

The City of St. Albert **EMERGENCY RESPONSE PLAN**

EMERGENCY RESPONSE ORGANIZATION

OVERVIEW

The City of St. Albert Emergency Response Organization is the resource for all emergency operations at the City of St. Albert. Depending on the nature of the incident, different sections of the organization will be mobilized to respond to the emergency at the discretion of the Director of Disaster Services.

The Emergency Response Organization function is to:

1. Provide an effective response to any emergency situation.
2. Direct and control the emergency at all times, unless the Government of Alberta assumes direction and control under the authority of the Emergency Management Alberta Act.
3. Carry out immediate emergency response activities that are within the capabilities of the personnel's training and equipment.
4. Mobilize outside community emergency resources as required.
5. Co-ordinate activities of all resources employed at the City of St. Albert.

ON SCENE COMMAND POST

The On Scene Command Post controls the first response activities, personnel and communications at the emergency site. The City of St. Albert Emergency Services provide the personnel and equipment to staff the on scene command post. The on scene command post is supported by mutual aid and contract resources as required.

Description

The On Scene Command Post is the control centre for all on scene operations. The On Scene Command Post ensures the City of St. Albert has appropriate resources in place to support emergency response operations.

Staffing

The emergency site will be staffed by the:

- Incident Commander
- Control Officers
- Communications Operators and/or Messengers

Function

The function of the On Scene Command is to manage the:

- Activities of Emergency Response Services
- Fire fighting operations
- Rescue, emergency medical care and casualty evacuation
- 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 EOC
- Communicate requests for aid to the EOC

- Advise the EOC of need to escalate the level of an incident

Location

The On Scene 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 EOC
- Adequate room to accommodate the Control Officers of the services required to assist with response operations

Equipment

Equipment will be provided to the On Scene Command Post as required.

EMERGENCY OPERATIONS CENTRE (EOC)

The Emergency Operations Centre will be mobilized when the emergency is a Level II or III. The EOC is composed of three groups working to support emergency response activities. The Director of Disaster Services is the control and command of the EOC. The Service Chiefs are the command and control of each emergency service required by the incident. The Public and Media Information Officer is the control of the Information Centre and Public and Media Information Room supporting internal and external communication response activities.

Function

The City of St. Albert Emergency Operations Centre is set up to:

- Provide direct support to response activities
- Support and direction to the Incident Command and emergency response operations in the City of St. Albert
- Maintain executive control over emergency operations
- Obtain resources as required to assist with Operations in the City of St. Albert
- Provide public and media relations resources

Activation

The Emergency Operations Centre will be mobilized in the event of a Level II or III emergency. The first member of the EOC to be contacted will notify the Director of Disaster Services. The Director of Disaster Services will then notify Fire Dispatch to implement the EOC Fan Out List.

Staffing

The following positions will be staffed in the Emergency Operations Centre:

- Director of Disaster Services
- Deputy Director of Disaster Services
- Service Chiefs
 - ⇒ Fire Department & Ambulance
 - ⇒ RCMP
 - ⇒ Medical Officer
 - ⇒ Planning & Engineering
 - ⇒ Utilities Providers
 - ⇒ Family & Community Support Services
 - ⇒ Finance
- Information Centre
 - ⇒ Public and Media Information Officer
 - ⇒ Communications Operators

- Public and Media Information Room
 - ⇒ Public and Media Information Officer Assistant Technician

Location

The EOC will be located at the East Board Room, 3rd floor City Hall. The alternate location will be in the Public Works Board Room.

Equipment

The following equipment is found in, or can quickly be made available to the Emergency Operations Centre:

- City of St. Albert Emergency Response Plan
- whiteboard
- PC
- printer
- fax machine
- photocopier
- battery radio
- battery clock
- television
- overhead projector and screen
- telephones
- cell phones
- batteries and chargers
- emergency power for lights and electrical outlets

Set Up

The following procedure is to be followed when setting up the Emergency Operations Centre (EOC):

- Designated Service Chief will establish radio communication
- Open a time and event log
- Set up telephones
- Set up computer terminals
- Determine the need for support personnel

EMERGENCY SERVICE CHIEFS

Function

The Emergency Service Chiefs provide coordination, support and resources from each emergency service required by the emergency incident. The Emergency Service Chiefs will:

- Provide support and direction to the Incident Command
- Supervise and control the operations of their respective service
- Advise the Disaster Services Council Committee on matters pertaining to the services
- Keep Information Centre informed of current activities and state of resources of the services
- Maintain up-to-date records of resources of the services

Staffing

The Emergency Service Chiefs may include:

- Fire Department & Ambulance
- RCMP
- Medical Officer
- Planning & Engineering
- Utilities Providers

- Family & Community Support Services

Location

The Emergency Service Chiefs will be located in the Emergency Operations Centre or if necessary will be located on site under the direction of the Incident Commander.

Equipment

The following equipment will be available to the Emergency Service Chiefs:

- Radio
- Fax
- Photocopier
- Telephone and hard wired phone line
- Pager
- Cellular telephone, batteries and charger

INFORMATION CENTRE

Function

To ensure that the City of St. Albert has appropriate internal and external communication resources in place to support emergency operations and distribute information to the public in a prompt, effective and cooperative manner. The Information Centre will:

- Refer incoming information to appropriate Service Chiefs
- Refer all major items of information to the Director of Disaster Services
- Public inquiry and referrals
- Stakeholder notification and communication
- Release approved information to the public
- Respond to public inquiries and referral
- Assign spokesperson to Emergency Site

Staffing

The Information Centre will be staffed by the:

- Public And Media Information Officer
- Public And Media Information Officer Assistant
- Communications Operators

Location

The Information Centre will be located in the Arden Theatre Office in St. Albert Place.

Equipment

The following equipment will be available to the Public and Media Information Officer:

- fax machine
- photocopier
- computer
- printer
- 2 switchboard consoles
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PUBLIC AND MEDIA INFORMATION ROOM

Function

To ensure that the City of St. Albert has appropriate resources in place to support emergency operations and distribute information to all stakeholder audiences in a prompt, effective and cooperative manner. The Public and Media Information Room will:

- Collect and release authorized information to the public and media
- Communicate crucial information to the Director of Disaster Services
- Stakeholder notification and communication
- Media information monitoring
- Update EOC regarding media and public inquiries
- Issue news/press releases

Staffing

The Public and Media Information Room will be staffed by:

- Public and Media Information Officer
- Public and Media Information Officer Assistant
- Technician

Location

The Public and Media Information Room will be located in the Progress Hall at City Hall.

Equipment

All equipment required will be accessed by the Technician as directed by the Public and Media Information Officer Assistant.

- sound equipment
- media feed

DISASTER SERVICES COUNCIL COMMITTEE

The Disaster Services Council Committee is the governing authority supporting emergency response activities with the City of St. Albert.

Function

In the event that a local state of emergency is declared by the Mayor or the Lieutenant Governor in Council, direction and control will be assumed by the Director of Disaster Services. During an emergency situation the Disaster Services Council Committee will:

- Declare a state of local emergency, if considered necessary (Reference By-law No. 27/85).
 - Decide on the commitment of resources outside the municipal boundaries.
 - Keep City Council apprised of actions taken.
 - Request assistance from Mutual Aid Agreements and the Government of Alberta, if the situation cannot be controlled by local resources.
- Direct Emergency Services elements to specific tasks, as the situation demands

Staffing

The Disaster Services Council Committee will be staffed by:

- Councillors
- Mayor
- Director of Disaster Services
- Deputy Director of Disaster Services

Location

The Disaster Services Council Committee will be assembled at the Councillors Lounge in City Hall.

Equipment

The following equipment will be available to the Disaster Services Council Committee:

- telephones
- television
- fax machine

GOVERNMENT RESPONSE ORGANIZATIONS

The Provincial government, Emergency Management Alberta and the Emergency Preparedness Canada are additional emergency support resources when the incident is above and beyond the capabilities of the City of St. Albert.

Emergency Management Alberta

Assistance from the Government of Alberta or through Mutual Aid Agreements:

- Should municipal resources be insufficient to deal with the emergency, assistance may be requested from the other parties to the Mutual Aid Agreement and the Government of Alberta. The procedures for obtaining such assistance is outlined in the Mutual Aid Agreement and paragraphs 10.6 and 10.7 of the Municipal Emergency Plan.

Emergency Preparedness Canada

Assistance from the Government of Canada:

- Request for Canadian Forces assistance in dealing with peacetime emergencies will be authorized only by the Premier or the Minister of National Defence. These requests will be directed to Emergency Management Alberta, for processing and transmission to the Department of National Defence.
- Request for Assistance from other Government of Canada departments and agencies will be directed to Emergency Management Alberta, for processing and transmission the Regional Director, Emergency Preparedness Canada.

EMERGENCY RESPONSE

EMERGENCY RESPONSE ACTIVATION

The City of St. Albert emergency response organization will be activated according to the severity of the incident. Severity of the emergency can be evaluated using the following guidelines.

DEFINITION OF AN EMERGENCY AND EMERGENCY LEVELS

An emergency is defined as a present or imminent event that threatens the health, public safety and property of the City of St. Albert 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 City of St. Albert has established three levels of emergency in ascending order of severity. Level I is the least serious type of emergency and Level III is the most serious type of emergency. The level of emergency can be escalated or scaled down depending on circumstances.

Level I

A situation exists that represents a low impact to the operations of the City of St. Albert and a possible requirement for some key departments to respond to the incident. There is:

- Minor injuries to City of St. Albert residents or members of the public

- Minor damage to City of St. Albert 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

Examples of a **Level I** Emergency are:

- Small isolated fire
- Short term interruption of utilities
- Small confinable chemical spill

Level II:

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

- Serious injuries or fatalities to City of St. Albert residents or members of the general public
- Moderate damage to the environment
- Local political attention to the incident
- Potential for significant disruption of services
- Potential to attract news media and regulatory attention
- A requirement to request assistance from mutual aid services
- May require the complete shut-down of a key department within the City of St. Albert for a short period (< 2 days)
- May require evacuation of defined areas for a short period (< 2 days)

Examples of a **Level II** Emergency are:

- Controlled fire or explosion affecting more than one neighbourhood
- Utility loss for a short period (< 2 days)
- Mass Shooting/Terrorist Act

Level III

A serious event or multiple events affecting the health, and safety of public or significant damage to property within the City of St. Albert. Impacts are felt by a large area of the City.

There is a risk of:

- Multiple serious injuries to City of St. Albert residents or members of the general public
- Fatalities to City of St. Albert residents or members of the general public
- Significant damage to City of St. Albert property
- Significant damage to public and private property
- Serious damage to the environment
- High level of political (municipal, provincial, federal) attention to the incident
- A requirement to relocate services provided within the City of St. Albert
- Disruption to all areas of service
- Significant news media and regulatory attention
- May require the complete shut-down of utilities for an extended period (> 2 days)
- May require evacuation of a large area of the City

Examples of a Level III Emergency are:

- Chemical/Gas release

- Mass Casualty Incident
- Tornado
- Water Contamination

ALARM DESCRIPTION

All Emergencies

In the event of an emergency occurring within the City of St. Albert, Emergency Services will be notified by the **9 - 1 - 1 alarm**. Depending on the nature and magnitude of the emergency the Director of Disaster Services will be notified by the Service Chiefs involved.

Emergency Public Warning System

If the nature and magnitude of the emergency requires warning of residents and the general public, a warning will be broadcast over all radio and television stations utilizing the Emergency Public Warning System. The Emergency Public Warning System can be activated by one of the following, Director of Disaster Services, Mayor or the City Manager. Access is made via the telephone system. Prior to activation notify the Public and Media Information Officer. The message issued must be addressed to residents of St. Albert, as the system alerts all residents in the greater metro Edmonton area.

Immediately following the transmission of the warning ensure that Emergency Management Alberta is advised of the event, Disaster Services will notify all broadcast news agencies and provincial and/or federal agencies.

Warning Messages for broadcast on the Emergency Public Warning System will contain the following basic information:

- type and nature of emergency incident 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 self protection or property protection
- time lines of the expected duration of the emergency situation

The three authorized users of the system must be re-confirmed by Emergency Management Alberta on an annual basis. Detailed information regarding use of this system is available in the Emergency Public Warning Authorized Users Guide and the Emergency Public Warning Plan. These plans are appendixes in the DDS, Mayor and City Manager's Emergency Response Plans.

All Clear

When the emergency situation has been resolved the All Clear will be announced by television and radio broadcasting, as directed by the Public and Media Information Officer.

ACTIONS ON ALARM

Service Chiefs

Actions on alarm, are the immediate actions to be taken by Emergency Responders. Detailed duties and responsibilities for each Emergency Responder are listed in Section 5.

Upon notification of an emergency situation affecting the City of St. Albert, the Service Chief receiving the 9 - 1 - 1 alarm will:

1. Assess the emergency
2. Respond to the affected area
3. Activate other Service Chiefs based on evaluation of incident
4. Initiate immediate actions and control measures within the scope of their responsibilities
5. Contact the Director of Disaster Services

Director of Disaster Services

Upon notification of an emergency situation affecting the City of St. Albert, the Director of Disaster Services will:

1. Assess the level of emergency
2. Initiate EOC personnel call out as required
3. Assume control of EOC
4. Communicate with Service Chiefs and residents regarding the emergency
5. Advise Mayor or City Manager of response requirements
6. Initiate mutual aid agreements as required

Other EOC Personnel

Upon notification of a Level II or III emergency situation affecting the City of St. Albert, other EOC personnel will:

1. Report to the EOC
2. Initiate response activities as directed by the Director of Disaster Services
3. Mobilize departmental resources as required

Disaster Services Council Committee

Upon notification of a Level II or III emergency situation affecting the City of St. Albert, the Council Committee will:

1. Evaluate the information available based on emergency level criteria
2. Declare local state of emergency if required
3. Establish communication with:
 - local government departments
 - provincial government
 - mutual aid partners

SPECIFIC FUNCTION PLANS

DECLARATION OF A STATE OF LOCAL EMERGENCY

Conditions

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

- inadequacy of existing legal authority to deal effectively with the situation
- need for extraordinary legal authority
- a general warning to the population
- notification to other governments
- provision of liability protection for elected officials

Procedure

- (1) By resolution of Council, complete a Declaration of a State of Local Emergency (see suggested format form 6.1).
- (2) Ensure the Declaration is recorded in the Municipal Register.
- (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 the Disaster Services Branch of Alberta Municipal Services.
- (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 canceled by the Minister.

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.

Authority and Delegation of Authority:	Section(s)	{18, 18(4)}
Declaration Procedures:	Section(s)	{18, 19}
Cancellation of a Declaration:	Section	{20}
Termination of a Declaration:	Section	{20}
Powers of Council:	Section	{21}

EOC ACTIVATION PROCEDURE

Procedure

Emergency Operations Centre activation procedure:

1. The Incident Commander (Scene Commander) will communicate the assessment of the emergency to Fire Dispatch.
2. If in the opinion of the Incident Commander and/or Fire Dispatch the emergency is of sufficient magnitude, the Director of Disaster Services will be notified.
3. Fire Dispatch will contact the Director of Disaster Services and relay the findings of the Incident Commander.
4. The DDS will verify the level of emergency and resource requirements. Based on this information, the DDS will activate the Municipal Emergency Response Plan.
5. The DDS will instruct Fire Dispatch to activate the EOC fan out list.
6. Fire Dispatch will immediately fan out to all primary contacts on the EOC fan out list. Alternates will be contacted in the event the primary is not available.
7. Fire Dispatch will contact the City Hall building security desk to advise them the EOC has been called out.
8. Fire Dispatch will call the DDS to report the number of contacts made and identify any position functions that Dispatch was unable to contact.
The DDS will notify Fire Dispatch when the EOC is operational.

EVACUATION PLAN

Activation

The Director of Disaster Services or a Service Chief, may have to initiate evacuation of City of St. Albert residents under the following conditions:

1. When it is not safe to remain in the area
2. A fire that forces abandonment of an area
3. A flood that forces abandonment of an area

4. A tornado that forces abandonment of an area
5. A chemical or gas release that forces abandonment of an area

Procedure

Upon receipt of direction to evacuate, the Director of Disaster Services will initiate the Emergency Public Warning System advising 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.

The Public and Media Information Officer, upon direction from the Director of Disaster Services, will make a request to the radio and television stations to broadcast an Emergency Evacuation statement. The statement will explain the situation, the locations of Reception Centres and Collection points for each area and transportation available. The Emergency Evacuation figure 6.1 may be used to prepare a statement to residents.

Reception Centres and Collection Points 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 will be announced by the EOC through the Emergency Public Warning System.

For evacuation purposes the City has been divided into four areas, with a primary and alternate Reception Centres in each area. The boundaries and Reception Centres are indicated on the City map, figure 6.2.

Area No. 1 Northeast Reception Centres:

- **Primary - Christ Community Church**

Area No. 2 Southeast Reception Centres:

- **Primary - Lorne Akins Jr. High School**
- Paul Kane High School
- Leo Nickerson Elementary School
- Keenooshayo School
- Elmer Gish School
- Sir Alexander MacKenzie School
- District Services Building - 60 Sir Winston Churchill Ave.
- Charles Gale Centre - 50 Sir Winston Churchill Ave.

Area No. 3 Southwest Reception Centres:

- **Primary - Sir George Simpson Jr. High School**
- St. Albert Inn
- Wild Rose Elementary School
- Robert Rundle Elementary School
- Warehouse - 48 Riel Drive

Area No. 4 Northwest Reception Centres:

- **Primary - Bellerose High School**
- W.D. Cuts School
- Ronald Harvey Elementary School
- Muriel Martin School

Transportation

In the event of an evacuation, the Planning and Engineering Service Chief will notify the Director of Transit as to the Collection Points location and the transportation requirements. The Planning and Engineering Service Chief will provide transit services to residents at Collection Points, Schools and Institutes as required.

In the event that **residents** of the City of St. Albert must evacuate, the Public and Media Information Officer upon direction from the Director of Disaster Services, will request local radio and television stations to advise residents to:

- if able, drive to closest Collection Point
- if transportation is required, meet at the designated Collection Points, to be transported by St. Albert Transit or any additional outside transportation services to the Reception Centres

In the event that **Schools** must be evacuated, School staff and students will:

- be transported to the closest safe Reception Centre by buses and/or any other means of transportation
- Radio and television broadcasts will keep parents informed

In the event that **Institutions and Group Homes** must be evacuated, staff will upon direction from the Family and Community Support Service Chief:

- Ascertain the number of ambulatory and stretcher patients
- In conjunction with the Service Chiefs, arrange for suitable vehicles to carry out the evacuation. The vehicles may include Ambulances, Public Works Vehicles, School Buses, or St. Albert Transit.
- Send patients requiring hospital care to Capital Health Authority Hospitals.

The **Institution** requiring evacuation assistance is the:

- Youville Home

and the **Group Home** that requires assistance in evacuation is the:

- Alpine House

Reception Centre

The Family and Community Support Service Chief is responsible for establishing the need for Reception Centres. The Family and Community Support Service Chief will contact volunteer groups if assistance is required in setting up and running the Reception Centre.

The Family and Community Support Service Chief will notify the Surgeon Hospital of the Reception Centre locations.

When required, a Reception Centre will be established at each Area as designated by the Family and Community Support Services Chief. The Reception Centre will register all evacuees and assign them emergency accommodations.

Registration & Inquiry

The Family & Community Support Services Chief, will advise the Reception Centre of the number of persons arriving and the estimated time of arrival. The populations of each area of the City of St. Albert are in figure 6.3. The Family & Community Support Services Chief will notify Emergency Management Alberta 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 be met by a receptionist who will record required information. A sample registration form is presented in figure 6.4.

The Reception Centre will direct inquiries from the general public and family members wishing to locate their families to the Information Centre. Details of the inquiry will be recorded on the Inquiry card. A sample inquiry card is presented in figure 6.5. The Reception Centre will send updated evacuee lists to the Public and Media Information Officer.

Volunteers

Volunteer groups have agreed to assist with accommodations, food service and personal needs of evacuees. The groups will be contacted by the Family & Community Support Services Chief as required.

Additional volunteer information is available from the Director of Family and Community Support Services.

Emergency Accommodations, Food Service Facilities

Accommodations and food services will be arranged on a congregate lodging basis.

Counselling Services

Critical Incident Stress Debriefing counselling services are available to evacuees through the following agencies:

- St. Albert Mental Health
- Sturgeon Community Hospital and Health Centre
- Kelly Luttmer and Associates Ltd.
- Mamowe Child and Family Services

Security

During the immediate emergency period the RCMP will maintain security patrols as required. For prolonged incidents the Director of Disaster Services and RCMP Service Chief will determine additional resources required.

PREPAREDNESS ORGANIZATION**Policy**

The City of St. Albert recognizes the need for emergency preparedness and planning for the protection of staff, the public and property.

Organization

Emergency preparedness will be carried out by the Emergency Planning Team. This team is composed of Directors from key departments and the Disaster Services Council Committee for authority purposes.

Function

The Emergency Planning Team serves as a "planning body", to provide direction for the City of St. Albert Emergency Response Plan. The Emergency Planning Team will:

1. Be responsible for ensuring emergency planning documents are accurate and reviewed annually.
2. Ensure Emergency Response Plan training is provided for personnel.
3. Ensure training records are kept.
4. Plan and execute exercises to confirm the Emergency Response Plan.
5. Conduct reviews of all exercises.
6. Review the impact of incidents on the system.
7. Publish information on the Emergency Response Plan as necessary to:
 - a) Municipal Departments
 - b) Industrial and municipal neighbours
8. Liaise with outside agencies and surrounding municipalities who have a role in emergency response at City of St. Albert facilities.
9. Ensure the City of St. Albert has appropriate resources and equipment available.

Operation

1. The Emergency Response Plan will be reviewed on an ongoing basis and updated yearly, no later than March 31.
2. 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:
 - a) an audit of the actual response versus the response plan
 - b) identification of areas to improve the response system
 - c) a plan to implement these improvements
3. The Emergency Planning Team will establish a training program for emergency response personnel. They will identify resources for this training. Training will include general awareness and familiarization for those personnel not directly involved in emergency response operations.
4. The Emergency Planning Team will plan and execute exercises to test the Emergency Response Plan. Representatives from the affected areas will be asked to assist with exercise planning.