONS

When an incident results in community impacts, it will be necessary to carry out public relations activities. The ECC Manager/DEM will be responsible for carrying out all public relations activities. The priority is to demonstrate to the public that Athabasca County is concerned for the safety of its residents and neighbours. Public relations activities may include:

- Clean up of debris.
- Meetings to inform the public about the incident's causes and what the community is doing to prevent a recurrence.
- Counselling services to personnel and public affected by the incident.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 8 – RECOVERY

8.4 EMPLOYEE ASSISTANCE

Employees/residents affected by the incident may experience delayed/long term reactions. These effects may include:

- Critical Incident Stress.

The Region or its communities can hold sessions informing residents about the long-term implications of the incident. It is necessary to establish the Region's/Community's position on the issue of job loss and retention of employees as early in the recovery phase of the operation as possible should the emergency involve Regional/Community property.

Critical Incident Stress Debriefings will be initiated for affected employees/residents and their families as required or recommended by the Manager of Human Resources.

8.5 LITIGATION

A legal firm has been retained to address the issue of post-incident litigation.

The firm will be contacted by the CAO as early as possible following an incident where a Community has been threatened or harmed a third party.

The contact names and numbers for the Legal contacts are kept at the municipal offices.

8.6 INSURANCE

Insurance companies and government agencies may wish to conduct investigations of their own into an incident. Once they have shown their credentials they will be accompanied by the appropriate Service Chief on the incident scene.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 8 – RECOVERY

8.7 RESUMPTION OF BUSINESS

An emergency may adversely affect Regional operations. This effect may be felt for an extended period of time, depending on the severity of the incident. Impairment may be as a result of injury to municipal staff, damage to key facilities, or damage to municipal infrastructure.

This issue must be addressed and processes put in place to minimize the impact of interruption to municipal operations. Procedures are needed for:

- Replacing municipal staff
- Repairing damaged equipment and structures

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 8 – RECOVERY

8.8 POST INCIDENT INVESTIGATIONS

8.8.1 OVERVIEW

Every emergency involving a fatality, a serious injury, and loss or significant damage to municipal property will be investigated. As soon as possible after an incident, designated personnel will mobilize and depart for the incident site to conduct an investigation into the incident.

PARTICULAR CARE MUST BE EXERCISED TO ENSURE THAT ALL EVIDENCE IS PRESERVED IN ITS ORIGINAL STATE. Where loss or damage to municipal property or loss of revenue has occurred, evidence will not be disturbed until permission has been received from the Insurance Company adjuster or any government agencies involved.

8.8.2 SERIOUS INJURY/FATALITY INVESTIGATIONS

Following an incident where a fatality or a serious injury has occurred, government agency representatives will likely decide to carry out an investigation into either the extent or cause of the injury/fatality. After presenting their credentials, the representatives are to be afforded full co-operation in the performance of their duties.

Work at the scene of the injury/fatality may not be resumed until permission has been obtained from the Medical Examiner's Office, the Local Police and any provincial or federal government agency. Resumption of work may be permitted on a restricted basis to facilitate rescue operations or when failure to resume operations may endanger the lives of others.

8.8.3 INSURANCE AND GOVERNMENT INVESTIGATIONS

Insurance companies and Government agencies may wish to conduct investigations of their own into an incident. Once they have shown their credentials, either the designated contact for the location or his alternate must accompany them.

8.8.4 EMERGENCY RESPONSE REVIEW

Following any response to an emergency event, the Emergency Planning Team will ensure the response is reviewed and recommendations implemented.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 9 – PREPAREDNESS

9.0 PREPAREDNESS

9.1 OVERVIEW

The Emergency management agency will carry out emergency preparedness duties. This Team will consist of the CAO or DEM from each of the Town, County and Village. Representatives from other agencies will be invited to participate in emergency preparedness planning as required. These entities may include but are not limited to: Summer Villages, Fire, Ambulance, Police, Hospitals, School Divisions, Industry, Railroads, Social Services and/or utilities (i.e. Telus, Fortis).

9.2 FUNCTION

The Emergency Management Agency serves only as a “planning body” to provide direction and ownership of the Athabasca Region Emergency Management Plan. The Emergency Planning Team will:

- Be responsible for ensuring regional emergency planning documents are accurate and reviewed annually
- Ensure Emergency Management Plan Training is provided to affected personnel
- Publish information on the Emergency Management Plan, as necessary to:
 - ◊ The Emergency Response Teams
 - ◊ Municipalities
 - ◊ Industrial and municipal neighbours
- Plan and execute exercises to validate the Emergency Management Plan and familiarize personnel with its provisions
- Ensure training records are kept
- Review applicable exercises and incident reports
- Review the impact of incidents on the system
- Ensure appropriate evacuation procedures are in place
- Liaise with outside agencies and surrounding municipalities who have a role in emergency response
- Ensure the Athabasca Region has appropriate resources and equipment available
- Meet annually with all persons assigned to ECC positions to review specific functions.
- DEM of each municipality is responsible for distribution of the plan within that municipality.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 9 – PREPAREDNESS

9.3 OPERATION

1. The Athabasca Regional Emergency Management Plan will be reviewed on an ongoing basis and updated annually – no later than August 31st of each year.
2. Members of the Emergency Planning Team will determine the meeting schedule.
3. Should an emergency occur in the time between scheduled meetings, the Emergency Planning Team will meet as soon as practically possible after the event. They will examine the incident and all facets of the response to it. The expected outcomes are:
 - An evaluation of the actual response versus the response plan
 - Identification of areas to improve the response system
 - A plan to implement these improvements
4. The Emergency management agency will establish a training program for emergency response personnel and identify resources for this training. Training will include general awareness and familiarization for those personnel not directly involved in emergency response operations.
5. The Emergency Management Agency will plan and conduct exercises to test the Emergency Management Plan. Representatives from the affected areas will be asked to assist with exercise planning.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 9 – PREPAREDNESS

9.4 TRAINING PROGRAM

Training is a basic requirement of any effective emergency response organization. It is a continuous process and must be delivered in varying degrees to personnel within the participating regional municipalities.

9.4.1 PLAN FAMILIARIZATION

Basic information about the emergency plan is provided to any Athabasca County, Town of Athabasca and Village of Boyle employee who may be affected by an emergency. The training consists of an overview of the plan itself and actions that are expected from the employees. This training is generally no more than one or two hours in duration. Refresher training is to be presented once every two years.

Training will be provided as required to:

- Identified departments
- Emergency Responders
- Contractors
- External stakeholders such as Utility providers, Health authorities, Schools, Churches, Service groups

9.4.2 EMERGENCY RESPONDERS

Regional personnel assigned responsibilities for emergency response will be provided with the following training as deemed appropriate and necessary by the Emergency Planning Team:

- Basic plan familiarization
- Techniques of managing emergency operations – Incident Commanders
- How to run an Emergency Operations Centre (ECC) - normally called Managing Emergency Operations
- Public and media relations

9.4.3 CONTRACTORS

Joint training with contractors will be conducted whenever the opportunity arises. Contractors will be offered the opportunity to:

- Review the emergency response plan
- Participate in training activities
- Participate in emergency simulations

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 9 – PREPAREDNESS

9.4.4 OFF-SITE RESOURCES

Joint training with off-site resources will be conducted whenever the opportunity presents itself. Off-site resource personnel will be offered the opportunity to:

- Share emergency response plan information
- Participate in training activities
- Participate in emergency simulations

Personnel will take advantage of opportunities to participate in applicable training conducted by the municipalities. Basic information about methods of conducting municipal response operations will be shared with off-site resources when appropriate.

9.5 EXERCISE PROGRAM

Exercises accomplish a number of preparedness purposes, such as:

- Validate emergency plans
- Validate emergency response training
- Familiarize personnel with roles and responsibilities
- Practice the skills of emergency response
- Identify opportunities to improve emergency plans
- Test equipment, procedures and protocols
- Develop working relationships with other emergency response organizations
- Create confidence in the emergency response organization and the plan
- Maintain awareness of the plan with regional staff

There are three basic types of emergency response exercises, each serving a unique purpose. Below is a brief description of each along with the recommended frequency of practice.

9.5.1 TABLE TOP EXERCISES

Table top exercises are round table discussions of a potential emergency situation. They are developed to practice elements of the Emergency Response Plan and structured to meet the specific objectives identified. Table top exercises will normally be conducted a minimum of once a year. Should a real emergency occur requiring activation of the Regional Plan, the Planning Team has the option of defining that response to the event will satisfy this exercise requirement.

9.5.2 DRILLS

Drills are hands on activities that test certain elements of the emergency response system, such as facility evacuation and headcounts. The drills are based on realistic scenarios that could impact communities within the region. Personnel will be required to respond to an evolving emergency event run in real time. Stimuli for the events of the exercise will be scripted and simulators will provide the inputs to the organization via telephone and radio.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 9 – PREPAREDNESS

Frequency of drills is a factor of the level of proficiency required. A drill for personnel may be co-ordinated with a Full Simulation exercise. A minimum of one drill per year will be conducted.

9.5.3 FULL SIMULATIONS

Full Simulations test the complete emergency response organization. An actual incident is “staged” and the complete organization is mobilized to deal with it. A simulation centre is used to generate the outside world and community resources are invited to participate in the exercise simulation.

The Athabasca Region will conduct a full simulation exercise to test specific elements of the Emergency Response Plan approximately every three years. Both the region as a whole and the individual communities will be placed on a three-year rotational cycle. This means that a full simulation - be it a test of the entire plan or a part of it will be conducted in the region once every three years.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 9 – PREPAREDNESS

9.6 HAZARD ASSESSMENT – RISK ANALYSIS

9.6.1 OVERVIEW

Risk analysis refers to a qualitative assessment of the hazards present and the risk to the community. By identifying and acknowledging potential risks, appropriate steps can be taken to plan and prepare for them.

The defined threats are divided into two broad categories, natural and man-made or technological. Man-made hazards can be further divided into in the urban and rural areas of the community.

The Risk Assessment is conducted at minimum once per year and changes are reflected in the Athabasca Regional Emergency Response Plan (Section 6.0 SPECIFIC FUNCTION PLANS)

9.6.2 LATEST ANALYSIS

The most recent detailed hazard analysis resides with the Director of Emergency Management and is the responsibility of the Emergency Management Agency for update, maintenance and reference in the event of an emergency.

9.6.3 HAZARDOUS MATERIAL STORAGE

The most recent details of hazardous material stored throughout the region is updated, maintained and referenced by the Emergency Management Agency in the event of an emergency.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

10.0 ADMINISTRATION

10.1 AUTHORITY

Authority for the Athabasca Regional Emergency Response Plan is derived from the Municipal Emergency Management Bylaw; Bylaw No. 5-2003.

The Athabasca Region will manage all resources and personnel to minimize injury to personnel, damage or destruction of property and promote safe / efficient return to normal operations.

10.2 LEGISLATION

Any legislation and regulations affecting emergency preparedness, response or recovery in the Athabasca region operations will be referred to and kept in a location that is handy for all personnel. Some examples of such legislation are:

- Canada Environmental Protection Act.
- Transportation of Dangerous Goods Act & Regulations
- Canadian Labour Code
- Athabasca County Disaster Services By-law No. 6-1996
- Village of Boyle Disaster Services By-law No. 996
- Town of Athabasca Disaster Services By Law No. 3-98
- Alberta Municipal Government Act
- Alberta Disaster Services Act Chapter D-13 RSA 2000
- Albert Disaster Recovery Regulations
- Alberta Government Emergency Planning Regulations
- Fatal Accidents Act
- Occupational Health and Safety Act
- Safety Codes Act
- Safety Codes Act General Regulations
- Forest Protection Act
- Alberta Environmental Protection and Enhancement Act
- Industrial Plants Regulations
- Dangerous Goods Transportation and Handling Act
- Athabasca County By-Law 02-2003
- Village of Boyle By-Law 02-2003
- Town of Athabasca By-Law 02-2003

10.3 POLICY

Athabasca County, Town of Athabasca and Village of Boyle's environmental, health and safety policies and programs will develop, maintain and test emergency response plans to prevent and mitigate the impacts on the Athabasca Region, Town of Athabasca and Village of Boyle, its employees, public and the environment.

The development of such plans is to be consistent with the following four priorities: protection of its first responders, protection of the general public and workers, protection of property and the environment.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

10.4 PLAN REVIEW / UPDATE

The Emergency Management Agency will review the **Regional Emergency Response Plan** annually. The annual review will be completed no later than August 31st of each year.

Manual holders are invited to submit a Revision Request Form to the Agency if they notice that pertinent information is incorrect, incomplete or omitted.

A sample of the Revision Request Form can be found in this section. Items that will be reviewed are:

- Changes to the Emergency Management Plan
- Changes in Contact List
- Changes in Resources
- Changes in Hazards

The annual review will examine:

- Training
- Exercises
- Actual incidents

Any changes identified in the review process will be incorporated into the Athabasca Region Emergency Response Plan (ARERP). Any change identified during training and exercise activities will also be incorporated in the ARERP at this time. Changes will be added to each plan copy on the distribution list under the direction of the Emergency Management Agency.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

10.5 DISTRIBUTION

Electronic copies of the Athabasca Region Emergency Management Plan are distributed according to all municipal partners and Emergency Services agencies.

Overall responsibility for the manuals and their distribution rests with the Chair of the Emergency Management Agency. Copies additional copies will be provided on an as requested/required basis. Selected sections of the manual will be posted on the municipal website.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

10.6 REVISION REQUEST FORM

TO: Emergency Planning Team

Request Date: _____

SECTION NUMBER:

PARAGRAPH NUMBER:

**DESCRIPTION OF
REVISION:**

REQUESTED BY:

ADDRESS:

MANUAL NUMBER:

☐ Request Acknowledgment ☐ Approval Date _____

☐ Request Numbered and Logged ☐ Revision number _____

☐ Review Date _____ ☐ Revision Date _____

☐ Correspondence Required ☐ Issue Date _____

Submitted by: _____

SECTION 10 – ADMINISTRATION

Document all revisions made, the date and who made the revisions.

[illegible]

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

10.8 DEFINITIONS / GLOSSARY

Agency: A division of government with a specific function offering a particular kind of assistance. In the Incident Command System, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance). Governmental organizations are most often in charge of an incident, though in certain circumstances private-sector organizations may be included. Additionally, nongovernmental organizations may be included to provide support.

Agency Administrator/Executive: The official responsible for administering policy for an agency or jurisdiction. An Agency Administrator/Executive (or other public official with jurisdictional responsibility for the incident) usually makes the decision to establish an Area Command.

Agency Dispatch: The agency or jurisdictional facility from which resources are sent to incidents.

Agency Representative: A person assigned by a primary, assisting, or cooperating Federal, State, tribal, or local government agency, or nongovernmental or private organization, that has been delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

All-Hazards: Describing an incident, natural or manmade, that warrants action to protect life, property, environment, and public health or safety, and to minimize disruptions of government, social, or economic activities.

Allocated Resource: Resource dispatched to an incident.

Area Command: An organization established to oversee the management of multiple incidents that are each being handled by a separate Incident Command System organization or to oversee the management of a very large or evolving incident that has multiple Incident Management Teams engaged. An Agency Administrator/Executive or other public official with jurisdictional responsibility for the incident usually makes the decision to establish an Area Command. An Area Command is activated only if necessary, depending on the complexity of the incident and incident management span-of-control considerations.

Assessment: The process of acquiring, collecting, processing, examining, analyzing, evaluating, monitoring, and interpreting the data, information, evidence, objects, measurements, images, sound, etc., whether tangible or intangible, to provide a basis for decision making.

Assigned Resource: Resource checked in and assigned work tasks on an incident.

Assignment: Task given to a personnel resource to perform within a given operational

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

period that is based on operational objectives defined in the Incident Action Plan.

Assistant: Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to Unit Leaders.

Assisting Agency: An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management. See Supporting Agency.

Available Resource: Resource assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.

Branch: The organizational level having functional or geographical responsibility for major aspects of incident operations. A Branch is organizationally situated between the Section Chief and the Division or Group in the Operations Section, and between the Section and Units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

Cache: A predetermined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.

Camp: A geographical site within the general incident area (separate from the Incident Base) that is equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Categorizing Resources: The process of organizing resources by category, kind, and type, including size, capacity, capability, skill, and other characteristics. This makes the resource ordering and dispatch process within and across organizations and agencies, and between governmental and nongovernmental entities, more efficient, and ensures that the resources received are appropriate to their needs.

Certifying Personnel: The process of authoritatively attesting that individuals meet professional standards for the training, experience, and performance required for key incident management functions.

Chain of Command: The orderly line of authority within the ranks of the incident management organization.

Check-In: The process through which resources first report to an incident. All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.

Chief: The Incident Command System title for individuals responsible for management of functional Sections: Operations, Planning, Logistics, Finance/Administration, and

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

Intelligence/Investigations (if established as a separate Section).

Command: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command Staff: The staff who report directly to the Incident Commander, including the Information Officer, Safety Officer, Liaison Officer, and other positions as required. They may have an assistant or assistants, as needed.

Common Operating Picture: An overview of an incident by all relevant parties that provides incident information enabling the Incident Commander/Unified Command and any supporting agencies and organizations to make effective, consistent, and timely decisions.

Common Terminology: Normally used words and phrases—avoiding the use of different words/phrases for same concepts—to ensure consistency and to allow diverse incident management and support organizations to work together across a wide variety of incident management functions and hazard scenarios.

Communications: The process of transmission of information through verbal, written, or symbolic means.

Communications/Dispatch Centre: Agency or interagency dispatch centres, 911 call centres, emergency control or command dispatch centres, or any naming convention given to the facility and staff that handles emergency calls from the public and communication with emergency management/response personnel.

Complex: Two or more individual incidents located in the same general area and assigned to a single Incident Commander or to Unified Command.

Cooperating Agency: An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

Coordinate: To advance an analysis and exchange of information systematically among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

Corrective Actions: The implementation of procedures that are based on lessons learned from actual incidents or from training and exercises.

Crisis: An abnormal and unique event that occurs with some degree of surprise to demand unusual, extensive and demanding response effort. Agrium categorizes crises into 2 levels: Level 1 and 2.

Crisis Management Team (CMT): Crisis Management Team comprised of the Executive Vice President, the Business Unit Vice Presidents, the Director EH&S, the Corporate Relations Manager, the Vice President Human Resources and Administration

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

Delegation of Authority: A statement provided to the Incident Commander by the Agency Executive delegating authority and assigning responsibility. The delegation of authority can include objectives, priorities, expectations, constraints, and other considerations or guidelines, as needed. Many agencies require written delegation of authority to be given to the Incident Commander prior to assuming command on larger incidents.

Demobilization: The orderly, safe, and efficient return of an incident resource to its original location and status.

Deputy: A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or to perform a specific task. In some cases a deputy can act as relief for a superior, and therefore must be fully qualified in the position. Deputies generally can be assigned to the Incident Commander, General Staff, and Branch Directors.

Director: The Incident Command System title for individuals responsible for supervision of a Branch.

Director of Emergency Management (DEM): Typically municipal level of emergency management

Dispatch: The ordered movement of a resource or resources to an assigned operational mission, or an administrative move from one location to another.

Division: The organizational level having responsibility for operations within a defined geographic area. Divisions are established when the number of resources exceeds the manageable span of control of the Section Chief. See Group.

Emergency: Any incident, whether natural or manmade, that requires responsive action to protect the safety, health or welfare of people or to limit damage to property.

Emergency Coordination Centre (ECC): An Emergency Coordination Center (ECC) is a pre-designated, secure and controlled location to provide support for onsite responders in the event of an emergency. The ECC provides policy direction to onsite Incident Commanders, coordinates resource requests from the site, and manages all non-site activities, while maintaining business continuity of the local authority. ECCs are crucial to saving lives and property. Effective ECCs coordinate people and resources to handle emergencies, provide incident communications centers with ready access to relevant information, and have the ability to verify new information, as well as facilitate long-term operation.

Emergency Management/Response Personnel: Includes Federal, Provincial and municipal governments, NGOs, private sector-organizations, critical infrastructure owners and operators, and all other organizations and individuals who assume an emergency management role. (Also known as emergency responder.)

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

Emergency Measures Organization (EMO): Emergency Measures Organization (typically at provincial/territorial level)

Emergency Operations Centre (EOC): The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, medical services), by jurisdiction (e.g., federal, provincial, regional, municipal), or by some combination thereof.

Emergency Operations Plan: An ongoing plan for responding to a wide variety of potential hazards.

Emergency Preparedness Canada (EPC): Government of Canada Initiative.

Emergency Public Information: Information that is disseminated primarily in anticipation of or during an emergency. In addition to providing situational information to the public, it frequently provides directive actions required to be taken by the general public.

Environmental Health: Term referring to the degree that the work environment is safe for employees. It is also called Industrial Hygiene.

Evacuation: The organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Event: See Planned Event.

Federal: Of or pertaining to the Government of Canada.

Federal Emergency Management Agency (FEMA): United States federal emergency organization

Finance/Administration Section: The Incident Command System Section responsible for all administrative and financial considerations surrounding an incident.

Function: One of the five major activities in the Incident Command System: Command, Operations, Planning, Logistics, and Finance/Administration. A sixth function, Intelligence/Investigations, may be established, if required, to meet incident management needs. The term function is also used when describing the activity involved (e.g., the planning function).

Gatehouse: Building at the plant's main gate, where traffic to and from the site can be controlled. It is also called the guardhouse or scale house.

General Fire Alarm: An alarm that is sounded when there is reason to have all personnel in the concentrator area evacuated to the lower and upper Drys in the office building.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief. An Intelligence/Investigations Chief may be established, if required, to meet incident management needs.

Group: An organizational subdivision established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. See Division.

Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Hazardous Release: A release of a chemical, in either a liquid or vapor state, that may cause harm to people, animals, or the environment.

Incident: An occurrence, natural or manmade, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan: An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Base: The location at which primary Logistics functions for an incident are coordinated and administered. There is only one Base per incident. (Incident name or other designator will be added to the term Base.) The Incident Command Post may be co-located with the Incident Base.

Incident Command: The Incident Command System organizational element responsible for overall management of the incident and consisting of the Incident Commander (either single or unified command structure) and any assigned supporting staff.

Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command Post (ICP): The field location where the primary functions are performed. The ICP may be co-located with the Incident Base or other incident facilities.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Incident Management: The broad spectrum of activities and organizations providing effective and efficient operations, coordination, and support applied at all levels of government, utilizing both governmental and nongovernmental resources to plan for, respond to, and recover from an incident, regardless of cause, size, or complexity.

Incident Management Team (IMT): An Incident Commander and the appropriate Command and General Staff personnel assigned to an incident. The level of training and experience of the IMT members, coupled with the identified formal response requirements and responsibilities of the IMT, are factors in determining “type,” or level, of IMT.

Incident Objectives: Statements of guidance and direction needed to select appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

Information Management: The collection, organization, and control over the structure, processing, and delivery of information from one or more sources and distribution to one or more audiences who have a stake in that information.

Information Officer: A member of the Command Staff responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Intelligence/Investigations: An organizational subset within ICS. Intelligence gathered within the Intelligence/Investigations function is information that either leads to the detection, prevention, apprehension, and prosecution of criminal activities—or the individual(s) involved—including terrorist incidents or information that leads to determination of the cause of a given incident (regardless of the source) such as public health events or fires with unknown origins. This is different from the normal operational and situational intelligence gathered and reported by the Planning Section.

Interoperability: Ability of systems, personnel, and equipment to provide and receive functionality, data, information and/or services to and from other systems, personnel, and equipment, between both public and private agencies, departments, and other organizations, in a manner enabling them to operate effectively together. Allows emergency

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

management/response personnel and their affiliated organizations to communicate within and across agencies and jurisdictions via voice, data, or video-on-demand, in real time, when needed, and when authorized.

Job Aid: Checklist or other visual aid intended to ensure that specific steps of completing a task or assignment are accomplished.

Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, provincial, territorial, local boundary lines) or functional (e.g., law enforcement, public health).

Jurisdictional Agency: The agency having jurisdiction and responsibility for a specific geographical area, or a mandated function.

Key Resource: Any publicly or privately controlled resource essential to the minimal operations of the economy and government.

Liaison: A form of communication for establishing and maintaining mutual understanding and cooperation.

Liaison Officer: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies or organizations.

Local Alarm: An alarm that is heard only in the Central Control Room, the Powerhouse and the Guardhouse.

Logistics: The process and procedure for providing resources and other services to support incident management.

Logistics Section: The Incident Command System Section responsible for providing facilities, services, and material support for the incident.

Management by Objectives: A management approach that involves a five-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching incident objectives; developing strategies based on overarching incident objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable tactics or tasks for various incident-management functional activities and directing efforts to attain them, in support of defined strategies; and documenting results to measure performance and facilitate corrective action.

Manager: Individual within an Incident Command System organizational unit who is assigned specific managerial responsibilities (e.g., Staging Area Manager or Camp Manager).

Mine Rescue Team: Underground Emergency Response Team

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

Mitigation: Activities providing a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

Mobilization: The process and procedures used by all organizations—Federal, State, tribal, and local—for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Mobilization Guide: Reference document used by organizations outlining agreements, processes, and procedures used by all participating agencies/organizations for activating, assembling, and transporting resources.

Multijurisdictional Incident: An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In the Incident Command System, these incidents will be managed under a Unified Command.

Mutual Aid Agreement or Assistance Agreement: Written or oral agreement between and among agencies/organizations and/or jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

Mutual Aid Plan (MAP): A formalized agreement between two or more entities (e.g., industrial neighbors, municipal government agencies, provincial government agencies, police, emergency medical services, etc.) to provide assistance to each other (e.g., in the form of specialized equipment and resources) during emergencies.

Neighbours: Residences and industries within a three mile radius of the site.

NH3: The chemical formula for anhydrous ammonia.

Non-governmental Organization (NGO): An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the Red Cross. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. Often these groups provide specialized services that help individuals with disabilities. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency.

Office Building Alarm: An alarm that is sounded in the Office Building when there is reason to have all personnel from the Office Building evacuated to the surface Maintenance

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

Lunchroom.

Officer: The Incident Command System title for a person responsible for one of the Command Staff positions of Safety, Liaison, and Information.

Operational Debriefing: These are discussions held following a specific activity (e.g., an emergency response or exercise), are focused on it to learn from it (i.e., what went right/wrong and how can the operation be improved?).

Operational Period: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually they last 12 to 24 hours.

Operations Section: The Incident Command System (ICS) Section responsible for all tactical incident operations and implementation of the Incident Action Plan. In ICS, the Operations Section normally includes subordinate Branches, Divisions, and/or Groups.

Organization: Any association or group of persons with like objectives. Examples include, but are not limited to, governmental departments and agencies, nongovernmental organizations, and the private sector.

Planned Event: A scheduled non-emergency activity (e.g., sporting event, concert, parade, etc.).

Planning Meeting: A meeting held as needed before and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the Planning Meeting is a major element in the development of the Incident Action Plan.

Planning Section: The Incident Command System Section responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the Incident Action Plan. This Section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Portability: An approach that facilitates the interaction of systems that are normally distinct. Portability of radio technologies, protocols, and frequencies among emergency management/response personnel will allow for the successful and efficient integration, transport, and deployment of communications systems when necessary. Portability includes the standardized assignment of radio channels across jurisdictions, which allows responders to participate in an incident outside their jurisdiction and still use familiar equipment.

Pre-Positioned Resource: A resource moved to an area near the expected incident site in response to anticipated resource needs.

Preparedness: A continuous cycle of planning, organizing, training, equipping, exercising,

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

evaluating, and taking corrective action in an effort to ensure effective coordination during incident response. Within the National Incident Management System, preparedness focuses on the following elements: planning; procedures and protocols; training and exercises; personnel qualification and certification; and equipment certification.

Preparedness Organization: An organization that provides coordination for emergency management and incident response activities before a potential incident. These organizations range from groups of individuals to small committees to large standing organizations that represent a wide variety of committees, planning groups, and other organizations (e.g., Citizen Corps, Local Emergency Planning Committees, Critical Infrastructure Sector Coordinating Councils).

Prevention: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, pre-empting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Primary Contact: The person chiefly responsible for a particular position in the emergency organization; the first person to be called to fill that position during an emergency.

Private Sector: Organizations and individuals that are not part of any governmental structure. The private sector includes for-profit and not-for-profit organizations, formal and informal structures, commerce, and industry.

Protocol: A set of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

Psychological Debriefing: These are discussions held during or following a crisis to help those traumatized by the event to better cope with it.

Public Information: Processes, procedures, and systems for communicating timely, accurate, and accessible information on an incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

Public Information Team (PIT): Human Resources

Recovery: The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, nongovernmental, and public assistance programs to provide housing and to promote

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post incident reporting; and development of initiatives to mitigate the effects of future incidents.

Recovery Plan: A plan developed to restore an affected area or community.

Reportable Spill: A spill of a hazardous substance that has the potential to escape into the environment or has been spilled on land outside of the buildings and exceeds the quantity for reporting specified in the Saskatchewan Environmental Spill Control Regulations.

Resource Tracking: A standardized, integrated process conducted prior to, during, and after an incident by all emergency management/response personnel and their associated organizations.

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an Emergency Operations Centre.

Response: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavourable outcomes. As indicated by the situation, response activities include applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at pre-empting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

Safe Room, Shelter-In-Place Room: A room designated as a safe place to go in the event of a hazardous release on the plant site.

Safety Officer: A member of the Command Staff responsible for monitoring incident operations and advising the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel.

Section: The Incident Command System organizational level having responsibility for a major functional area of incident management (e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established)). The Section is organizationally situated between the Branch and the Incident Command.

Single Resource: An individual, a piece of equipment and its personnel complement, or a

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

crew/team of individuals with an identified work supervisor that can be used on an incident.

Sector: On some large incidents, such as wildland fires, with challenging or difficult terrain and limited access, a Division Supervisor's ability to provide adequate tactical supervision may be exceeded. Divisions may be further sub-divided into Sectors. A Sector is a geographic area within a Division.

Situation Report: Confirmed or verified information regarding the specific details relating to an incident.

Span of Control: The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. An appropriate span of control is between 1:3 and 1:7, with optimal being 1:5, or between 1:8 and 1:10 for many large-scale law enforcement operations.

Staging Area: Temporary location for available resources. A Staging Area can be any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

SOP: Standard Operating Procedures

Status Report: Information specifically related to the status of resources (e.g., the availability or assignment of resources).

Strategy: The general plan or direction selected to accomplish incident objectives.

Strike Team: A set number of resources of the same kind and type that have an established minimum number of personnel, common communications, and a leader.

Supervisor: The Incident Command System title for an individual responsible for a Division or Group.

Supporting Agency: An agency that provides support and/or resource assistance to another agency. See Assisting Agency.

System: Any combination of facilities, equipment, personnel, processes, procedures, and communications integrated for a specific purpose.

Tactics: The deployment and directing of resources on an incident to accomplish the objectives designated by strategy.

Task Force: Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

Technical Specialist: Person with special skills that can be used anywhere within the Incident Command System organization. No minimum qualifications are prescribed, as

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

technical specialists normally perform the same duties during an incident that they perform in their everyday jobs, and they are typically certified in their fields or professions.

Technology Support: Assistance that facilitates incident operations and sustains the research and development programs that underpin the long-term investment in the Nation's future incident management capabilities.

Threat: Natural or manmade occurrence, individual, entity, or action that has or indicates the potential to harm life, information, operations, the environment, and/or property.

Tools: Those instruments and capabilities that allow for the professional performance of tasks, such as information systems, agreements, doctrine, capabilities, and legislative authorities.

TDG: Transportation of Dangerous Goods – often used in conjunction with related Acts and Regulations

Type: An Incident Command System resource classification that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size, power, capacity, or (in the case of Incident Management Teams) experience and qualifications.

Unified Approach: The integration of resource management, communications and information management, and command and management in order to form an effective system.

Unified Area Command: Version of command established when incidents under an Area Command are multijurisdictional. See Area Command.

Unified Command (UC): An Incident Command System application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior persons from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan.

Unit: The organizational element with functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Unit Leader: The individual in charge of managing Units within an Incident Command System (ICS) functional Section. The Unit can be staffed by a number of support personnel providing a wide range of services. Some of the support positions are pre-established within ICS (e.g., Base/Camp Manager), but many others will be assigned as technical specialists.

Unity of Command: An Incident Command System principle stating that each individual involved in incident operations will be assigned to only one supervisor.

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

VPO ERP: Vanscoy Potash Operations Emergency Response Plan

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

10.9 MUTUAL AID AGREEMENTS

Athabasca County, Town of Athabasca and Village of Boyle will operate a Regional Municipal Emergency Management Agency for the purpose of managing the Regional Emergency Response Plan. Athabasca County, Town of Athabasca and Village of Boyle will collaborate with the other communities in the County in developing a Regional Emergency Response Plan. Lac La Biche, Westlock and Athabasca Counties currently have written Emergency Response agreements in place.

Athabasca County also has fire-fighting agreements in place with all surrounding Counties.

Reference the municipal Disaster Services By-laws

Listed under Section 10.2 of this manual

**ATHABASCA REGIONAL
EMERGENCY RESPONSE PLAN**

SECTION 10 – ADMINISTRATION

10.10 SUMMER VILLAGES

The following Summer Villages have agreed that the Regional ERP will apply to emergency operations conducted within their boundaries. The attached MOV is shown as an example of this agreement.