

## **AGENDA**

**REGULAR MEETING OF COUNCIL OF THE TOWN OF TOFIELD** to be held Monday, February 26, 2024, 5:00 p.m., Town of Tofield Administration Building, Council Chambers.

#### 1. Present

#### 2. Call to Order

"As we gather here today, we acknowledge we are on Treaty 6 Territory and the Homeland of the Métis. We pay our respect to the First Nations and Métis ancestors of this place and reaffirm our relationship with one another."

#### 3. Adoption of Agenda

#### 4. Minutes

(a) Minutes of the Regular meeting of Council of the Town of Tofield held February 12, 2024.

## 5. Delegation

5:00 p.m. Cory Popick, Chief Operating Officer, Claystone Waste.

## 6. Correspondence

- Letter from the Village of Holden, regarding Beaver Regional Partnership Beaver County Victim Services.
- Letter from Beaver County, regarding appointments to Highway 14 Regional Water Services Commission.

#### 7. New Business

- (a) Bylaw Number 1344 being a Bylaw in the Town of Tofield for the purpose of Regulating and Controlling Animals.
- (b) Town Of Tofield Utility Rate Review Final Report.
- (c) Budget 2024 Update from the National Police Force.
- (d) Request for Decision ARB/SDAB Appointments.
- (e) Letter from Tofield School Request for monetary rental donation.
- (f) Letter from Tofield Volunteer Fire Department Request for monetary rental donation.
- (g) Tofield Library Board Motion for Appointment of new member.
- (h) Beaver Emergency Services Commission Emergency Response Plan & Emergency Social Services Plan.
- (i) Residential Tax Incentive Policy 2.23 Motion to Rescind.

#### 9. Closed Session

Section 21 – Intergovernmental Relations – *Freedom of Information and Protection of Privacy Act – Claystone Waste* 

## 10. Adjournment

# MINUTES OF THE REGULAR MEETING OF COUNCIL OF THE TOWN OF TOFIELD held Monday, February 12, 2024 Town of Tofield Administration Building Council Chambers

#### **PRESENT**

1. Mayor Dueck (VIA Teams); Councillors, Tiedemann, Martineau, Conquest and Chehade; Cindy Neufeld, Chief Administrative Officer and Assistant Chief Administrative Officer Edwards.

Also Present: Kari Janzen, Tofield Mercury, Sgt C Paul, Tofield RCMP and Anne Ruzicka, Claystone Waste Ltd.

#### CALL TO ORDER

2. Mayor Dueck called the meeting to order at 5:00 p.m.

"As we gather here today, we acknowledge we are on Treaty 6 Territory and the Homeland of the Metis. We pay our respect to the First Nations and Metis ancestors of this place and reaffirm our relationship with one another"

## ADOPTION OF AGENDA

3. **MOVED** by Martineau that the Agenda be approved as amended.

01-02-24

CARRIED UNANIMOUSLY

Remove:

8. (i) Emergency Management Plan and Emergency Social Services Plan

#### **MINUTES**

(a) **MOVED** by Chehade that the Minutes of the Regular meeting of Council of the Town of Tofield held January 22, 2024, be approved as presented.

02-02-24

#### CARRIED UNANIMOUSLY

#### **DELEGATION**

5. 5:00 p.m. Sgt C. Paul, Tofield Detachment was present to provide an overview of the quarterly report.

Sgt Paul left the meeting at 5:13 p.m.

#### **FINANCIAL**

MOVED by Tiedemann that the amended Monthly Financial Statement for the period ending December 31, 2023 and the Financial Statement for the month ending January 31, 2024 be approved.

03-02-24

#### CARRIED UNANIMOUSLY

(b) **MOVED** by Chehade that the Interim Operating Budget for the month ending January 31, 2024 be approved.

04-02-24

#### CARRIED UNANIMOUSLY

(c) **MOVED** by Martineau that the Open Payables for the months of January and February 2024 in the total amount of \$917,783.19 be approved for payment.

05-02-24

CARRIED UNANIMOUSLY

## Minutes of the Town of Tofield Regular Council Meeting February 12, 2024

#### **CORRESPONDENCE**

- 7. The following Correspondence was presented:
  - Unapproved Minutes of Beaver Ambulance Society meeting held January 31, 2024;
  - Email from Meryl Whittaker, Board Chair announcing that Claystone Waste Ltd has been recognized as one of Alberta's top 80 Employers for 2024;
  - Unapproved Minutes of Highway 14 Regional Water Commission regular meeting held January 18, 2024 and Special meeting held February 6, 2024; and
  - Invitation from RCMP to meet the new Commanding Officer of Alberta RCMP, Deputy Commissioner Rob Hill.

**MOVED** by Conquest to request a meeting with Deputy Commissioner Rob Hill.

06-02-24

CARRIED UNANIMOUSLY

**MOVED** by Chehade that the Correspondence be received and filed.

07-02-24

CARRIED UNANIMOUSLY

#### **NEW BUSINESS**

8. (a) Policy 2.23 Residential Tax Incentive

**MOVED** by Chehade that Policy 2.23 Residential Tax Incentive be approved.

08-02-24

CARRIED UNANIMOUSLY

(b) Reaffirm the Town of Tofield's commitment to upgrade the Street Lighting.

**MOVED** by Tiedemann to reaffirm the Town of Tofield's commitment to upgrade the Street Lighting.

09-02-24

### CARRIED UNANIMOUSLY

- (c) Beaver Foundation 2024 Requisition was presented.
  - Requisition has been increased by 24%.
- (d) Email from Curtis Brodbin, AB Transportation regarding lighting at Hwy 14 & Service Road Entrance/Exit (West End) was presented.
- (e) Letter from Highway 14 Regional Water Services Commission regarding staff shortage.

**MOVED** by Chehade that Council supports Tofield providing personnel when required to Highway 14 Regional Water Services Commission.

10-02-24

#### CARRIED UNANIMOUSLY

## Minutes of the Town of Tofield Regular Council Meeting February 12, 2024

#### **NEW BUSINESS**

11-02-24

8. (f) Letter from Highway 14 Regional Water Services
Commission regarding Municipal Appointment to
Highway 14 Regional Water Services Commission.

**MOVED** by Conquest that Deb Dueck be appointed as alternate to the Highway 14 Regional Water Services Commission Board

#### **CARRIED UNANIMOUSLY**

(g) Letter from Beaver Regional Partnership regarding recommendation for Beaver County Victim Services Board.

## **MOVED** by Dueck to support the following:

- The Beaver County Victim Services Board be requested to act as an advisory group to the Central Regional Victim Serving Society; and
- If the Beaver County Victim Services Board is interested in acting as an advisory group, that joint letter from Beaver Region municipalities be forwarded to Public Safety and Emergency Services offering the services of the advisory group as well as office space for the Victim Services management team.

## **CARRIED UNANIMOUSLY**

(h) Letter from Beaver Regional Partnership regarding review of the Beaver Regional Partnership Terms of Reference.

**MOVED** by Chehade that the Beaver Regional Partnership Terms of Reference be received and filed.

## CARRIED UNANIMOUSLY

Suggested that the Majority vote should be 1 member from Beaver County and 1 member from the Urban Municipalities.

Janzen and Ruzicka left the meeting at 5:55 p.m.

12-02-24

13-02-24

# Minutes of the Town of Tofield Regular Council Meeting February 12, 2024

CHIEF ADMINISTRATIVE OFFICER

CLOSED SESSION	9.	<b>MOVED</b> by Martineau that Council meet in Closed Session At 5:55 p.m. to discuss matters under the Alberta FOIP Ac as follows:					
		Division 2, Section 21 –Harmful to Intergovernmental Relations – <i>Freedom of Information and Protection of Privacy Act.</i>					
		Highway 14 Regional Water Services Commission					
14-02-24		CARRIED UNANIMOUSLY					
15-02-24		MOVED by Chehade to revert to the regular session at 6:20 p.m.  CARRIED UNANIMOUSLY No public present.					
ADJOURNMENT	10.	<b>MOVED</b> by Chehade that the meeting adjourn at 6:22 p.m.					
16-02-24		CARRIED UNANIMOUSLY					
		DEPUTY MAYOR					



# Village of Holden Phone (780) 688-3928

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Fax (780) 688-2091 cao@holden.ca www.holden.ca

February 21, 2024

**Beaver Regional Partnership** 

Dear Members:

RE: **Beaver County Victim Services** 

Please be advised that at the regular meeting of Holden Council on February 20, 2024; the following motions were carried unanimously:

Moved by Deputy Mayor MacGregor and Councillor Shawn Cole to support the following:

- 1. That Council ask the Beaver Victim Services Board if they would be willing to act as an advisory group to the Eastern Alberta Victim Servicing Society.
- 2. That if the group is willing to act as an advisory group to the Eastern Alberta Victim Servicing Society that Council participate in a Beaver Regional joint letter to the Public Safety and Emergency Services Minister offering the services of the advisory group as well as office space for the Victim Services management team.

Sincerely,

Rosemary offrey

**Chief Administrative Officer** 

C.C. **Beaver Victim Services** 

**Beaver County** 

Town of Tofield

Village of Ryley

Town of Viking



February 21, 2024

Highway 14 Regional Water Services Commission Box 540 Ryley, AB TOB 4A0 (sent via e-mail to info@hwy14water.ca)

## RE: APPOINTMENTS TO HIGHWAY 14 REGIONAL WATER SERVICES COMMISSION

At its regular meeting held February 21, 2024, **Beaver** County Council appointed the following Councillors to the Highway 14 Regional Water **Services** Commission:

Primary Representative:

Reeve Kevin Smook Box 1050 Tofield, AB TOB 4J0 Phone: 780-995-9339 Alternate:

Councillor Barry Bruce Box 1025 Vegreville, AB T9C 12S1 Phone: 587-280-2522

Sincerely,

**Margaret JONES** 

Manager of Legislative Services

x.c. Towns of Tofield and Viking Villages of Ryley and Holden

### TOWN OF TOFIELD BY-LAW NUMBER 1344

# A BYLAW OF THE TOWN OF TOFIELD IN THE PROVINCE OF ALBERTA, FOR THE PURPOSE OF REGULATING AND CONTROLLING ANIMALS.

WHEREAS the *Municipal Government Act,* R.S.A. 2000, c. M-26, as amended or repealed and replaced from time to time, authorizes a Municipality to regulate and control Animals and activities in relation to them;

NOW THEREFORE the Municipal Council of Town of Tofield, duly assembled, enacts as follows:

## 1. SECTION 1 SHORT TITLE

1.1. This Bylaw may be cited as the "Animal Control Bylaw"

## 2. <u>SECTION 2— DEFINITIONS</u>

- 2.1. "Animal" shall mean any live creature, including a Dog and Cat, which is kept as a pet but does not include livestock, nor any Animal listed at Schedule "D" of this Bylaw;
- 2.2. **"Animal Shelter"** means the facility or facilities designated by the Municipality from time to time, as the location for the impoundment and care of Animals subject to this Bylaw;
- 2.3. **"At Large"** means any Animal that is present at any place other than the Owner's Property and which is not being carried by any person, or which is not otherwise restrained or under physical control of a person by means of some form of Restraining Device securely holding that Animal;
- 2.4. **"Bylaw Enforcement Officer"** shall mean either a member of the RCMP or a person appointed by the Municipality pursuant to the provisions of the *Municipal Government Act;*
- 2.5. **"CAO"** means the Chief Administrative Officer of the Municipality and whatever subsequent title may be conferred on that officer by Council or statute, or their designate;
- 2.6. "Cat" means any member of a domesticated feline species;
- 2.7. "Council" means the Municipal Council of the Municipality;
- 2.8. **"Dangerous Dog"** means any Dog designated as such by the CAO of the Municipality in accordance with section 6 of this Bylaw;
- 2.9. **"Dangerous Dogs Act"** means the *Dangerous Dogs Act,* R.S.A. 2000, c. D-3, as amended or repealed and replaced from time to time;
- 2.10. "Dog" means any member of a domesticated canine species;
- 2.11. **"Kennel"** means any place, owned by any person, group of persons or corporation that has all required licenses and approvals and is engaged in the recreational activity or commercial business of breeding, buying, selling, training, or boarding of Animals pursuant to a valid and subsisting Development Permit under Land Use Bylaw as amended from time to time.
- 2.12. **"Land Use Bylaw"** means the Municipality's Land Use Bylaw, Bylaw No. 1316, as amended or repealed and replaced from time to time;

- 2.13. **"Leash"** means a tether no longer than THREE (3) meters in length and of suitable strength that may be humanely attached to a collar or harness of an Animal;
- 2.14. **"License Tag"** means an identification tag of metal or other material issued by the Municipality showing the license number of a specific Dog;
- 2.15. "Municipality" shall mean the Town of Tofield;
- 2.16. **"Municipal Government Act"** means the *Municipal Government Act,* R.S.A. 2000, c. M-26, as amended or repealed and replaced from time to time;
- 2.17. "Owner" means a person:
  - 2.17.1. who has the care, charge, custody, Possession or control of the Animal;
  - 2.17.2. who owns or claims a proprietary interest in the Animal;
  - 2.17.3. who harbours, suffers, or permits the Animal to be present on any property owned or under his control;
  - 2.17.4. who claims and receives the Animal from the custody of the Animal Shelter or a Bylaw Enforcement Officer; or
  - 2.17.5. to whom a License Tag was issued for the Animal in accordance with this Bylaw.
- 2.18. **"Owner's Property"** means Private Property, or all or part of a structure on Private Property, owned by or under the control or possession of an Owner of an Animal, where that Owner normally resides.
- 2.19. "Possession" means:
  - 2.19.1. having physical or effective control of the Animal;
  - 2.19.2. having transferred physical or effective control of the Animal to another person for the purpose of allowing that person to exercise control over that Animal for a period of time; or
  - 2.19.3. where one of two or more persons, with the knowledge and consent of the other or others, has physical or effective control of the Animal, the Animal shall be deemed to be in the control of each and all of them.
- 2.20 **"Private Property"** means any property within the Municipality other than property constituting Public Property;
- 2.21 **"Provincial Offences Procedure Act"** means the *Provincial Offences Procedure Act,* R.S.A. 2000, c. P-34, as amended or repealed and replaced from time to time;
- 2.22 **"Public Property"** means property owned by or under the control and management of the Government of Canada, Government of Alberta or the Municipality, contained within the boundaries of the Municipality;
- 2.23 **"Registered Veterinarian"** means a Registered Veterinarian as defined in the *Veterinary Professions Act,* R.S.A. 2000, c. V-2, as amended or repealed and replaced from time to time;

- 2.24 "Restraining Device" means any leash, harness or other restraining system capable of allowing the Owner to maintain adequate control of the attached Animal, or if located on the Owner's Property, capable of retaining the Animal within the boundaries of the Owner's Property;
- 2.25 "Restricted Dog" means any breed of Dog designated as such by the CAO in accordance with this Bylaw;
- 2.26 **"Secure Enclosure"** means a building, cage, fenced area or other enclosure for the retaining of an Animal and which prohibits the Animal jumping, climbing, digging or using any other means to exit the enclosure, and which is capable of prohibiting the entry of young children into the enclosure;
- 2.27 **"Serious Wound"** means an injury resulting from an Animal attack which causes a breaking of the skin or the flesh to be torn;
- 2.28 **"Violation Tag"** means a tag or similar document issued by the Municipality pursuant to the *Municipal Government Act;*
- 2.29 **"Violation Ticket"** means a ticket issued pursuant to Part 2 of the *Provincial Offences Procedure Act* and the any Regulations thereunder.

## 3. <u>SECTION 3- LICENSING PROVISIONS</u>

- 3.1. Every person who resides within the boundaries of the Municipality and who is the Owner of a Dog that is over the age of SIX (6) months shall apply for a license as set out within this section, by paying the applicable fee as set out in Schedule "A" to this Bylaw, and providing such information as may be required on the application form prepared by the Municipality.
- 3.2. A license under this Bylaw must be renewed on an annual basis, by paying the applicable license fee prior to April 1 in each year. Any person who fails to renew a license within this time is guilty of an offence.
- 3.3. Every person who resides in the Municipality who becomes an Owner of a Dog that is over the age of SIX (6) months, or who takes up residence within the Municipality and who is the Owner of a Dog that is over the age of SIX (6) months, shall apply for a license as set out in this Section and pay the applicable fee as set out in Schedule "A" to this Bylaw, within THIRTY (30) days of becoming the Owner of such Dog, or taking up residence in the Municipality.
- 3.4. An Owner of an unlicensed Dog over the age of SIX (6) months is guilty of an offence.
- 3.5. Licenses issued pursuant to this Bylaw shall not be transferred from one Dog to another, or from one Owner to another.
- 3.6. Upon payment of required license fee and providing such information as may be required by the Municipality, the Owner will be supplied a License Tag having a number which will remain registered to that Dog, year to year.
- 3.7. Every Owner shall ensure that the License Tag is securely fastened to a choke chain, collar or harness worn by the Dog at all times whenever the Dog is not on Owner's Property.
- 3.8. An Owner of a licensed Dog is guilty of an offence if the Dog is not wearing a License Tag while the Dog is on property other than the Owner's Property.

- 3.9. The Owner of a Dog that has been duly licensed under this Bylaw may obtain a replacement License Tag for one that has been lost or damaged upon payment of the replacement License Tag Fee as set out in <a href="Schedule">Schedule "A"</a> of this Bylaw.
- 3.10. No person shall be entitled to a refund or rebate for any License Tag Fee.
- 3.11. The provisions of this section shall not apply to the following:
  - 3.11.1. Persons temporarily visiting the Municipality for a period not exceeding FOUR (4) consecutive weeks;
  - 3.11.2. Not-for-Profit Associations, Not-for-Profit Corporations and Government Organizations engaged in the provision of specialized Dog services, including but not limited to, guide or assistance Dogs, police Dogs, and search and rescue Dogs;
  - 3.11.3. Handicapped persons holding an identification card proving ownership of a guide or assistance Dog for their use;
  - 3.11.4. Dogs under SIX (6) months in age; and
  - 3.11.5. Holders of a valid and subsisting Development Permit, issued pursuant to the Land Use Bylaw authorizing the operation of a Kennel, Animal Shelter or similar facility, but only in regard to those Dogs or Cats which are intended for sale or adoption or a Dog or Cat which is owned by persons other than the operators of the Kennel, Animal Shelter or similar facility and which are boarded therein.

## 4. SECTION 4- NUMBER OF ANIMALS

- 4.1. No more than FOUR (4) Animals, with no more than THREE (3) of the Animals being Dogs, shall be harboured, suffered, or permitted to remain upon or in any land, house, shelter, room or place, building, structure or premises within the Municipality, unless:
  - 4.1.1. The premises are lawfully used for the care and treatment of Animals, operated by or under the charge of a Registered Veterinarian;
  - 4.1.2. The Owner is the holder of a valid and subsisting Development Permit to operate a Kennel, Animal Shelter or a similar facility as authorized by the Land Use Bylaw, but only in regard to those Animals which are intended for sale or adoption or Animals which are owned by persons other than the operators of the Kennel, Animal Shelter, or similar facility and which are being boarded therein;
  - 4.1.3. The Animals in excess of the limit are under SIX (6) months of age and are the offspring of a licensed Animal residing at the same location; or
  - 4.1.4. The Owner is a Not-for-Profit Association, Not-for-Profit Corporation or Government Organization engaged in the provision of specialized Dog services including but not limited to guide or assistance Dogs, police Dogs, and search and rescue Dogs.
  - 4.1.5. Any person who keeps, suffers or harbours more than FOUR (4) Animals or THREE (3) Dogs within the Municipality is in contravention of this section and is guilty of an offence.

## 5. <u>SECTION 5— GENERAL OFFENCES</u>

- 5.1. An Owner of any Animal (other than a Cat) that is At Large is guilty of an offence;
- 5.2. The Owner of an Animal that barks, howls or otherwise makes noise so as to constitute an unreasonable disturbance of the quiet or repose of any person, is guilty of an offence;
- 5.3. The Owner of an Animal that threatens, attacks, bites, chases or injures any person is guilty of an offence;
- 5.4. The Owner of an Animal that attacks, injures, kills, chases or otherwise harasses another Animal or livestock is guilty of an Offence;
- 5.5. The Owner of an Animal that causes damage to Public or Private Property is guilty of an offence;
- 5.6. Where an Animal has defecated on any Public or Private Property other than the Owner's Property, the Owner shall remove such defecation immediately and failure to do so shall constitute an offence;
- 5.7. The Owner of an Animal shall maintain the Owner's Property on which the Animal is harboured, in a clean and sanitary condition and shall take such steps as are necessary to prevent the presence of nuisances, including offensive or noxious odors. Any Owner, who fails to maintain the property in such a manner is guilty of an offence;
- 5.8. An Owner of a female Animal in estrus or "heat" which is not adequately contained or restrained, both on and off the Owner's Property in a manner sufficient to avoid attracting other Animals, is guilty of an offence;
- 5.9. Any person, who without the consent of the Owner, unties, loosens or otherwise frees an Animal that was tied or otherwise restrained, or opens a gate, door or opening in a fence or Secure Enclosure in which an Animal has been confined, thereby allowing the Animal to run At-Large, is guilty of an offence;
- 5.10. Any person who interferes with, prohibits or otherwise impedes a Bylaw Enforcement Officer in the performance of the Officer's duties under this Bylaw is guilty of an offence;
- 5.11. Any person who permits any Animal, with the exception of Dogs that are not At Large, to be in a park is guilty of an offence;
- 5.12. Any person who teases, torments, annoys or harms any Animal, is guilty of an offence;
- 5.13. The Owner of an Animal that disturbs a waste receptacle, whether on Private or Public Property, scattering the contents of such receptacle, is guilty of an offence;
- 5.14. The Owner of an Animal that is present at a location, whether Private or Public Property, where a sign prohibits the presence of Animals, is guilty of an offence;
- 5.15. The Owner of an Animal that enters into any flowerbed in a park, whether or not the Animal is controlled by a Restraining Device, is guilty of an offence;
- 5.16. The Owner of an Animal that enters into a cemetery, whether or not the Animal is controlled by a Restraining Device, is guilty of an offence, unless permission has been granted by the CAO for funeral services, the animal is a service animal.

5.17. Any person who permits an Animal to be left unattended in a vehicle in circumstances which, in the opinion of a Peace Officer, present a risk to the health or safety of the Animal, including but not limited to hot or cold temperatures, is guilty of an offence.

## 6. <u>SECTION 6- DANGEROUS DOGS</u>

- 6.1. The CAO or their designate may declare a Dog to be a Dangerous Dog if they have reasonable grounds to believe, either through personal observation or on the basis of facts determined after an investigation of a complaint, that the Dog:
  - 6.1.1. has a known propensity, tendency, or disposition to threaten, attack, chase or bite, without provocation, another animal or human; or
  - 6.1.2. has, inflicted a serious wound upon another animal or human; or
  - 6.1.3. has been the subject of an Order or direction of a Justice or Judge, pursuant to the *Dangerous Dogs Act;* or
  - 6.1.4. chases any human or other animal; or
  - 6.1.5. is a continuing threat of serious harm to any human or other animals; or
  - 6.1.6. has attacked humans or other animals.
- 6.2 Where a Dog is determined by the CAO or their designate to be a Dangerous Dog pursuant to section 6.1, the CAO or their designate shall:
  - 6.2.1 serve the Owner with a written notice that the Dog has been declared to be a Dangerous Dog;
  - 6.2.2 direct the Owner to keep the Dangerous Dog in accordance with the provisions of Section 6.7 of this Bylaw, and provide the Owner with a time limit for complying with such requirements; and
  - 6.2.3 inform the Owner that, if the Dangerous Dog is not kept in accordance with Section 6.7 of this Bylaw, the Owner may be fined, or subject to enforcement action pursuant to this Bylaw.
- 6.3 A written notice under Section 6.2 above may include a summary of the applicable Bylaw provisions governing Dangerous Dogs.
- 6.4 An Owner who receives notice under section 6.2 may, within FOURTEEN (14) days of receiving the written notice of the designation, request in writing that the designation be reviewed by Council. Council is not obligated to conduct an oral hearing of the review and may conduct the review based on written material provided by the CAO and the Owner instead.
- 6.5 Council upon a review conducted pursuant to section 6.4 of this Bylaw may:
  - 6.5.1 Uphold the designation of the Dog as Dangerous;
  - 6.5.2 Reverse the decision of the CAO and deem that the Dog is not Dangerous; or
  - 6.5.3 May uphold the designation of the Dog as Dangerous and vary the conditions of harbouring the Dog within the Municipality.
- The decision of Council shall be provided to the Owner in writing within THIRTY (30) days of Council conducting the review and may be served personally or by registered mail on the Owner.

If the decision is sent by registered mail, but unclaimed, the decision may be sent to the Owner by regular mail and shall be deemed received SEVEN (7) days after the date of mailing.

- 6.7 The Owner of a Dangerous Dog shall:
  - 6.7.1 maintain in force a policy of liability insurance in a form satisfactory to the Municipality providing third party liability coverage in a minimum amount of FIVE-HUNDRED THOUSAND (\$500,000.00) dollars for injuries caused by the Owner's Dangerous Dog and no License Tag shall be issued for a Dangerous Dog unless proof of such insurance coverage is provided to the Municipality along with the application for a license; and
  - 6.7.2 license the Dog as a Dangerous Dog and follow the procedures set out in Section 3 of this Bylaw, which includes paying the applicable fee for a Dangerous Dog as set out in Schedule "A" of this Bylaw; and
  - 6.7.3 while the Dangerous Dog is off the Owner's Property, muzzle and secure the Dangerous Dog by means of a Restraining Device under the physical control of a person of EIGHTEEN (18) years of age or older.; and
  - 6.7.4 while the Dangerous Dog is on the Owner's Property, confine the Dangerous Dog within a Secure Enclosure, or within the residence of the Owner.
- 6.8 An Owner who fails to comply with the provisions of Section 6.7 is guilty of an offence.
- 6.9 The Owner of a Dangerous Dog shall immediately notify the Municipality should the policy of liability insurance expire, be cancelled or terminated, and upon the occurrence of such an event, the Dangerous Dog license shall be null and void, unless the Municipality receives written proof that a new insurance policy has been secured, meeting the requirements of Section 6.6(i), within FIFTEEN (15) days of the expiry, cancellation or termination of the original policy;
- 6.10 The CAO may at their discretion, require the Owner of a Dangerous Dog to post a sign at all entrances to the Owner's Property, stating "Dangerous Dog", and where so directed, the Owner of a Dangerous Dog who fails to do so, is guilty of an offence.
- 6.11 Where the Owner of a Dangerous Dog is guilty of an offence under Section 5 of this Bylaw, the fine shall be double the amount indicated in Schedule "B" of this Bylaw for such offence;
- 6.12 In addition to the remedies set forth elsewhere in this Bylaw, if a Peace Officer determines, in their sole determination, that a Dangerous Dog is not being kept in accordance this Bylaw, the Officer may:
  - 6.12.1 Issue an order pursuant to section 545 of the *Municipal Government Act* directing that the Dangerous Dog be kept in accordance with this Bylaw or removed from the physical boundaries of the Municipality; and
  - 6.12.2 In addition or as an alternative to the issuance of an order under subsection (i), bring an application pursuant to the *Dangerous Dogs Act* for an order directing that the Dangerous Dog be kept in
  - 6.12.3 accordance with this Bylaw, destroyed or subjected to such other Order as the Court may direct.
- 6.13 An owner of the Restricted Dog, as set out in Schedule "C" of this Bylaw, shall comply with Sections 6.7, 6.8, 6.9 and 6.10 of this Bylaw.

## 7. <u>SECTION 7— BYLAW ENFORCEMENT OFFICER</u>

- 7.1. A Bylaw Enforcement Officer is a designated officer of the Municipality for the purposes of inspections, investigations and enforcement of this Bylaw and, in addition to any other powers or authority granted under this Bylaw or any other enactment, is authorized to:
  - 7.1.1. capture and impound in an authorized Animal Shelter any Animal that is At Large;
  - 7.1.2. to take any reasonable measures necessary to subdue any Animal, including the use of tranquilizer equipment and materials;
  - 7.1.3. to enter onto lands surrounding any building in pursuit of an Animal while that Animal is At Large; and
  - 7.1.4. if an Animal is in distress, whether or not as a result of enforcement action taken pursuant to this Bylaw, to take the Animal to a Registered Veterinarian for treatment and, once treated, to transfer the Animal to the Animal Shelter.
- 7.2 All costs and expenses incurred by the Municipality as a result of veterinary treatment pursuant to section 7.1(iv) above, shall be recoverable from the Owner of the Animal as lawful debt owed to the Municipality;
- 7.3 Animals impounded in the Animal Shelter shall be kept for a period of at least SEVENTY TWO (72) hours. In the calculation of the SEVENTY TWO (72) hour period, Saturdays, Sundays, Statutory Holidays and days that the Animal Shelter is not open shall not be included;
- 7.4 Notwithstanding section 7.3, where an Animal that has been impounded bears obvious identification tattoos, brands, marks, tags or licenses, the Bylaw Enforcement Officer shall make all reasonable efforts to contact the owner of the Animal and shall keep the Animal for a period of at least **120 hours**.
- 7.5 During the period established in section 7.3 and 7.4 above, the Animal may be redeemed by its Owner, except as otherwise provided in this Bylaw, upon payment to the Municipality or its authorized agent of:
  - 7.5.1 the impoundment fee as established by the Animal Shelter from time to time;
  - 7.5.2 the cost of any veterinary treatment provided in respect of the Animal pursuant to this Bylaw; and
  - 7.5.3 in the case of an unlicensed Dog, the appropriate License fee.
- 7.6 At the expiration of the time period established in 7.3 above, the CAO or their designate is authorized to:
  - 7.6.1 offer the Animal for sale or as a gift;
  - 7.6.2 destroy the Animal in a humane manner;
  - 7.6.3 allow the Animal to be redeemed by its Owner in accordance with the provisions of Section 7.5 above; or
  - 7.6.4 continue to impound the Animal for an indefinite period of time or for such further period of time as the CAO or their designate may decide.

- 7.7 Where an Animal has been impounded, if in the opinion of a Registered Veterinarian or a Bylaw Enforcement Officer, an Animal:
  - 7.7.1 should be euthanized for humane reasons; or
  - 7.7.2 is feral and without identification
  - a Registered Veterinarian may immediately proceed to humanely euthanize the Animal;
- 7.8 No action shall be taken against any Person, including a Bylaw Enforcement Officer or Registered Veterinarian, acting under the authority of this Bylaw for damages for destruction or other disposal of any Animal, in accordance with the provisions of this Bylaw.

## 8. <u>SECTION 8— OFFENCES & PENALTIES</u>

- 8.1. Any person who contravenes any provision of the Bylaw is guilty of an offence and is liable upon summary conviction, to a specified penalty for that offence as set out in Schedule "B" to this Bylaw.
- 8.2. Notwithstanding section 8.1 of this Bylaw, any person who commits a second or subsequent offence under this Bylaw within ONE (1) year of committing a first offence under this Bylaw, is liable on summary conviction to double the fine set out in Schedule "B" to this Bylaw, for that offence.
- 8.3. Under no circumstances shall a person contravening any provision of this Bylaw be subject to the penalty of imprisonment.

#### 9. SECTION 9- VIOLATION TAGS

- 9.1. A Bylaw Enforcement Officer is hereby authorized and empowered to issue Violation Tags to any person who the Bylaw Enforcement Officer has reasonable and probable grounds to believe has contravened any provision of this Bylaw.
- 9.2. A Violation Tag may be issued to such person:
  - 9.2.1. Either personally; or
  - 9.2.2. By mailing a copy, via registered mail, to such person at their last known postal address.
- 9.3 A Violation Tag shall be in a form approved by the CAO of the Municipality and shall state:
  - 9.3.1 The name of the person;
  - 9.3.2 The offence;
  - 9.3.3 The appropriate penalty for the offence as specified in Schedule "B" of this Bylaw;
  - 9.3.4 That the penalty shall be paid within THIRTY (30) days of the issuance of the Violation Tag; and
  - 9.3.5 Any other information as may be required by the Municipality.
- 9.4 Where a Violation Tag issued pursuant to this Bylaw, the person to whom the Violation Tag is issued may in lieu of prosecution of the offence, pay the Municipality the specified penalty as set out on the Violation Tag.

9.5 Nothing in this Bylaw shall prevent a Bylaw Enforcement Officer from immediately issuing a Violation Ticket.

## 10. SECTION 10— VIOLATION TICKETS

- 10.1. In those cases where a Violation Tag has been issued and the penalty specified on the Violation Tag has not been paid within the prescribed time, a Bylaw Enforcement Officer is hereby authorized and empowered to issue a Violation Ticket.
- 10.2. Notwithstanding section 9.1 and 10.1, a Bylaw Enforcement Officer is authorized and empowered to immediately issue a Violation Ticket to any person who the Bylaw Enforcement Officer has reasonable and probable grounds to believe is responsible for a contravention of this Bylaw.
- 10.3. A Violation Ticket issued with respect to a contravention of this Bylaw shall be served upon the person responsible for the contravention in accordance with the *Provincial Offences Procedure Act.*
- 10.4. The person to whom the Violation Ticket has been issued may plead guilty by making a voluntary payment in respect of the Summons by delivering to the Provincial Court, on or before the initial appearance date, the Violation Ticket together with an amount equal to the specified penalty for the offence as provided for in the Schedule "B" to this Bylaw;
- 10.5. When a Clerk of the Provincial Court records the receipt of a voluntary payment pursuant to section 10.4 and the *Provincial Offences Procedure Act,* the act of recording constitutes acceptance of the guilty plea and also constitutes a conviction and the imposition of a fine in the amount of the specified penalty.

## 11. SECTION 11 SEVERABILITY

11.1. Should any provision of this Bylaw be found invalid, the invalid provision shall be severed and the remaining Bylaw shall be maintained.

### 12. SECTION 12— REPEAL

12.1. Bylaw No. 1340 is hereby repealed.

### 13. SECTION 13—EFFECTIVE DATE

- 13.1. This Bylaw shall come into force upon receipt of its third and final reading
- 13.2. Upon third and final reading and signing of this Bylaw, Bylaw 1340 in hereby repealed.

-	CHIFF ADMINISTRATIVE OFFICER
ī	MAYOR
READ a third and final time this da	y of,2024.
READ a second time this day	of 2024.
READ a FIRST time this day _	of 2024.

## **SCHEDULE "A" LICENSING FEES**

1. Annual License Fee:

Dog: \$30.00

Dangerous Dog: \$100.00

2. Replacement Tag:\$15.003. Replacement half year \$7.50

# SCHEDULE "B" SPECIFIED PENALTIES

## <u>Fees</u> <u>Section</u>

## Fee or Penalty

Failing to renew license by April 1	\$125.00	3.2
Failing to license a Dog	\$125.00	3.4
Failing to wear a License Tag	\$62.00	3.8
Keeping, suffering or harbouring more than FOUR (4) Animals or THREE (3) Dogs	\$200.00	4.1.5
Animal At Large	\$300.00	5.1
Animal that barks, howls or otherwise makes noise which disturbs the quiet or repose of any person	\$250.00	5.2
Animal that threatens, attacks, bites, chases or injures any person	\$500.00	5.3
Animal attacks, injures, kills, chases or otherwise harasses another Animal	\$500.00	5.4
Animal that causes damage to Public or Private property	\$200.00	5.5
Failure to remove animal defecation from Public or Private property immediately	\$300.00	5.6
Failure of Owner to keep property in a clean, sanitary and inoffensive condition	\$200.00	5.7
Failure to contain or restrain a female animal in heat	\$150.00	5.8
Untying, loosening or otherwise freeing an animal without the knowledge or consent of the Owner	\$300.00	5.9
Interfering with, prohibiting or otherwise impeding a Peace Officer	\$500.00	5.10
Allowing any animal except a Dog or Cat in park	\$125.00	5.11
Teasing, tormenting, annoying or harming any animal	\$300.00	5.12
Disturbance of a waste receptacle whether on private or public property	\$125.00	5.13
Allowing an Animal to be present where prohibited by sign	\$125.00	5.14
Allowing an Animal to enter into a public park or flowerbed	\$125.00	5.15
Allowing an animal to enter a cemetery	\$125.00	5.16
Permitting Animal to be unattended in vehicle where circumstances present nealth or safety risk	\$125.00	5.17
ailure to comply with section 6.7 egarding Dangerous Dogs	\$300.00	6.7
ailing to post "Dangerous Dog" sign	\$200.00	6.10
Second or subsequent offence within one calendar year	Double	8.2

Section 5 offence in relation to a	Double	6.11
Dangerous Dog		0.22

# SCHEDULE "C" Restricted Dogs

Restricted animals shall not be deemed as being breed specific. It shall be at the discretion of the CAO or designate to determine an animal as Restricted, or Vicious. This designation can be based on behavior, or incidents such as, but not limited to; biting, chasing humans or animals or aggressive tendencies.

## SCHEDULE "D" Exempt Animals

- 1. Aquarium Fish and invertebrates.
- 2. Rodents, reptiles, or amphibians of a kind normally kept as indoor pets
- Domesticated birds normally kept as indoor pets. This provision does not apply to the keeping of chickens or other domesticated fowl constituting or producing livestock products as defined within the *Livestock and Livestock Products Act*, R.S.A. 2000, c. L-18.



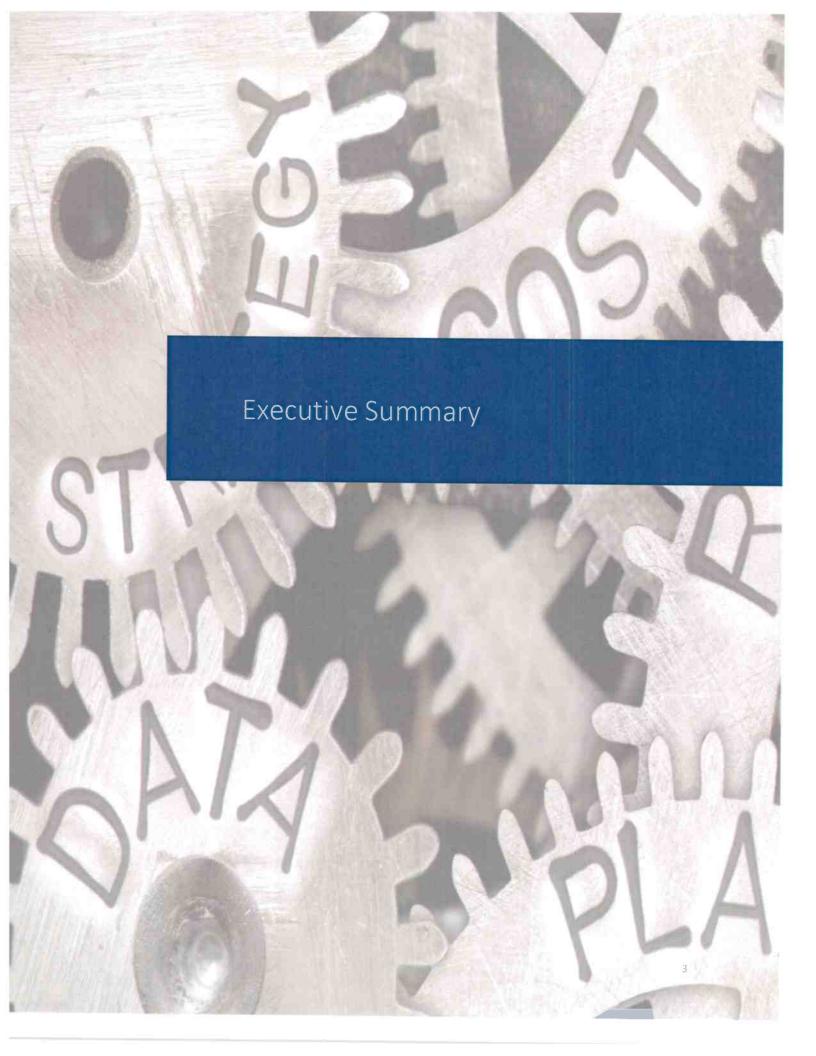
# **UTILITY RATE REVIEW**

FINAL REPORT



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## **Executive Summary**

TSI was requested to review the Town's utility rates for water and sewer. The goal of the review was to analyze weather the Town was charging the correct utility rates. TSI reviewed the Town's current financial data and utility rates, the 2023 approved budgets, and the current utility customer data.

Currently the 2023 budgets for water and sewer both are generating more revenue than expenses, however the Town is currently charging less than required to ensure the sustainable funding of the replacement or upgrades of the water and sanitary sewer infrastructure and systems. The ultimate goal of the utility rate calculation process is to ensure that the utility rates generate enough revenue to cover all expenses, direct and indirect, and to ensure that the utility cost centers are not being subsidized with tax revenue.

It is helpful to think about the utility operation as its own separate fund. This fund is entirely funded by utility rates and is separate than the tax funded operations. Taxes and utility rates are two different fees are and calculated and charged for different operations.

The utility rate development process includes the following steps:

- Understanding the different rates that are charged, such a fixed and volumetric rates.
- Determining the revenue requirement, which is calculating and adding all costs that should be funded by utility rates, including direct and indirect overhead support costs.
- Reviewing the amount of water purchased or processed vs. the amount of water sold.
- Understanding your customer base including residential, commercial, industrial, and institutional.
- Knowing the book value of the utility system, the life expectancy, and the annual depreciation.
- Planning for future capital maintenance and replacement projects.
- Knowing the future reserve requirements.

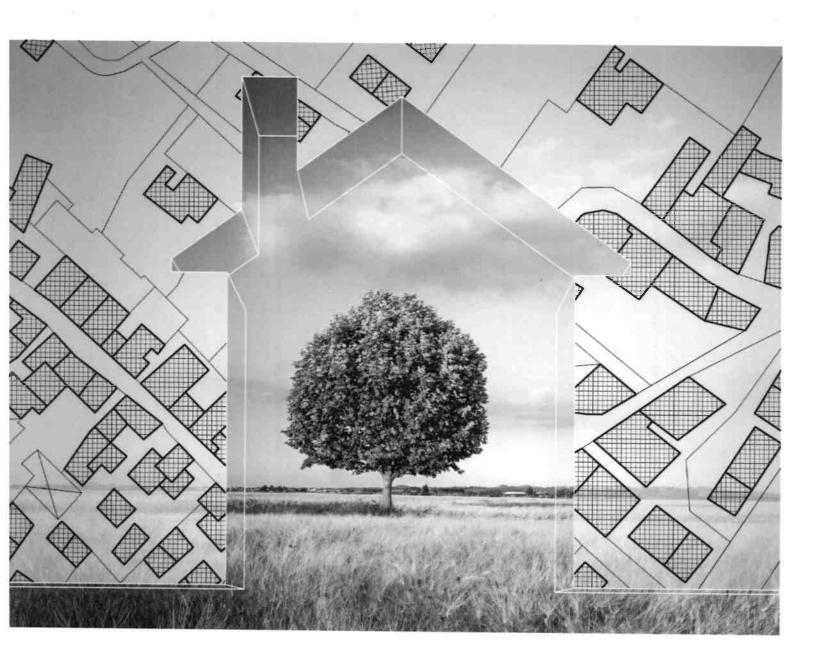
Most municipalities in Alberta do not charge sufficient rates for their water and sewer systems. This is due to a desire to keep rates low for users and to keep them affordable for residents. What this does in fact is to undervalue the utility system and eventually underfund it as well.

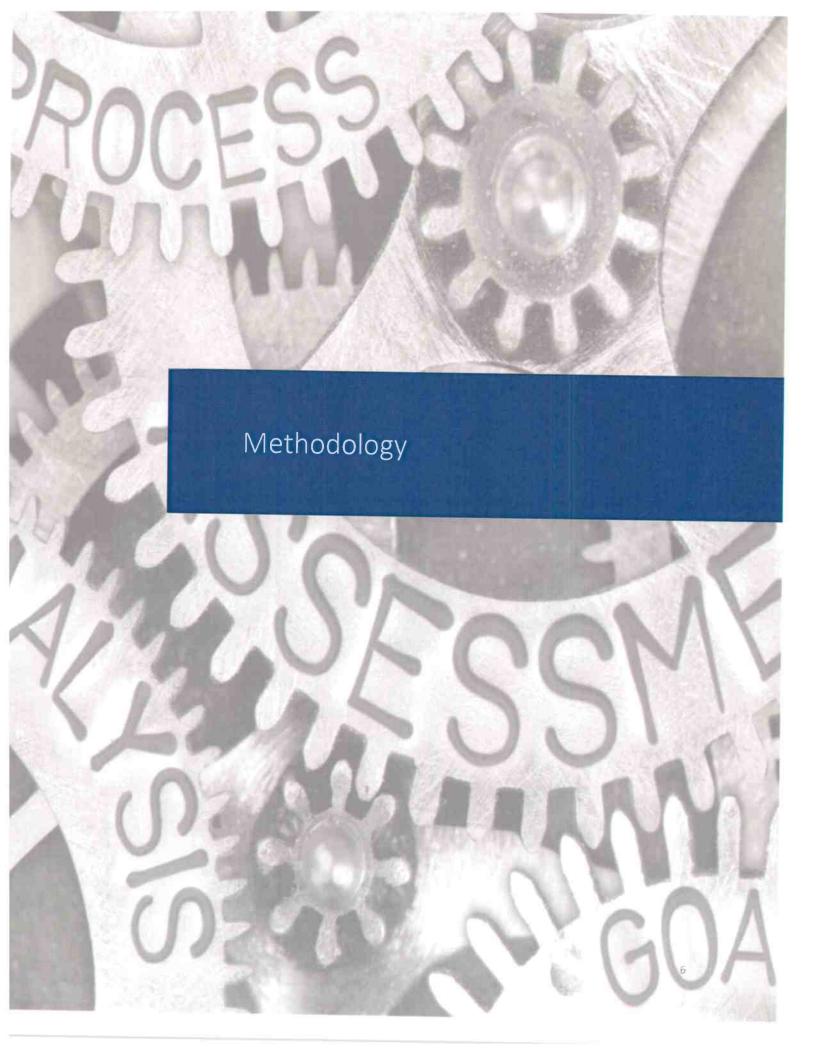
Water and sewer service is one of the most important services a municipality can provide, but it is usually one of the least thought about services. As, long as water comes out of the tap and sanitary sewer effluent goes away most residents do not think about it as this infrastructure is buried underground. Out of sight, out of mind.

However, when the water system fails and people are without water or when sewage backs up into houses, that is when the absolute need for functioning and operational utility systems becomes apparent. The fact that utility rates were kept low will end up being very costly when customers and residents realize that system maintenance and replacement were not kept up or being managed correctly.

The primary purpose of a full cost recovery plan is that it will ensure that water and sewage systems are adequately financed for sustainability over the long term.

This report will work through all these processes and explain them along the way and will recommend what future water and sewer rates should be applied in the Town of Tofield.





#### Methodology

The following list summarizes some of the main benefits of identifying the revenue requirement and implementing a full cost recovery plan for water and sewage systems:

- It represents a sound business practice.
- Ensures sustainability of the water and sewage services
- Provides a financing plan that can demonstrated to residents.
- Assists Council with the details they need to understand and approve budgets.

The first step in calculating the water and sewer rates is to explain what rates are available for municipalities. There are volumetric and fixed rates that may differ from each type of user.

There is a fundamental principle in rate setting to allocate costs based on volume usage or demand. However, to promote revenue stability it can be appropriate to recover a portion of volume related costs in the fixed charge component.

#### Rate Types

Most municipalities have fixed and volumetric utility rates. These rates can increase depending upon the size of water meter the customer has. They larger the meter the higher the rate. The table below describes the fixed and volumetric rates and how they are applied.

Rate Type	Water Utility Services	Wastewater Utility Services
Fixed Charge  Rate is determined by dividing revenue requirement by # of meters.	Pays for water meters, monthly billing and maintenance of fire hydrants.  Fixed charge can increase with size of meter.	Pays for the monthly billing, operation and maintenance of sewer lines.  Reserve contributions and debt servicing can be included in the fixed rate.
Volumetric Charge	Reserve contributions and debt servicing can be included in the fixed rate.  Pays for infrastructure, operations and maintenance.	Pays for the cost of sewage treatment (lagoon system and cells).
Rate is determined by dividing revenue requirement by volume of water sales.	Actual cost for each household will depend on volume of water used.	The charge is based on the amount of water consumed by each household
	Rate can increase / escalate with water usage. (Promotes water conservation and avoids future capacity expansion costs)	Other rate consideration - Over strength charges for commercial and industrial customers.
	The cost of water treatment (production) should be part of the volumetric rate.	
	Other rate consideration - Truck fill. Costs to supply the water to the site should be included truck fill rate.	

#### Fixed Rates

The fixed rate funds the water meters, monthly billing, and maintenance of water hydrants. The cost of reserve contributions and debt servicing is also included in the fixed rate. The fixed rate is calculated by totalling all these budgeted costs and dividing by the number of water meters in the system.

Larger cities such as Edmonton and Sherwood Park increase the fixed rate charge depending on the size of the water meter. The theory is that large water users impact the water system more than a single-family home would. The Town could consider this option in future years.

#### Volumetric Rates

Volumetric rates fund the costs of providing services water and sewer services. It funds the cost of purchasing the water, operations and maintenance, the bulk water at a truck fill and the administrative support costs. The sewer rate pays for the cost of sewage treatment and the sewage lagoon costs. In both cases the cost of for each customer will depend on the volume of water consumed.

Sewer volumetric rates are charged using winter averaging. This means that sewage use is based on the average water purchased in a winter month. Not all water purchased from April to October is processed through the sanitary sewer and lagoon systems. This includes watering lawns and gardens, washing cars or filling pools. This water is absorbed into the ground.

To allow for this, the sewer volumetric rate is reduced by 30% to allow for the water that is used but is not processed in the sanitary and lagoon systems. Alternatively, the lift station pumping data can be analyzed over the next 12 months to gain a more accurate percentage for winter averaging.

#### Revenue Requirement

Revenue requirement means the generation of sufficient revenues to pay the cost of water and sewage services. It includes user fees and charges for services that allocate costs to users in an equitable manner.

Determining the revenue requirement is the first step in rate setting. It starts with the direct expense budgets of the water and sewer cost centers. These are the direct cost of salaries, benefits, supplies, repairs & maintenance, debt servicing and reserve contributions. This includes future capital planning, especially if reserve funds are part of the funding plan for future capital projects. It is imperative that a reserve funding plan is consistent with your future capital funding plan.

The table the follow page shows the 2023 approved direct expense budgets for Water and Sewer cost centers.

Reviewing the direct expense budgets has the following observations:

- The salary budgets only include the operators that are directly working in these cost centers.
- It appears that administrative support costs have not been included in the budget.
- The Supply or Materials budget is included within the repairs and maintenance budget line.
- There is no reserve contribution budget.
- The budget for Hwy 14 Water Commission is \$812,000. In the previous 12 months the Town has
  paid the Commission \$853,642 in water and fixed fees. The total cost of water supply and fixed
  fees must be in the budget to calculate the correct rates.

Table 1 Water and Sewer: 2-23 Approved Expense Budgets

	Water	Sewer
<u>EXPENDITURES</u>		
Salary and Wages		
110 Salaries	91,000	72,500
Total Salary and Wages	91,000	72,500
Employee Benefits		
131 CPP	3,500	3,200
131 EI	1,500	1,000
131 Local Authorities Pension	8,000	6,240
131 Health Benefits	4,800	3,840
131 WCB	1,225	1,000
131 Pension Enhancements	-	-
Total Employee Benefits	19,025	15,280
Business and Training Expenses		
215 Postage / Phone / Freight / Land Title	4.000	4 000
225 Membership and Course fees	4,200	1,000
Total Business and Training	5,000	-
rour business and framing	9,200	1,000
Professional Services		
274 Insurance Premiums	14,000	1,500
Total Professional Services	14,000	1,500
Repair and Maintenance		
250 Repair & Maintenance	35,000	28,000
251 Meter Replacement Program	34,100	-
Total Repair and Maintenance	69,100	28,000
Utilities		
540 Natural Gas	8,500	
540 Power		-
550 Bulk Water Purchase - Hwy 14	32,000	10,000
Total Utilities	812,000	-
Total Gamacs	852,500	10,000
Other Expenses		
990 Tax Rebates / Discounts / Cancel	1,000	_
Total Other Expenses	1,000	
Debt Repayment		
830 Debenture Interest	24,573	
830 Debenture Principal	·	-
Total Debt Repayment	55,244	
book nopayment	79,817	
TOTAL EXPENDITURES	1,135,642	128,280

The table below shows the previous 12 months of invoices from the Hwy 14 Water Commission that supplies water to the Town. Note, there are two Hwy 14 Water Commission meters in the Town.

Table 2 Town of Tofield Highway 14 Water Commission Costs (Previous 12 Months)

	<u>Meter #1</u>				Meter #2				
Month	Water Consumption (M3)	Cost of Water	Fixed Transmission Charge	Total Invoice	Water Consumption (M3)	Cost of Water	Fixed Transmission Charge	Total Invoice	Total Cost
January	10,725	\$45,002	\$6,576	\$51,578	3,761	\$15,781	\$2,600	\$18,381	\$69,959
February	7,967	\$33,430	\$6,576	\$40,005	4,178	\$17,531	\$2,600	\$20,131	\$60,136
March	9,073	\$39,558	\$6,115	\$45,674	4,729	\$20,618	\$2,783	\$23,402	\$69,075
April	7,615	\$33,201	\$6,115	\$39,317	4,415	\$19,249	\$2,783	\$22,033	\$61,349
May	9,422	\$41,080	\$6,115	\$47,195	5,040	\$21,974	\$2,783	\$24,758	\$71,953
June	15,147	\$66,041	\$6,115	\$72,156	7,607	\$33,167	\$2,783	\$35,950	\$108,106
July	7,591	\$33,097	\$6,115	\$39,212	6,418	\$27,982	\$2,783	\$30,766	\$69,978
August	8,883	\$38,730	\$6,115	\$44,845	6,532	\$28,480	\$2,783	\$31,263	\$76,108
September	8,907	\$38,835	\$6,115	\$44,950	6,051	\$26,382	\$2,783	\$29,166	\$74,115
October	7,362	\$32,098	\$6,115	\$38,214	5,489	\$23,932	\$2,783	\$26,715	\$64,929
November	9,798	\$41,112	\$6,022	\$47,134	3,457	\$14,506	\$2,600	\$17,106	\$64,240
December	10,069	\$42,250	\$6,022	\$48,271	3,056	\$12,823	\$2,600	\$15,423	\$63,694
Total	112,559	\$484,434	\$74,117	\$558,551	60,733	\$262,426	\$32,666	\$295,091	\$853,642

There are two different fees payable to the Highway 14 Water Commission, there is the cost of water and a fixed transmission fee. The cost of the water will be used to calculate the volumetric rates the fixed transmission fee will flow through on the utility bill as a separate rate. The Commission's fixed transmission rate will be equally applied to all customers. Currently the Town's Commission fixed rate is being charged at \$4.00 flat fee plus \$0.57 per cubic meter.

The Commission payments over the past 12 months are \$853,642 and are broken down as follows:

- Cost of Water = \$746,860
- Transmission fees = \$106,782

#### Debt

The Town has one utility debenture. It is for a water storage and pump house. The debenture was taken out in August of 2017. The debenture was for \$1,300,000 over 20 years with an interest rate of 2.084%. The debenture matures on December 15, 2040.

The annual debt servicing cost of this debenture has two payment per year of \$39,909 for a total of \$79,818. The budget amount for this debt servicing is budgeted within the Water budget.

#### Capital Plan

TSI recently completed a capital plan for the Town. The water and sewer 5-year capital plan were included in this document. The capital plan within the report included the following projects.

- Lagoon lift station assessment \$5,150 (2024)
- Lagoon lift station upgrade \$112,486 (2026)
- Sanitary sewer relining \$531,353 (2029)

There are no capital projects planned with in the water system over the next 5 years. Within the operating budget there is an ongoing water meter replacement program. That said, the Town has a large inventory of equipment, large and small, within the Public Works department. Some of this equipment is used within the utility maintenance area such as the Vac Truck, sewage pump and sewer camera, while other large trucks, loaders and half tons should have a portion of their use assigned to utilities.

A copy of TSI's recommended capital plan can be found in Appendix 1.

#### Reserves

There is no budgeted transfer to reserve within the operating budgets for water and sewer. The Town receives an annual dividend from Claystone Waste as one of the owners of the regional waste landfill. The current year dividend is \$620,358. The Town directs this dividend to capital reserves each year and funds their capital projects with this revenue.

The Town is fortunate to receive this annual dividend and it is admirable that the Town is directing the entire amount to reserves for capital project funding. This is wise use of these funds. However, the annual dividend is not guaranteed and although utility reserves can benefit from this dividend today, utility reserve contributions should be budgeted within the utility fund.

It is recommended that a certain percentage of the Claystone Waste dividend funds be directed to the restricted water and sewer reserves each year.

The Town does have water and sewer dedicated restricted reserves. At year end 2022 the balances were:

- Water \$131,500
- Sewer \$24,500

In reviewing the Town's tangible capital asset (TCA) schedule, it is noted that in 2022 the water system experienced \$123,376 in depreciation and the sewer system experienced \$62,347. The total depreciation within the utility system combined is \$185,723. The annual utility reserve contribution needs to be at least equal to the amount of depreciation that the system experienced. The Town needs to ensure that reserve savings at least equal the amount that the system depreciated each year.

The TCA also shows that the replacement cost of each utility system is:

- Water \$8,512,540
- Sewer \$3,295,434.

The total combined replacement cost of the utility infrastructure is \$11,807,974. The Town should have a reserve contribution plan to fund the future replacement of this infrastructure. If a standard underground utility system has a useful life of 50 years, then the starting annual reserve contribution required to fund the future replacement would be \$236,159. (\$11,870,974 divided by 50 years). Broken into water and sewer the recommended transfer to reserves is \$170,250 for water and \$65,909 for sewer.

This reserve contribution amounts should be included in the budget each year and will need to be indexed to inflation. A copy of the Town's TCA schedule for year-end 2022 can be found in Appendix 2.

Utility reserves will prove very useful in funding future major utility rehabilitation and replacement projects and will help reduce or limit the need to take on debt financing. They can also be used to as matching funds if grants are available, such as the Alberta Municipal Water / Wastewater Partnership grant (AMWWP)

#### Administration Support Costs

The Town's administrative staff contribute directly to the utility operations every day, such as sending out utility bills, collecting payments, banking, accounting, budgeting, etc. A percentage of these administrative support costs should be funded through utility rates.

These costs include salary, benefits, office supplies, printing, audit, legal, webpage, advertising, phone, postage, and bank charges. A portion of the Town's administration budget is spending these funds in support of the utility operations, so these costs should be included within the utility rate.

Table 3 shows the 2023 approved administration cost center budget along with a recommended utility overhead allocation.



Table 3 Town of Tofield Administration 2023 Approved Budget (Detailed Budget by Department)

		Overhead A	llocation
	Admin	Water	Sewer
Salary and Wages			
110 Salaries	415,000	113,339	113,33
Total Salary and Wages	415,000	113,339	113,33
	410,000	110,000	115,50
Employee Benefits			
131 CPP	14,500	3,960	3,96
131 EI	5,000	1,366	1,36
131 Local Authorities Pension	26,260	7,172	7,17
131 Health Benefits	19,200	5,244	5,24
131 WCB	6,100	1,666	1,66
131 Pension Enhancements	17,000	-	-
Total Employee Benefits	88,060	19,407	19,40
Business and Training Expenses			
211 Travel and Subsistence	4,500		
215 Postage / Phone / Freight / Land Title	26,000	6 500	6.50
216 Penny Pounding	20,000	6,500	6,50
220 Advertising / Printing / Subscriptions		•	
225 Membership and Course fees	17,000 6,000	-	-
Total Business and Training		0.500	
Total Business and Training	53,501	6,500	6,50
Professional Services			
221 Computer Maintenance Agreement	131,200	-	-
230 Professional & Consulting Fees	114,500	-	
230 OH&S	30,000	-	-
230 Digital Marketing	31,200	-	
230 Strategic Planning	16,000	_	-
230 Municipal Financial Services	26,400	-	_
235 Safety Code Permits	23,000	_	_
240 Janitorial Services	8,400	-	
274 Insurance Premiums	34,700		_
Total Professional Services	415,400		
Supplies and Materials			
510 Office Supplies	12.000	2.050	
510 Gifts / XMAS Social	13,000	3,250	3,25
Total Supplies and Materials	10,000	3,250	3,25
9	20,000	0,230	0,230
Repair and Maintenance			
250 Repair & Maintenance	15,000		-
Total Repair and Maintenance	15,000	-	
Utilities			
540 Natural Gas	5,000	_	
540 Power	9,000		_
Total Utilities	14,000	-	
Municipal Operating Grants / Awards			
770 Contributions to Organizations	39,000		
771 Medical Enhancement	8,700	-	-
Total Municipal Operating Grants	47,700		
Face and States	41,700	-	
Other Expenses			
810 Bank Charges	2,500	625	625
960 Gross Recoveries	41,362	-	_
960 Gross Recoveries - Water Office	1,000	-	_
990 Tax Rebates / Discounts / Cancel	1,000	-	-
Total Other Expenses	45,862	625	625
AL EXPENDITURES	1,117,523	440.4	143,121
		143,121	

# It is recommended that each utility fund (water and sewer) each be charged \$179,751 in administrative support costs.

The following details how this is calculated:

- Salary and benefits 25%. This is due to the high demand on office staff in managing the day to day activates of the utility system.
- Postage and phone 25%. Monthly utility bill mailouts and phones calls take up a big part of this budget.
- Office supplies 25%. The utilities operations use large amount of paper and envelopes.
- Bank charges 25%. There are a large number of bank transactions related to utility bill payments.

The administrative support costs should be budgeted as an interdepartmental charge. This means that each utility budget will have an internal chargeback expense budget of \$143,121 and the administration budget should include an internal chargeback revenue budget of \$286,242. This is the amount of expenses that utility rates should be funding.

#### **Water Loss**

Every municipal water system has water loss. This is through firefighting, fire department use (such as training), hydrant flushing, unmetered water uses by the Town, meter errors, and through leaks within the water system. It is important to allow for this and account for it within your water rate calculation.

A typical municipal water loss provision is 10%. Currently the Town is losing more than this (18.23%). Over time maintenance on the water system should help reduce water loss and bring the percentage down. For this rate calculation we will use the typical amount of 10%.

The town should also consider undertaking a water audit to better understand the nature of the water loss.

## Recommended Revenue Requirement

After adjusting for the water purchase cost, adding the internal administration charges, and adding the transfer to reserve amounts. The amended water and sewer expense budgets are shown in Table 4.

Table 4 Town of Tofield Water and Sewer Budgets with Applied Overhead

	Water	Sewer
EXPENSES		
Salary and Wages	91,000	72,500
Employee Benefits	19,025	15,280
Business and Training	9,200	1,000
Professional Services	14,000	1,500
Repair and Maintenance	69,100	28,000
Utilities	894,142	10,000
Internal Charges	143,121	143,121
Other Expenses	1,000	_
Transfer To Reserve	170,251	65,909
Debt Repayment	79,817	-
TOTAL EXPENDITURES	1,490,656	337,309

## Expense Breakdown into Fixed and Volumetric Categories

Now that all the direct and support costs for the water and sewer operations are known these costs must be categorized into the volumetric and fixed rate calculations.

Based on the rate categorization explained above the table below shows the breakdown of expenses and how they should be applied into fixed and volumetric categories.

Table 5 Fixed and Volumetric Categories

## Water - Costs applied to rates

## Sewer - Costs applied to rates

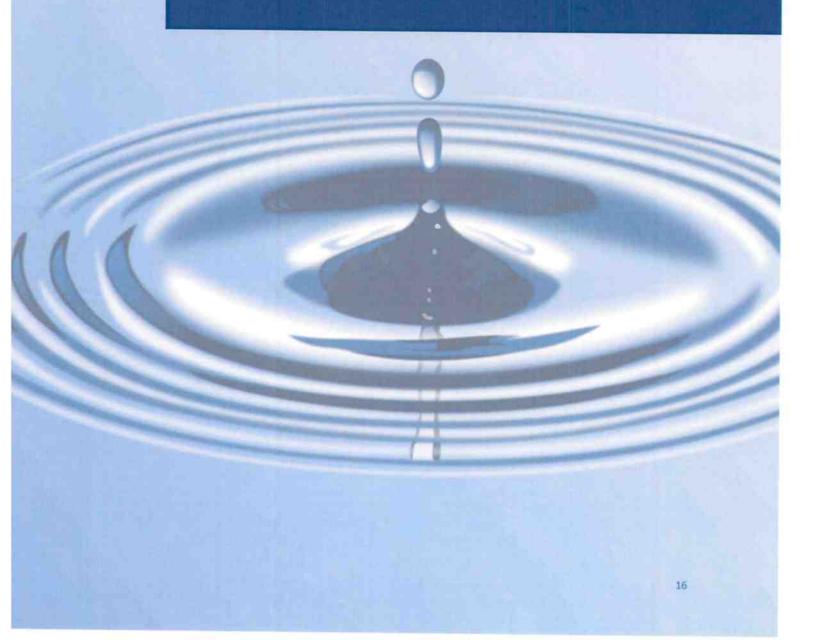
	Water	Fixed	Volume		Water	Fixed	Volume
EXPENSES				EXPENSES			
Salary and Wages Employee Benefits	91,000 19.025	-	91,000	Salary and Wages	72,500	-	72,500
Business and Training Professional Services	9,200	-	19,025 9,200	Employee Benefits Business and Training	15,280 1,000	-	15,280 1,000
Repair and Maintenance	14,000 <b>69</b> ,100	34,100	14,000 35,000	Professional Services Repair and Maintenance	1,500 28,000	-	1,500 28,000
Utilities Internal Charges	894,142 143,121	- 143,121	894,142 -	Utilities Internal Charges	10,000 143,121	-	10,000
Other Expenses Transfer to Reserve	1,000 170,251	- 170.251	1,000	Other Expenses	-	143,121 -	-
Debt Repayment	79,817	79,817	(0)	Transfer to Reserve Debt Repayment	65,909 -	65,909	- 20
TOTAL EXPENDITURES	1,490,656	427,289	1,063,367	TOTAL EXPENDITURES	337,309	209,029	128,280

#### Calculating Rates

When calculating the fixed and volumetric rates we need to know:

- The full revenue requirement for each utility
- The breakdown of the costs into fixed and volumetric rates
- The number of customers (meters). There are approximately 750 residential customers, 140 commercial customers and 10 high water use customers for a total of 900 meters.
- The volume of water purchased, and the volume of water sold. The difference is the amount of water lost in the system.





#### Water Rates

## Highway 14 Water Commission Fixed Transmission Rate

The fixed rate is calculated by dividing the total fixed costs by the number of meters.

- The Highway 14 Water Commission fixed transmission charges are \$106,782.
- There are 900 customers within the Town.
- The fixed transmission water rate from the Commission, which is passed through to the customers is \$9.89 per month. (\$106,782 divided by 900, divided by 12 months)

This is a change from the current rate calculation. Currently the Town is charging a \$4.00 flat fee and adding \$0.57 per cubic meter of water sold.

## Town of Tofield Volumetric Water Rate

The volumetric water rate is calculated by dividing the total volumetric costs by the number of cubic meters purchased, adjusting to allow for water loss.

- The total volumetric water expenses are \$1,063,367. (From table above). The Commission's fixed rate of \$106,782 must be removed from this amount before calculating the fixed rate for the Town. The Commission's fixed rate is a stand-alone rate calculated above.
- The costs used to calculate the volumetric rate is \$956,585. (\$1,063,367 minus \$106,782)
- The total cubic meters of water purchased was 173,292.
- The total cubic meters of water used in the rate calculation, allowing for 10% water loss is 155,963.
- The volumetric water rate is \$6.13 per cubic meter. (\$956,585 divided by 155,963). The current volumetric water rate for the Town is \$4.36 per cubic meter.

#### Town of Tofield Fixed Water Rate

The fixed water rate is calculated by dividing the total fixed costs by the number of customers.

- The total fixed water costs are \$427,289. (From table above)
- There are 900 customers.
- The fixed water rate is \$39.56 (\$427,289 divided by 900 customers, divided by 12 months)
- The current fixed water rate is \$36.00.

## Town of Tofield Volumetric Sewer Rate

The volumetric sewer rate is calculated by dividing the total volumetric costs by the number of cubic meters purchased adjusting to allow for water loss.

- The total volumetric sewer expenses are \$128,280. (From table above)
- The total cubic meters of sewage processed 155,963. (Net after water loss)
- The rate before winter averaging is \$0.82 per cubic meter. (\$128,280 divided by 155,963)
   This amount is reduced by 30% to allow for water used that does not go into the sanitary sewer system to \$0.63 per cubic meter.
- The town is not currently charging this rate. The sewer volumetric rate is recommended because this ensures large users of water are paying their fair share of the sewer infrastructure and lagoon systems.

#### Town of Tofield Fixed Sewer Rate

The fixed water rate is calculated by dividing the total fixed costs by the number of customers.

- The total fixed sewer costs are \$209,029. (From table above)
- There are 900 customers.
- The fixed sewer rate is \$19.35 for all customers. (\$209,029 divided by 900 customers, divided by 12 months)
- The current fixed sewer rate is \$15.00 for residential customers and \$23.25 for commercial customers.

#### Recommended Water and Sewer Rates

Table 6 shows the recommended water and sewer rates based on the calculations in this report. They are compared to the current rates that the Town is charging.

Table 6 Town of Tofield Monthly Water and Sewer Utility Rates

## Tofield Monthly Water and Sewer Utility Rates

(Based on 15 m3 water use per month)

	Recommended	<u>Current</u>	\$ Change	% Change
Water rate - Fixed	\$39.56	\$36.00	\$3.56	9.9%
Water rate - Volumetric	\$91.95	\$65.40	\$26.55	40.6%
Water Commission Fixed rate	\$9.89	\$12.55	-\$2.66	-21.2%
Sewer rate - Fixed	\$19.35	\$15.00	\$4.35	29.0%
Sewer rate - Volumetric	\$9.45	\$0.00	\$9.45	NA
Total	\$170.21	\$128.95	\$41.26	32.0%

The total recommended utility bill for an average home using 15 cubic meters of water each month is \$170.21. This is an increase of \$41.26 (32.0%) from the current utility bill of \$128.95. These rates will ensure that all utility costs are funded through utility rates and that the future of the utility infrastructure, including capital maintenance and replacement will have a dedicated and reliable funding source.

TSI is not recommending that the Town increase their current rates to the recommended rates immediately. This would cause rate shock among residential customers and would likely cause significant challenges to large water use customers such as schools, hospitals, senior care facilities and commercial customers such as car washes and hotels.

TSI is recommending that the Town develop a strategy to phase in these new rate increases over several years.

Water - costs applied to Rates								
	Water	Fixed	Volume					
EXPENSES								
Salary & Wages	95,000		95,000					
Employee Benefits	19,825		19,825					
Business & Training	12,500		12,500					
Professional Services	15,000		15,000					
Utilities	714,000		714,000					
Hwy 14 Transmission	107,000	107,000						
Repair & Maintenance	65,500	20,000	45,500					
Other Expenses	500		500					
Transfer to Reserve	171,000	171,000						
Debt Repayment	79,817	79,817						
	1,280,142	377,817	902,325					

Water - costs applied to Rates							
50% to Reserves							
	Water	Fixed	Volume				
EXPENSES			· · · · · · · · · · · · · · · · · · ·				
Salary & Wages	95,000		95,000				
Employee Benefits	19,825		19,825				
Business & Training	12,500		12,500				
Professional Services	15,000		15,000				
Utilities	714,000		714,000				
Hwy 14 Transmission	107,000	107,000					
Repair & Maintenance	65,500	20,000	45,500				
Other Expenses	500		500				
Transfer to Reserve	85,500	85,500					
Debt Repayment	79,817	79,817					
	1,194,642	292,317	902,325				

Wat	Water - costs applied to Rates								
25% to Reserves									
	Water	Fixed	Volume						
EXPENSES									
Salary & Wages	95,000		95,000						
Employee Benefits	19,825		19,825						
Business & Training	12,500		12,500						
Professional Services	15,000		15,000						
Utilities	714,000		714,000						
Hwy 14 Transmission	107,000	107,000							
Repair & Maintenance	65,500	20,000	45,500						
Other Expenses	500		500						
Transfer to Reserve	42,750	42,750							
Debt Repayment	79,817	79,817							
	1,151,892	249,567	902,325						

<u>Sewer - Costs applied to Rates</u>							
	Sewer	Fixed	Volume				
EXPENSES							
Salary & Wages	76,000		76,000				
Employee Benefits	16,100		16,100				
Business & Training	1,300		1,300				
Professional Services	1,600		1,600				
Utilities	10,000		10,000				
Repair & Maintenance	30,000	-	30,000				
Other Expenses	-		,				
Transfer to Reserve	66,000	66,000	-				
Debt Repayment	,-						
	201,000	66,000	135,000				

Sev	ver - Costs applied	to Rates	
50% to Reserves	•		
_	Sewer	Fixed	Volume
EXPENSES			
Salary & Wages	76,000		76,000
Employee Benefits	16,100		16,100
Business & Training	1,300		1,300
Professional Services	1,600		1,600
Utilities	10,000		10,000
Repair & Maintenance	30,000	-	30,000
Other Expenses	<del>-</del>		
Transfer to Reserve	33,000	33,000	_
Debt Repayment	-		
	168,000	33,000	135,000

Se	wer - Costs applie	d to Rates	
25% to Reserves			
	Sewer	Fixed	Volume
EXPENSES			
Salary & Wages	76,000		76,000
Employee Benefits	16,100		16,100
Business & Training	1,300		1,300
Professional Services	1,600		1,600
Utilities	10,000		10,000
Repair & Maintenance	30,000	-	30,000
Other Expenses	-		
Transfer to Reserve	16,500	16,500	-
Debt Repayment	: <b>-</b>		
~ ~			
	151,500	16,500	135,000

## Highway 14 Water Commission Fixed Transmission Rate

900 customers

107,000/900/12 months 9.91 H14 fixed rate

## Tofield Volumetric Water Rate

Total cubic meters purchased 176,000 16 % Water Loss 17,600 or 158,400 902,325/158,400=\$5.69/cubic meter

## Town of Tofield Fixed Water Rate

Fixed Water Costs \$372,817 900 Customers 377,817/900/12 = \$34.52

## Tofield Volumetric Sewer Rate

Volumetric Expense \$135,000 Cubic Meters of sewage processed 158,400 Winter Averaging 70% 110,880 \$135,000/110880 =\$1.22 per cubic meter

## Town of Tofield Fixed Sewer Rate

Fixed Cost \$66,000 900 customers \$66,000/900 =/12 = \$6.12

OPTION 1	(Base	Based on 15 m3 water use per monthh					
	Ne	w Model		Current	Current		
			_				
Water rate - Fixed	\$	34.92	\$	36.00	-\$	1.08	-3.00%
Water Rate - Volumetric	\$	85.35	\$	65.40	\$	19.95	30.05%
Water Commission - FR	\$	9.91	\$	12.55	-\$	2.64	-21.04%
Sewer Rate - Fixed	\$	6.12	\$	15.00	-\$	8.88	-59.20%
Sewer Rate - Volumetric	\$	18.30	\$	=	\$	18.30	100%
Total	\$	154.60	\$	128.95	\$	25.65	11.14%

(Based on placing 50% of funds into reserve)							
OPTION 2	(Base	ed on 15 m	3 w	ater use per mo	nthi	n	
	New Model Current \$Change %Change					%Change	
Water rate - Fixed	\$	27.00	\$	36.00	-\$	9.00	-25.00%
Water Rate - Volumetric	\$	85.05	\$	65.40	\$	19.65	30.05%
Water Commission - FR	\$	9.91	\$	12.55	-\$	2.64	-21.04%
Sewer Rate - Fixed	\$	3.06	\$	15.00	-\$	11.94	-79.60%
Sewer Rate - Volumetric	\$	18.30	\$	-	\$	18.30	100%
Total	\$	143.32	\$	128.95	\$	14.37	11.14%

(Based on placing 25% of funds into reserve)							
(Based on 15 m3 water use per month)							
OPTION 3	Ne	w Model		Current		\$Change	%Change
\A/-+		22.22					
Water rate - Fixed	\$	23.00	\$	36.00	-\$	13.00	-36.11%
Water Rate - Volumetric	\$	85.05	\$	65.40	\$	19.65	30.05%
Water Commission - FR	\$	9.91	\$	12.55	-\$	2.64	-21.04%
Sewer Rate - Fixed	\$	1.53	\$	15.00	-\$	13.47	-89.80%
Sewer Rate - Volumetric	\$	18.30	\$	-	\$	18.30	100%
Total	\$	137.79	\$	128.95	\$	8.84	6.86%

## Cindy Neufeld

From:

Erin Suchy

Sent:

February 8, 2024 9:45 AM

To:

Jeff Edwards; Cindy Neufeld

Subject: Attachments: FW: Budget 2024 Update from the National Police Federation NPF - 2024 Pre-Budget Submission.pdf; SAMPLE Support For ABRCMP Funding

Letter.docx

From: Maryanne King <mking@npf-fpn.com>
Sent: Thursday, February 8, 2024 8:38 AM
To: Mayor Tofield <ddueck@tofieldalberta.ca>
Cc: Erin Suchy <adminclerk@tofieldalberta.ca>

Subject: Budget 2024 Update from the National Police Federation

Hello Mayor Dueck,

I hope that your 2024 is off to a pleasant start.

Over the past few years, the NPF has been advocating for a needed increase into Alberta RCMP resources. Since 2017, the provincial investments to the RCMP have been minimal, forcing the provincial service to have to cut its budget and run under resourced. Starting in 2021, the province changed the Police Funding Model, so that every municipality would have to pay a portion for policing. Since then, millions have been collected that are supposed to be reinvested in policing, with a priority on increasing core policing.

However, recent policing investments have gone to municipal policing services in Edmonton and Calgary, or the Alberta Sheriffs who do not typically perform policing duties in rural environments like the Alberta RCMP does.

The NPF has submitted to the Government of Alberta our 2024 2024 Pre-Budget Recommendations, which address the issue of needed funding for the AB RCMP. To keep pace with population growth of 10% since 2017, the province needs to fund 400 more RCMP positions to keep pace with current and future needs. I have attached our full 2024 Pre-Budget submission for your review and consideration.

We invite you to consider supporting this crucial ask by writing to the Government in support of hiring additional RCMP officers in your community and across the province. To aid in this endeavour, we have included a template letter that you can use in whole or in part.

If you have any questions on our 2024 Budget submission or should you like to meet to discuss, I welcome inquiries at your convenience.

Thank you in advance for your consideration.

Kind regards,

## **Maryanne King**

#### Policy Advisor | Conseiller Politique

#### National Police Federation | Fédération de la Police Nationale

(587) 672-0695

npf-fpn.com









national policefederation



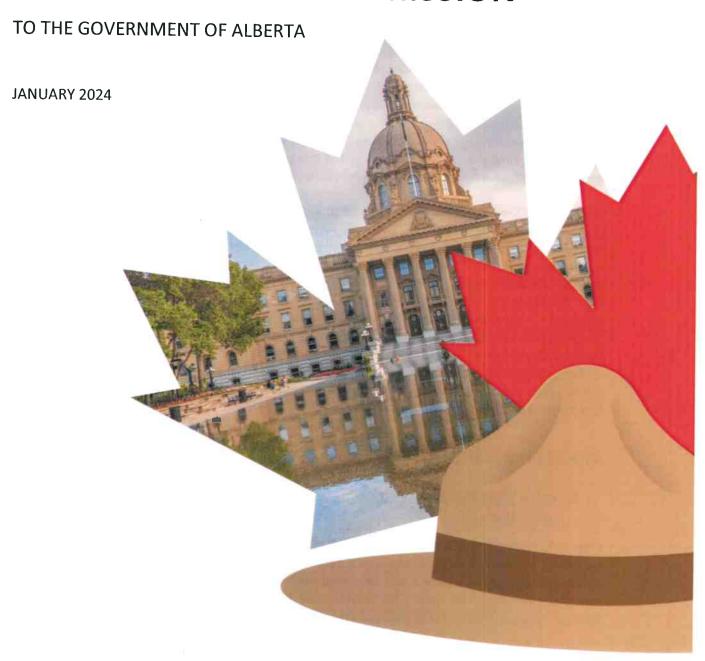
The mission of the National Police Federation is to provide strong, professional, fair and progressive representation to promote and enhance the rights of RCMP Members.La mission de la Fédération de la police nationale est de fournir une représentation forte, professionnelle, juste et progressive afin de promouvoir et faire avancer les droits des Membres de la GRC.

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# **2024 PRE-BUDGET SUBMISSION**



NPF Contact:

Sarah Nolan | Director, Government Relations & Policy | snolan@npf-fpn.com

#### INTRODUCTION

The National Police Federation (NPF) represents ~20,000 RCMP Members serving across Canada and internationally. We are the largest police union in Canada. The NPF is focused on improving public safety for all Canadians, including our Members by advocating for much-needed investment in the public safety continuum. This includes investments in police resourcing and modern equipment, as well as social programs including health, addiction, and housing supports to enhance safety and livability in the many communities we serve, large and small, across Canada.

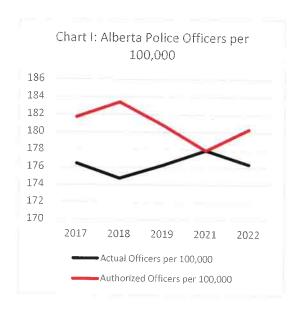
In 2019, the Government of Alberta announced a commitment of \$286m over five years to fund improvements to public safety. This funding would include an additional 300 officer positions across RCMP detachments in Alberta with the support of an additional 200 civilian staff. Under this investment plan, the Alberta RCMP would have increased from the 1,600 officers recorded in 2019 to approximately 1,900 by 2024. While this announcement was welcomed, the province had been critically underfunding the Alberta RCMP to this point. This announcement was made concurrently with modifications to the Police Funding Model (PFM) that would result in every Alberta municipality beginning to pay for their policing services. While the province had stated that the revenue from the new police funding model would be reinvested into policing, both promises of additional personnel and increased resources for public safety across rural communities have not been kept.

Today, rather than invest in areas that could support the rural communities our Members are proud to serve and call home, Budget 2023 saw investments in the Alberta Sheriffs and other programs that largely benefitted Edmonton and Calgary. Polling conducted by the NPF with Pollara Strategic Insights quantifies that half of Albertans agree that the province should focus funding for public safety on existing fully-trained police officers. Additionally, 4-in-5 Albertans in RCMP-served areas are satisfied with the RCMP's policing. The NPF, the Alberta RCMP, many Alberta Mayors and Councils, and Indigenous communities have reiterated to the provincial province that equitable investments must be made across police services in Alberta. Investing in the Alberta RCMP is crucial to demonstrating that the Government of Alberta both understands and is committed to addressing public safety challenges equitably across communities. For Budget 2024, the public safety of all Albertans – both urban and rural – must be upheld by the province through renewed investments from the Government of Alberta toward the Alberta RCMP.

#### NPF RECOMMENDATIONS

## 1. <u>Invest \$80m over three years to hire 400 RCMP officers to meet population growth and</u> future demand

From 2017-2022, Alberta's population increased by 9.5%. Over the same period, total police personnel increased by 7%. Actual police personnel in 2022 consisted of 8,007 officers, but the authorized strength had been 8,190 personnel total – thereby leaving Albertans short 183 officers across the province. For years, the Government of Alberta has not been ensuring that officer strength has been met and made little investments in ensuring it. Investments must match the needs



of 2024 and beyond to ensure that future needs can continue to be met as the province encourages and promotes Alberta's population growth. By the province's stated ideal personnel strength of 180 police personnel per 100,000 population, 400 more officer personnel are needed, constituting a 5% increase in the current amount of police personnel.

Further, while the Alberta Crime Severity Index has decreased by 9.5%, demonstrating the outstanding work of our Members, calls for service continue to rise. Between 2017 and 2021, calls for service increased by 8%, from 650,080 in 2017 to 701,126 in 2021. All of these factors indicate that a fully resourced Alberta RCMP continues to be necessary for maintaining this effective response across communities.

Polling conducted by the NPF with Pollara Strategic Insights from September 2023 demonstrated that increasing resources for policing was the top public safety priority for Albertans. Increased resources for policing outranked priorities such as increased response times, increased resources for addressing petty crimes, and increased local autonomy in policing. Continued and sustained investment in the Alberta RCMP is necessary to meet current and future demands.

## 2. \$4m in grant funding to support the implementation of policing committees

Policing committees are a critical function in delivering community-based needs and priorities to those that contract the RCMP as their municipal police service. Through a policing committee, municipal leadership can represent the interests of Council to the officer in charge of the contracted detachment.

Recent changes to the *Police Act* in 2022 have now made it mandatory for municipalities policed by the RCMP to establish their own policing committees, giving them a role in setting policing priorities. Before this, these committees were not mandatory and many communities never established them, creating a disconnect between the RCMP and the community. These committees are another function of local governance and would require that the municipality put yearly funding towards the success of the committee. Many chose not to establish these committees as a way to save money.

The *Police Act* changes establish that communities served by the RCMP with populations over 15,000 must now create their own policing committee. Additionally, communities with populations under 15,000 can choose to be represented by a regional governance body that will make recommendations on policing priorities in the region, or establish their own local policing committee.

While this function should be considered a core component of ensuring municipalities are best able to provide community-based public safety priorities through the RCMP, these committees do not currently receive any investment from the Government of Alberta to support their implementation. The province should fund the creation of these committees for communities over and under

populations of 15,000 who wish to create their own police committee, separate from the regional governance bodies, by providing a commensurate financial investment into these communities.

The Government of Alberta should support the implementation of greater community involvement in their policing services by investing \$4m toward the establishment of policing committees. By investing in municipalities through assisting their launch of these committees, the province can fulsomely demonstrate its commitment to all Albertans having access to policing services that best support their individualized needs.

# 3. \$4m to expand the Regional Police and Crisis Teams in partnership with Alberta Health Services

The Alberta RCMP have been increasingly called on to fill gaps resulting from significantly decreased funding for mental health and social services. Albertans and our Members want to see more funding for frontline services that help alleviate pressures on vulnerable Canadians and, by extension, the police.

A clear example of this pressure is present in both the increase of mental health calls and well-being checks being done by our Members. In Alberta, from 2017 to 2021, the number of *Mental Health Act* calls and well-being checks have increased by 63% (see Chart II), from a combined total of 26,855 occurrences in 2017 to 43,761 in 2021. This means that our Members are spending more time responding to those in mental health crises and less time on core policing duties.

Police calls responding to someone in crisis are not always routine and can vary in complexity. The Alberta RCMP has implemented and expanded the Regional

Health Act and Well-being
Check Related Calls for Service

55000
45000
25000
25000
2017 2018 2019 2020 2021

Chart II: Alberta RCMP Mental

Police and Crisis Teams (RPACT) units across Alberta to address a rising number of calls for service associated with the *Mental Health Act*. RPACT is a collaboration between the Alberta RCMP and Alberta Health Services, pairing Members with mental health professionals to provide a fulsome response to *Mental Health Act* related calls. From its launch in 2011, RPACT has since expanded to various detachments across Alberta, inclusive of Red Deer, Grande Prairie, and Airdrie. Recently, the Alberta RCMP announced that RPACT would be expanding to serve Hinton, Athabasca, Gleichen, Wainwright, and High level in addition to Sundre, Rocky Mountain House, Innisfail, Blackfalds, Rimbey, Sylvan Lake, Drayton Valley, Lake Louise, Banff, Canmore, Cochrane, Airdrie rural, Disbury, Olds, Drumheller, Chestermere, Strathmore, St. Paul, and Coaldale.

However, calls for service related to those in crisis are continuing to increase at an alarming rate and more investment into these successful RPACT programs are needed. These investments should be evidence-based and be established in communities who frequently see *Mental Health Act* related calls. Through a total investment of \$4m to expand the RPACTs in Alberta, the province can demonstrate its commitment to providing all Albertans with accessible assistance when they need it.

me.startYear=2018&cubeTimeFrame.endYear=2022&referencePeriods=20180101%2C20220101

iii Royal Canadian Mounted Police. RCMP Occurrence Report – 2021. Available at: <a href="https://www.rcmp-grc.gc.ca/transparenc/police-info-policieres/calls-appels/occurrence-incident/2021/index-eng.htm">https://www.rcmp-grc.gc.ca/transparenc/police-info-policieres/calls-appels/occurrence-incident/2021/index-eng.htm</a>

December 2019. Municipalities will pay up as Alberta adds 300 RCMP officers to combat rural crime. Available at: <a href="https://www.cbc.ca/news/canada/edmonton/alberta-rcmp-rural-crime-schweitzer-1.5383062">https://www.cbc.ca/news/canada/edmonton/alberta-rcmp-rural-crime-schweitzer-1.5383062</a>

<sup>&</sup>quot;Statistics Canada. Police personnel and selected crime statistics. Available at: <a href="https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=3510007601&pickMembers%580%5D=1.10&cubeTimeFra">https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=3510007601&pickMembers%580%5D=1.10&cubeTimeFra</a>

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V March 2023. RCMP's Regional Police and Crisis Teams expanding. Available at: https://www.mountainviewtoday.ca/sundre-news/rcmps-regional-police-and-crisis-teams-expanding-6589661

## Dear Premier Smith,

The government's renewed interest in supporting public safety across the province is appreciated by my community and others. To ensure that every community across our province has the resources they need to continue to keep the public safe, I'm writing to ask you to include the Alberta RCMP in Budget 2024.

As you know, the Commissioner of the RCMP establishes a minimum level of policing in consultation with the Provincial Minister, who then decides if that standard will be met or exceeded per Article 6 of the Provincial Police Service Agreement (PPSA). The number of officers is reviewed annually by the Provincial Minister as part of planning for each upcoming fiscal year. The Provincial Minister can increase the number of Members in the service through Article 5 of the PPSA.

We are asking the Government of Alberta to invest \$80 million in our Alberta RCMP in pursuit of hiring an additional 400 new RCMP officers across the province. Our community could specifically benefit from an additional ## officers from these new positions. The government can utilize the PPSA as described above to request additional personnel that will bolster the safety of Albertans across the province, and we invite you to act on this function.

Over the past few years, the provincial investments to the RCMP have been minimal, forcing the provincial service to have to cut its budget and run under-resourced. Starting in 2021, the province changed the Police Funding Model, so that every municipality would have to pay a portion for policing. Since then, millions have been collected that are supposed to go towards reinvestment in policing, with a priority on increasing core policing.

We need your reassurance that communities served by the RCMP are just as crucial to your government's public safety plans as others. We know that the impact of crime and the number of Albertans needing help aren't limited to the boundaries of Calgary and Edmonton, which is why we are asking you to equitably invest in the Alberta RCMP.

Sincerely,



# TOWN OF TOFIELD COUNCIL REQUEST FOR DECISION

Meeting Type: Regular

Department: Governance

Presented by: Cindy Neufeld

Meeting Date: February 26, 2024

Confidential?: NO

**Topic: ARB/SDAB Appointments** 

## **BACKGROUND/PROPOSAL:**

The Town of Tofield is a member of the region's Intermunicipal Subdivision and Development Appeal Board (SDAB) and Intermunicipal Assessment Review Board (ARB). Each Board consists of the same members. The terms of appointment are staggered to maintain experience on the Board from year to year.

A maximum of ten public-at-large members may be appointed to the Boards. Al Reynolds has resigned his position, leaving six members on the Board. This number is sufficient at this time given the minimal number of hearings required throughout the region. The terms of two of the other members (Jennifer Goertzen and Cathy McRae) will expire on March 31, 2024.

Mrs. Goertzen was appointed to the SDAB and ARB in 2010 and has participated in several SDAB and ARB hearings. She is also the Chair of the Assessment Review Board. Her certification as an ARB member is current and she will be recertifying as an SDAB member this year. She is interested in renewing her appointment.

Mrs. McRae was appointed to the SDAB and ARB in 2010. She has participated in several SDAB and ARB hearings. Her certification as an ARB member is current and she will be recertifying as an SDAB member this year. She is interested in renewing her appointment.

The Councils within the Beaver Region will also be considering these reappointments and must pass similar motions for the reappointments to be effective.

## **DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES:**

## **INTERGOVERNMENTAL INVOLVEMENT:**

Beaver Regional Municipalities

## **EXTERNAL AND INTERNAL COMMUNICATIONS/PARTICIPATION:**

Advise Beaver County of Council's action

## **FINANCIAL IMPLICATIONS:**

## **ALTERNATIVES**

- 1. That Council approve the following reappointments to the Intermunicipal Subdivision and Development Appeal Board and the Intermunicipal Assessment Review Board:
  - a. Jennifer Goertzen term expires March 31, 2027
  - b. Cathy McRae term expires March 31, 2027
- 2. Deny the appointments

## **RECOMMENDED ACTION:**

That Council approve the following reappointments to the Intermunicipal Subdivision and Development Appeal Board and the Intermunicipal Assessment Review Board:

- 1. Jennifer Goertzen term expires March 31, 2027
- 2. Cathy McRae term expires March 31, 2027

## **Enclosures: NO**

Initials show support - Reviewed By

# TOFIELD SCHOOL

Principal Mrs. Z. Lazaruik

February 1, 2024

Assistant Principal Mrs. J. Erick

Dear Mayor and Town Council,

Assistant Principal Mr. M. Chanasyk

A key part of the graduation day is the banquet, the main event that brings together the graduates, their families, and school faculty to celebrate their high school graduation. This is an exciting moment for the graduates to celebrate together.

We would really appreciate it if the Town of Tofield would make a donation to help cover the costs of the arena rental. As one of the biggest graduating classes in recent school history, this would mean the world to us. We would be able to use the money to make our graduation just as great as previous years and leave something behind to help future graduates and students at Tofield School. Thank you for all you do to support the upcoming generations of our wonderful community.

Thank you for your support!

Sincerely,

Gabrielle Woodruff

Tofield School Class of 2024 Student Executive Chair

P.O. Box 990 Tofield, Alberta T0B 4J0

Telephone: 780-662-3133

Fax: 780-662-2844

\$565

We Are Titans!

"As a Titan I work collaboratively to achieve greatness."



## Tofield Volunteer Fire Department

February 2024

Mayor Dueck & Council,

On April 13, 2024, the Tofield Volunteer Fire Department Society will be hosting a Fire Fighter's Ball to showcase its members to the Community.

The Tofield Volunteer Fire Department is a strong, proud, and dedicated group with a membership of over 28 firefighters. It provides a very strong defence in the protection of its local and surrounding communities.

This year the Tofield Volunteer Fire Department is supporting the Tofield and Ryley Food Bank with all net proceeds from the Ball going to this very worthy cause. To make sure that the Food Bank receives the greatest amount of funds; organizers are seeking generous support to cover some of the expected costs for this event.

The Society is hoping that the Town of Tofield would contribute \$275 to cover half of the arena rental for this event. The additional rental fee is being requested from Beaver County.

Any other donations, financial or an item for the silent auction, that your organization would like to contribute are gratefully accepted.

If you are able to donate to this event please contact the Society President, Krysten Hoculak at 780-907-2064 or tfdsocietypresidetn@outlook.com.

Thank you for taking the time to consider this request,

Sincerely Yours,

Tofield Volunteer Fire Department Society

Because We Care



# **Town of Tofield Library Board**

5407-50 Street (Box 479), Tofield, AB, T0B 4J0

Telephone: (780) 662-3838 E-mail: sbaxter@tofieldlibrary.ca

Cindy Neufeld

Town of Tofield

Box 30 Tofield, AB T0B 4J0

February 12, 2024

To Cindy Neufeld,

Re: Board Member Appointment

Please be advised that at the meeting of February 8, 2024, the Town of Tofield Library Board made the following motion:

"Motion to offer Candice Sallie's name in nomination as a suitable and welcome addition, to the Town of Tofield Council, for appointment to the Library Board was made by Larry L. Tiedemann. Carried."

Jer 12026

Candice Sallie is a resident of Beaver County.

Address:

31 50514 Range Road 202, Beaver County AB TOB 4J2

Phone:

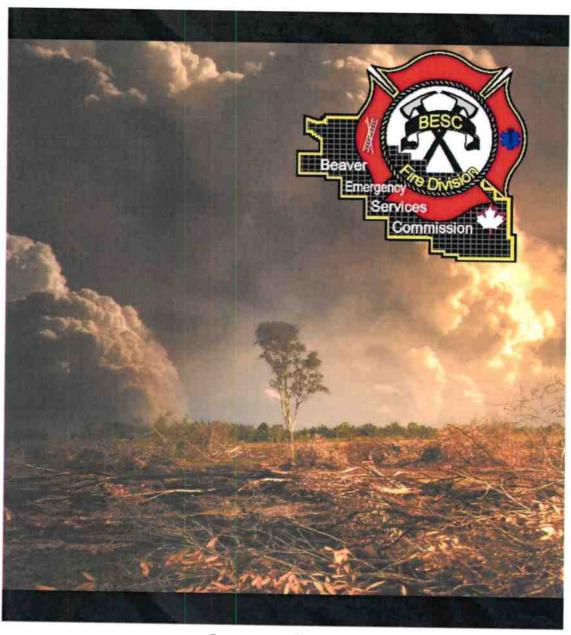
(780) 915-8101

Sincerely,

**Kevin Smook** 

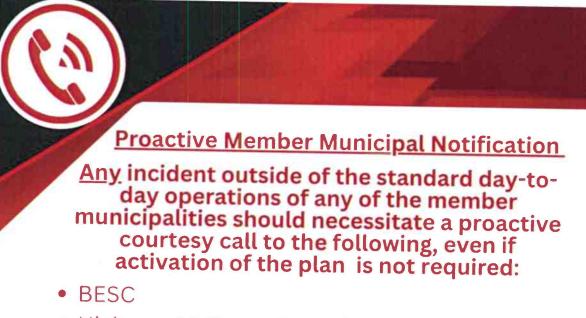
Library Board Chair

# Beaver Emergency Services Commission Emergency Management Plan



**Created By:** 





• Each member municipal C.A.O. or in their absence, Asst. C.A.O.



This plan and its supporting documentation have been developed for BESC and its member municipal partners to meet their needs.

Any portions of this plan shared or posted for viewing outside of internal BESC or BESC municipal partner areas shall be in a <u>read-only</u> format. Fees for unauthorized distribution of the plan in format other than read-only may apply.



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## **Distribution List**

Municipality/Organization	Issued To	Method of Issue (Electronic/Hardcopy)	Date & Version Issued
	1		
	y		

## **Amendments**

Date	Page/Section Updates	Amended By (Printed Name)
	gr (E g)	

## **Definitions**

AB - Alberta.

**Act** – Refers to the *Alberta Emergency Management Act Revised Statutes of Alberta 2000* and all amendments thereto unless stated otherwise.

**AEMA** – Alberta Emergency Management Agency. The provincial agency having jurisdiction for emergency/disaster preparedness, **response**, and recovery operations.

AFRRCS - Alberta First Responders Radio Communications System.

**Asst.** – Assistant.

BESC - Beaver Emergency Services Commission.

Board -Refers to the BESC Board unless stated otherwise.

C.A.O. - Chief Administrative Officer or equivalent.

Canadian Red Cross Personal Disaster Assistance - Available through the Canadian Red Cross for emergencies limited in size and scope such as housefires but may be applicable to other types of personal emergencies. It is available free of charge from the Canadian Red Cross. This service covers the first seventy-two (72) hours following a personal disaster.

If a significant number of household units and people are affected, it may be considered a municipal response in which the municipality, or in the case of BESC, the Commission, may be billed for services. To access Personal Disaster Assistance, call the 24-Hour Line at: 1-888-800-6493.

**DDEM** – Deputy Director of Emergency Management means the person(s) appointed by the BESC Board who report to the Director of Emergency Management and can act in the capacity of the Director of Emergency Management is unable to do so.

**DEM** – Director of Emergency Management means the person appointed by the BESC Board to lead and organize Commission Members' emergency management programs.

**DRP** –Disaster Recovery Program. A program administered by the Province of Alberta through the Alberta Emergency Management Agency that determines eligibility of **emergency/d**isaster losses for provincial reimbursement.

**ECC** – Emergency Coordination **Centre**. Provides additional support to the Incident Command Post (ICP). The ECC operates at a higher functional level than the ICP, being less concerned with the tactical operations of the field/incident site.

**ESS** – Emergency Social Services are services that provide for the basic essential needs of victims, evacuees and/or affected residents as may be required.

FCSS - Family & Community Support Services.

HRVA - Hazard Risk & Vulnerability Analysis.

**IC** – Incident Commander. The person in control of the Incident Command Post (ICP) whose responsibility it is to oversee functions of the ICP which may include Emergency Social Services.

**ICP** - Incident Command Post. A location for carrying out coordinated emergency or disaster response activities including planning, logistical and operational requirements.

**ICS** – Incident Command System. The Incident Command System is a scalable management structure for responding to both planned and unplanned events. It is the North American benchmark by which government as well as industry, utilities and healthcare organize their personnel to respond to disaster incidents.

**LEMR** - The Alberta *Local Authority Emergency Management Regulation 2020* and all amendments thereto.

**Minister** – The Minister charged with the administration of the *Alberta Emergency Management Act RSA 2000.* 

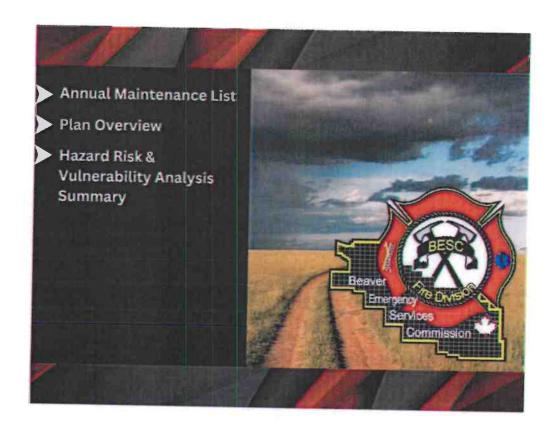
**Region/Regional** – Used interchangeably in this plan with *Membership Area* to refer to the boundaries of member municipalities of the Commission which includes the following:

- Village of Ryley
- Village of Holden
- Town of Tofield
- Town of Viking
- Beaver County

**SOLE** – State of Local Emergency.

**WCB** – Workers Compensation Board. In this plan refers to the provincial Alberta Workers Compensation Board which is responsible for administration of the *Workers Compensation Act Revised Statutes of Alberta 2000.* The WCB provides no-fault disability insurance for workplace injuries and illnesses and is employer funded.

## Part A: ON YOUR MARK - Emergency Management Program Maintenance Requirements & Overview



## 1. Annual Maintenance List



- BESC and the BESC Emergency Management Agency have a responsibility to ensure that the Emergency Response Plan and components of it are maintained and updated regularly. This includes the ESS Plan and other supporting documentation listed.
- The Director of Emergency Management will over see the maintenance list on behalf of BESC and may delegate maintenance activities where appropriate.
- The following list is not all-inclusive and additional preparedness, planning and coordination activities are encouraged.

## 1.1 Plan & Program Maintenance

BESC Annual Maintenance List	
distribution of the second of	Deadline
ONGOING	
Personnel test notifications using the I Am Responding dispatch system.	Monthly or quarterly
Emergency Management Agency Meetings	Bi-monthly or quarterly
Recommended at least bi-monthly September – June. Minimum frequency required as per Bylaw 12- 2022 is	
quarterly.	
Corrective Action Reports	Following each exercise
Submit to BESC Emergency Advisory Committee for review.	and ICP /ESS activation
Develop and distribute public messaging re: BESC and Emergency Management	Monthly
Coordinate distribution through BESC web site, social media and municipal member newsletters and social media.	
Participate and request personnel assigned to ICS respective positions to participate in online position	Monthly
specific ICS training offered through AEMA if it is available.	
Each member municipality will maintain a standard banner and link on their municipal website at all times	Test Monthly
that allows the public to click and automatically be re-directed to the BESC web site.	
Build up ESS personnel capacity. Proper training and background checks required.	
SPRING	Annual Deadline
Conduct annually required tabletop exercise that includes ESS components and use of ICS forms, position	April 30 <sup>th</sup>
checklists and use of any electronic emergency management documents or systems.	
Coordinate emergency management training, including refresher training for following fall/winter.	May 30 <sup>th</sup>

HDVA Fovious annually Control of the FALL	
HRVA – review annually. Complete the entire process and re-assess each hazard following significant events.  Review and determine preparedness actions/responsibility in the Fernandam of the process and re-assess each hazard following significant events.	1/every 4 years unless significant incident occurs prior.
Review and determine preparedness actions/responsibilities in the Emergency Management Plan and within the Agency Terms of Reference to pursue for the following year as well as those suggested by the Emergency  Set Approx	1
Set Annual Emergency Management Agency objectives and submit to BESC Advisory Committee for review.  Make annually required presentation to BESC Emergency Advisory Committee for review.	September 30 <sup>th</sup>
Management Program and Plans, including:  □ Annual Agency objectives and activities to date.  □ Proposed budgetary or expenditure items	October 31 <sup>st</sup> .
Provide ICS training which may include:  Subsequent levels of ICS (ex: ICS 400).  ICS refresher training. Position specific ICS courses and/or workshops.	December 30 <sup>th</sup>
Send reminder to all personnel assigned a role in plans to update their contact information with BESC on Work Hub and to notify DEM of change in contact information.	December 30 <sup>th</sup>
Engage with any pre-identified volunteers and under	
Engage with any pre-identified volunteers and update volunteer records as needed including updated criminal record and vulnerable sector checks.	January 31st
Review & Update Emergency Contact List.	January 31st
Review & Update as needed BESC Emergency Management Plan and Emergency Social Services Plan.	January 31st
Review & Update Other supporting Documentation including:  Position Checklists - ICP & ESS.  Advisory Committee & Emergency Management Agency Terms of Reference.  Review and as necessary update any Memorandums of Understanding.	February 28 <sup>th</sup>
current.	February 28 <sup>th</sup>
Obtain approval of Emergency Management Plan and ESS Plan from Advisory Committee prior to listribution to member municipalities.	March 1 <sup>st</sup>
Distribute copies of updated plans, Emergency Contact List, Position Checklists, and any other updated upporting documentation to each member municipality following Advisory Committee approval. Submit copy of BESC emergency plans to you AEMA Field Officer for review as required by the LEMR.	March 31 <sup>st</sup>
5. 2200 chiefgency plans to you AEMA Field Officer for review as required by the LEMR	March 31st

## 1.2 Training & Exercise Schedule

- > Revise annually as more training options become available.
- > If a virtual ICP platform will be used it should be incorporated into ALL exercises to maintain personnel familiarity.
- > Any exercise should incorporate an ESS component including regular opportunities to set-up an ESS Centre. ESS exercises may be held in conjunction with or separately from ICP exercises as appropriate.

	20	023	
Required	Completion Date	Best Practice	Completion Date(s)
Annual Training – ICS 100-200	March 16 2023	Registration & Reception Centre Program (RRCP) Training	
Annual Exercise - Tabletop		ESS Exercise/Workshop	
Annual Exercise – Functional ICP Exercise		Monthly personnel test notifications	
		Monthly online ICS position specific training	
		ICS 300	
		ICS 402 for Executives	
	20	024	
Required	Completion Date	Best Practice	Completion Date(s)
Annual Training		Monthly personnel test notifications	
Annual Exercise - Tabletop		Monthly online ICS position specific training	
		Annual Plan & Position Refresher	
		Block 1 AHIMT Training – or position specific workshop refresher.	3.5
		Block 2 AHIMT Training – or Functional exercise with Planning P and Incident Action Plan development.  ESS Facilities Training	
	20	025	The state of the s
Required	Completion Date	Best Practice	Completion Date(s)
Annual Training		Monthly personnel test notifications.	
Annual Exercise - Tabletop		Monthly online ICS position specific training.	
		Annual Plan & Position Refresher.	
		Block 3 AHIMT Training or Functional Exercise.	
		Drill – Resource Management and/or ESS Registration.	

Paguired		026	
Required Annual Training	Completion Date	Best Practice	Complete
		Monthly personnel test notifications	Completion Date(s
Annual Exercise - Tabletop		Monthly online ICS position specific training.	
		ICS 200/300 Course Refresher.	
		Drill – Evacuation & ESS Centre.	
		Plan for Full-scale Exercise in 2027.	
	20	)27	
Required	Completion Date		
Annual Training	o impletion bate	Best Practice	Completion Date(s)
		Full-scale Exercise including mock incident site,	
Annual Exercise – Functional Exercise- required		ICP and ESS Centre.	
every 4 years under the LEMR.		Monthly personnel test notifications.	
Elected Official Training (New council members required within 90 days)		Monthly online ICS position specific training.	

The Emergency Management Agency must submit an exercise notification of the type required every 4 years to AEMA 90 days prior to engaging in the exercise. The notification must outline the exercise scenario, state the objectives, identify participants, and state the date the exercise will be conducted.

- > Best practice is to notify your AEMA field officer of all exercises regardless of type and invite them to attend. An annual stand-alone tabletop exercise is insufficient to adequately prepare personnel for their roles and responsibilities.
- Best practice to truly test plans and build personnel skills is for annual emergency exercises to increase in complexity.
- Exercises may begin with meaningful tabletop exercises but should progress into drills followed by functional and full-scale exercises. This exercise cycle can then be repeated beginning with tabletop exercises and working up to full-scale exercises. With adequate planning there is no need for full-scale exercises to be costly.

# 1.3 Emergency Management Program & Document Maintenance

The following Documentation can be found in:

Document	Primary ICP	Secondary ICP	Primary ESS Centre	Secondary ESS Centre	BESC Hard Drive	Other
Emergency Management Plan	✓	✓			<b>√</b>	
ESS Plan	<b>√</b>	✓	<b>✓</b>	<b>✓</b>	$\checkmark$	
ICP & ICS Forms/Templates	✓	✓			✓	
ESS Forms/Templates			<b>✓</b>	<b>✓</b>	<b>√</b>	
<b>Emergency Contact List</b>	✓	✓	✓	<b>✓</b>	✓	
Preferred Vendor List	✓	<b>√</b>				
Position Checklists	ICP checklists	ICP checklists	ESS Checklists	ESS Checklists	<b>√</b>	
Planning Cycle Meeting Agendas					<b>√</b>	In Appendices of this plan.  May be added to applicable position go-kits.

### 1.3.1 Emergency Contact Lists

Section 4(k) of the *LEMR* requires local authorities to have and indicate a mechanism to prepare and maintain management of employee and elected official contact lists for those that have been assigned responsibilities respecting implementation of the emergency plan.

Contact info of municipal and BESC personnel assigned roles in the plan will be added to:

- > Personnel notification system.
- > Work Hub will be utilized for personnel to update contact information.
- > In addition, as part of the annual maintenance list personnel will be reminded to update their contact information.

# 1.4 Training & Exercise Requirements

# 1.4.1 Training Requirements

Under the Local Authority Emergency Management Regulation (LEMR) the following training requirements apply:

The Managing Director of the Alberta Emergency Management Agency may prescribe courses that:

- Each of a local authority's elected officials must complete by posting notice of the
  courses on the AEMA website. Any such courses must be completed within <u>90 days</u> of
  the elected official taking an official oath as required by section 156 of the *Municipal Government Act*.
- Each Director of Emergency Management must complete by posting a notice of the courses on the AEMA web site. Any such courses must be completed within 18 months of the person being appointed.
- Each employee who has been assigned responsibilities respecting the
  implementation of the local authority's emergency plan must complete by posting a
  notice of the courses on the AEMA web site. Any such courses must be completed
  within 6 months of the employee being identified for a role in the local authority's
  emergency plan.

# 1.4.2 Exercise Requirements

- A local authority's emergency management agency must engage in at least 1
   <u>exercise per year</u> in which participants identify a significant possible emergency
   or disaster scenario and <u>discuss</u> how the local authority would respond to and
   resolve emergency management issues that may arise from the scenario.
   Interactive Tabletop Exercise.
- A local authority's emergency management agency must engage in at least 1
   <u>exercise every 4 years</u> in which participants identify a significant possible
   emergency or disaster scenario and carry out the actions as if the significant
   emergency or disaster were occurring, but without deploying personnel or other
   resources. Notice of 90 days to AMEMA is required in advance of these exercises.
   In these years, the emergency management agency is not required to complete an
   additional exercise to discuss emergency management issues as described under
   the previous bullet point. Functional Exercise.

### 2. Plan Overview

# 2.1 Authority

Beaver Emergency Services Commission being established under Order in Council 137/2010 and authorized by bylaw of each municipal partner to act on their behalf in the capacity of a regional services commission to provide fire protection and emergency management services represents the emergency management interests of the Membership Area through an established Emergency Advisory Committee and Emergency Management Agency as required by the Alberta Emergency Management Act RSA 2000. The duties and requirements of both the Advisory Committee and Emergency Management Agency have been established in BESC Bylaw No. 12-2022 and adopted Terms of Reference which meet the requirements of the Act and Local Authority Emergency Management Regulation (LEMR). These include the power to declare, request extension of or terminate a State of Local Emergency (SOLE) for any of the membership areas or portion of those areas as well as the powers outlined in s. 24 (1) of the Act.

# 2.2 Plan Scope



This Plan has been divided into the following 4 Parts for ease of use:

- Part A: On Your Mark
  Emergency Management Program Maintenance Requirements & Overview
- Part B: Ready.
  Authority, Background, Preparedness & Need to Know Information Prior to an Emergency.
- Part C: Set...
  Assessment & Organization: When, What, Where Who & How To Activate.
- Part D: Go!
  Emergency Checklists & Appendices

**This plan is not a stand-alone document**. The following supporting documentation in addition to the *Act* and *LEMR* should be integrated as needed:

- ☑ BESC Bylaw No. 12-2022.
- ☑ BESC Emergency Social Services Plan.
- ☑ BESC Emergency Advisory Committee Terms of Reference.
- ☑ BESC Emergency Management Agency Terms of Reference.
- ☑ Position Checklists.
- ☑ ICS & ICP Forms.
- ☑ ESS Forms.
- ☑ BESC Emergency Contact List.
- ☑ Memorandums of Understanding or aid agreements for emergency services or resources.

# 2.3 Plan Objectives

- This plan is intended to be a living document to guide BESC in activation and response
  to emergency or disaster situations that require further monitoring, coordination and/or
  resources to ensure effective emergency management for potential, imminent or
  occurring emergency or disaster situations.
- Due to the inability to accurately predict all the variables of future disasters this plan should be used as a **flexible base guide** and the information within revised as needed in accordance with the decisions and emergency operations necessitated by the incident at hand.
- Outline the roles, responsibilities and support required from the Membership
   Areas to ensure an organizational emergency management structure can be activated
   to effectively respond to emergency or disaster incidents.
- The information within is intended to address **all hazards** including technological, natural, and other human-caused hazards or incidents.

# 3. Hazard Risk & Vulnerability Analysis Summary

# 3.1 Summary of Results

- The following is a summary of hazards that have been assessed within the region and their calculated weightings.
- The highest possible weighting under the Hazard Risk & Vulnerability Analysis (HRVA) used is 240, while the lowest possible score is 24. The higher the weighting the more probable and/or the bigger the impact was anticipated to be on the region.
- Each hazard was scored on the following categories: history, vulnerability, maximum threat (worst case scenario) and probability of future occurrence.

#### A complete HRVA report including membership area profile is available from BESC.

Hazard	Weighting
Drought	240
Ice Storm	236
Blizzard	230
Telecommunications Failure	220
Animal Diseases, Epidemics & Pandemics	219
Rail Accident (Freight Train)	210
Hazardous Materials (Dangerous Goods Transport Via Road)	210
Extreme Snowfall	207
Extreme Cold	206
Tornado/Plow Wind	206
Cyber Attack	205
Highway or Rail Washout/Erosion	198
Wildland Fire & Wildland Urban Interface Fire	190
Power Outage	181
Pipeline Leaks	177
Natural Gas Disruption: Major Event (Explosion)	172
Natural Gas Disruption: Minor Event (General line breaks & outages)	170
Extreme Heat	170
Plant Diseases & Pest Infestations	168
Supply Chain Disruption	166
Overland Flooding	165
County/Urban Road Washout/Erosion	160
Active Threat (Schools & Workplaces)	158
Sewer/Water Supply Failure	157
Vehicular Mass Casualty Incident	150
Missing Person(s) Search & Rescue	135
High Intensity Structural Fire	135
Environmental Land Based Contamination	132
Hazardous Materials Emission in Situ (At Facility)	130
Water Supply Contamination	121
Passenger Train Incident	116
Lightning/Hail	114
Aircraft Crash	101
Flooding (Floodplain)	75
Civil Disturbance (protests, riots)	51
Marine Accident (River/Lakes)	31
Structural Collapse – Urban Search & Rescue	31
Terrorism	24

# PART B: READY. Authority, Background, Preparedness & Need to Know Information Prior To An Emergency.



# 4. Plan & Incident Authority

# 4.1 Incident Authority

1st Choice: BESC Director of Emergency Management will assume the role of Incident Commander providing oversight for the overall emergency response and organizational structure to incidents which require additional coordinating capacity outside of routine first response for incidents under BESC jurisdiction.

The Incident Commander may designate a Deputy Incident Commander at any time, who should be an individual capable of filing the role from the affected jurisdiction.

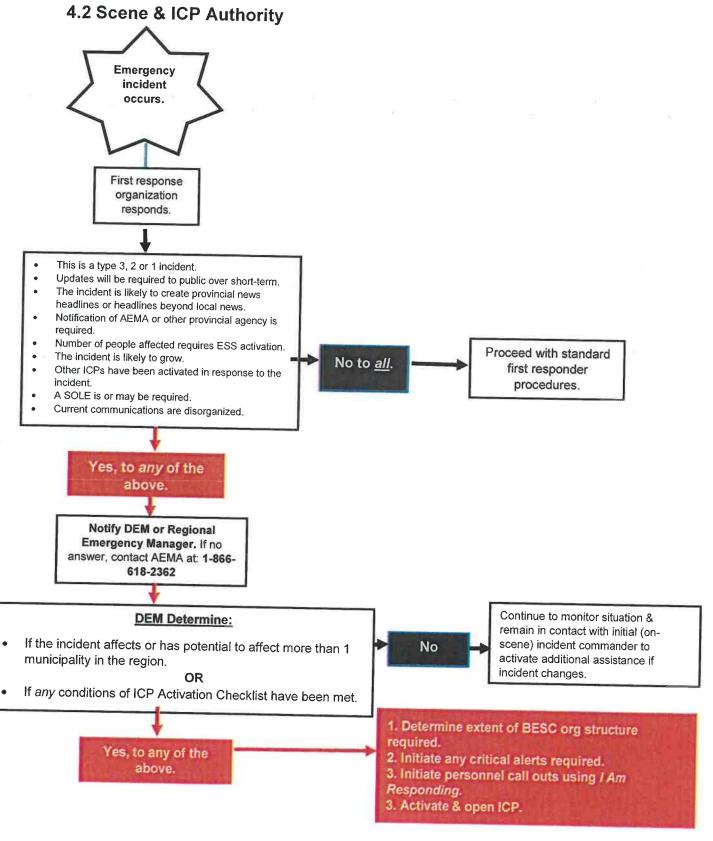
2<sup>nd</sup> Choice: If the Director of Emergency Management is unable or unavailable to fill the role of Incident Commander, the BESC Regional Emergency Manager will assume the role of Incident Commander.

Last Choice: If neither the BESC Director of Emergency Management nor the BESC Regional Emergency Manager are able or available to fill the role of Incident Commander, the Deputy Director of Emergency Management of the affected jurisdiction will assume the role of Incident Commander. In incidents in which more than one Member municipality is affected and the role of Incident Commander is vacant, the Deputy Directors of Emergency Management of the affected jurisdictions will form unified command.

- The Incident Commander regardless of whether they also hold the role of DEM or DDEM retains authority for the response and incident subject to the overall responsibility of the BESC Board.
- Typically, if not acting in capacity of the DEM, the BESC Regional Emergency Manager will act as the Agency Administrator where empowered to do so on behalf of the BESC Board including administering and/or advising on BESC policy, having authority to make decisions, and providing direction to the Incident Command Post, Emergency Coordination Centre or other emergency facility as needed. This position may act as the interface between the Incident Command Post or other emergency facility and the BESC Emergency Advisory Committee.



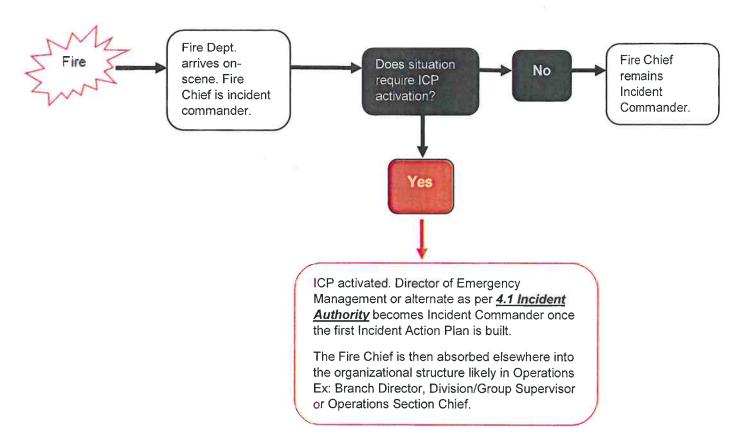
- ➤ It is understood that personnel assigned a role from within the BESC Partnership area may be expected to assist a municipality other than their own in support of BESC operations.
- The emergency plan may be activated partially or fully at any time as determined necessary by the BESC Board, Director of Emergency Management or Regional Emergency Manager.
- A State of Local Emergency is NOT required to activate the plan.
- Any incident that is type 3, 2, or 1 requires activation of a BESC ICP.



### 4.3 Transfer of Command

At the outset of the incident the initial incident commander (often at the scene) is responsible for all incident operations. However, once an ICP is activated and an Incident Action Plan created, the initial incident commander will become a part of the Operations Section (unless required elsewhere in the incident organizational structure) and the BESC Director of Emergency Management or alternate as per section <u>4.1 Incident Authority</u> if not available, will become the Incident Commander for the overall incident.

#### Example



# 4.4 Emergency Coordination Centre (ECC)

The Emergency Coordination Centre (ECC) is a separate location with a distinctly separate purpose from the Incident Command Post (ICP). This Emergency Management Plan deals primarily with the functions of an ICP. However, depending on the incident it may be necessary to activate an ECC.

#### What Is An ECC?

An ECC provides additional support to the ICP. The ECC operates at a higher functional level than the ICP, being less concerned with the tactical operations of the field/incident site.

# When Might An ECC Be Activated?

- An organization is impacted, but there are no operational tactics required (ex: COVID-19).
- Ordering and provision of tactical resources to the field are not required or are well within the control of the standard on-scene emergency services.
- High public impact incident.
- Incident with political complexities.
- As an Agency Ordering Point.

# Alberta Examples of ECC Activations:

- **1. Multiple Alberta Locations** In 2020 in response to COVID-19, many municipalities activated ECCs to:
  - > Gather, share, and distribute information.
  - > Get clarification on information from directly impacted agencies (various AB health agencies and departments).
  - Establish business continuity contingencies.
  - Many municipalities across Canada organized and activated personnel to manage information in response to COVID in a way that was more consistent with the purpose and functioning of an ECC, rather than an ICP, as for the most part, municipalities did not need to send resources to the field in direct response to the pandemic.
- **2. School Bus Traffic Incident** Did not directly impact the municipality or require significant resources outside of standard day-to-day emergency services. However, it had significant public impact, received significant media **attention**, and involved various agencies and organizations and messaging from these various agencies.
- If you're not sending resources to the field, you're probably setting up an ECC, rather than an ICP.

### Why Set-up An ECC?

- Organizing
- Monitoring of a situation.
- > To provide policy advisement and respond to legal queries related to the incident.
- Business continuity.
- Contingency planning for an event that does not currently require tactical operations or resources from a member municipality or BESC.
- > Joint Information Centre (JIC) where an ICP is not required.

#### Who Staffs An ECC?

- > Staffing of an ECC will be incident dependent. However, from a member municipality and BESC perspective you may find strategic leadership team members and may find municipal elected officials in a ECC if practical.
- Other personnel you may reasonably expect to find in an ECC- depending on the incident, may include:
  - Affected agency representatives.
  - Elected officials, including those of impacted agencies/organizations.
  - o Information Officers of impacted organizations.
  - Media in separate break-out/briefing room.
- > Ultimately, who is in the ECC will depend on the needs of the incident and the ICP.

#### How Might An ECC Function?

- **1. Stand-alone- an ECC is activated and there is no ICP.** Monitoring information, taskings are inclusive of day-to-day operations, no tactical direction required ex: COVID-19 and school bus incident on previous page.
- **2.** In conjunction with an ICP. Supports the ICP, provides information management, communicates with Council, Agency Ordering Point is activated, business continuity purposes, recovery planning, assuming control as response winds down and recovery picks up.
- **3. Not at all may have an ICP, but no ECC.** The Incident Commander has determined that no extra assistance is required, and policies being utilized, and plans do not require ECC activation.

An ECC doesn't necessarily have to be run according to the ICS organizational structure unless doing so makes sense and is beneficial. Strictly speaking, ECC is not described in true ICS.

# 5. Summary: Roles & Responsibilities

# **5.1 BESC Emergency Advisory Committee**

Comprised of 7 BESC Board Directors who are each an elected official from the Member municipalities. The Committee is responsible for providing oversight to BESC and the Emergency Management Agency.

# **Emergency Responsibilities:**

- Ensure guiding BESC emergency policies are implemented.
- Coordinate approval processes for any extraordinary measures not already provided for under the Commission's authority of the Act.
- In consultation with the Director of Emergency Management or Acting Director of Emergency Management as the case may be, determine if a state of local emergency is required within the boundaries of the Commission's Member municipalities, and if so, take steps to declare such forthwith.
- Provide political and financial coordination and support where practical to the Incident Command Post if requested by the Director of Emergency Management and/or Incident Commander.
- Provide support to the Incident Command Post by liaising with member municipal Chief Administrative Officers or equivalent and/or their respective municipal elected officials as may be required.
- The Board is ultimately responsible for the emergency from beginning to end unless the Minister removes such authority.
- Board Member reporting locations are separate from ICP and ESS Centre locations to
  ensure that as leaders of the organization they maintain a big picture view of the overall
  incident and do not become mired in operational details that do not require their
  involvement.
- Neither BESC Board members nor Council Members will enter ESS Centres unless an
  invitation has been extended and/or such a visit has been coordinated in advance with the
  ESS Centre Supervisor and Information Officer. ESS Centres provide a home away from
  home and other basic necessities for evacuees, their privacy should always be respected.

See Board Member Position Checklist for More.

# 5.2 BESC Emergency Management Agency

Comprised of the DEM, all DDEMs, all municipal personnel appointed a role in the Emergency Management Plan, other organizations or agencies that may assist in development/implementation of the emergency plans or programs as determined by the DEM.

**Emergency Responsibilities:** Ensure that BESC undertakes and is ready and capable of providing emergency management preparation, planning, response and recovery operations and responsibilities for BESC Member municipalities. This includes provision of trained staff for activation of an Incident Command Post.

# **5.3 ICP Summary Personnel Positions**



The following personnel positions are summaries only and do not constitute full position checklists. Personnel should reference full position checklists, which can be found in the ICP and with BESC.

#### A. Agency Administrator

- The BESC Regional Emergency Manager, where empowered to do so by the BESC Emergency Advisory Committee (BESC Board) may act on behalf of BESC as the Chief Officer of BESC being the authority having jurisdiction by advising on BESC policy, having authority to make decisions, and providing direction to the Incident Command Post, Emergency Coordination Centre or other emergency facility as needed.
- This position may act as the interface between the Incident Command Post or other emergency facility and the BESC Advisory Committee.

#### B. Initial Incident Commander- located in the field, not in the ICP.

- This person may start out as the Incident Commander until such time as it is determined that additional ICP support is required. This person is often the first person and/or senior most person on scene.
- Oversees, manages, and directs operations at the incident site.
- May set initial operational period and objectives which will be passed on to the incoming Incident Commander at the ICP.
- Typically, the initial incident commander position will remain through the first operational period until the ICP can be staffed and become functional, providing an incident action plan.
- This position must communicate and work together with the ICP to set smart objectives and manage the incident.
- Once the first incident action plan is created and approved the initial incident commander in the field may be absorbed into the Operations Section as the Operations Section Chief, a Branch Director, Division or Group Supervisor or other position as needed to accomplish the Incident Action Plan.

#### C. Incident Commander (IC)

#### Type 5 Incidents:

- Oversees the entire incident response.
- Sets objectives and manages the response by determining the organizational structure needed to meet the requirements of the response.
- May be based at the site for incidents that do not require a response or support structure that is larger than that which is already responding on-scene.

#### Type 4 Incidents:

• Incident dependent. Will be determined at time of incident based on amount of additional support and resources required and volatility of incident or potential for incident to grow.

#### Type 1-3 Incidents:

- Is based out of the BESC ICP and oversees the functions within as well as the overall incident.
- Provide oversight and direction to ICP personnel.

- Sets incident objectives for the ICP and revises as necessary throughout the incident.
- Establishes organizational structure of the ICP where required including but not limited to re-assigning personnel as needed.
- May appoint a Deputy.
- Approves public messaging before distribution.

#### D. Information Officer (IO)

- Upon direction from the Incident Commander may issue critical or informational alerts to the public.
- Officers may appoint Assistants. As such, may appoint an Assistant Information Officer(s) to the ESS Centre for consistent and streamlined communications.
- May assign and oversee additional Assistant Information Officers as needed.
- Responsible for creating messages and updates for press/media releases and public updates on social media, web sites, etc.
- Tracks messages issued and where possible tracks media inquiries.
- Coordinates press conferences and VIP visits.
- Prepare anticipated media questions and answers for spokespersons.
- Works with Information Officers from other stakeholder organizations involved in the response to ensure consistent messaging.
- The Information Officer is responsible not only for keeping members of the public updated, but also for ensuring that incident personnel are kept informed.

### E. Safety Officer (SOFR)

- Identifies and implements safety requirements for field personnel.
- Officers may appoint Assistants. As such, may appoint an Assistant Safety Officer(s) to the ESS Centre for consistent and streamlined communications.
- May assign and oversee additional Assistant Safety Officers as needed.
- Anticipates how changing situations may require changes or additions to safety plans.
- Reviews the medical plan, operational plans and tasks and makes recommendations to mitigate hazards and provide for safety of personnel.

### F. Liaison Officer (LOFR)

- Act as liaison and communication conduit between external agencies and ICP.
- Officers may appoint Assistants. As such, may appoint an Assistant Liaison Officer(s) to the ESS Centre for consistent and streamlined communications.
- Ensure external agencies receive regular updates from the ICP including any Emergency Social Services activity updates.
- Keep ICP personnel notified and updated of external agencies' activities.

### G. Operations Section Chief (OSC)

- May appoint a Deputy.
- Oversees field operations including Emergency Social Services.
- Ideally, has subject matter expertise in the type of field response required.
- Identifies strategies and tactics to support incident objectives and respond to the incident.
- Identifies resources required to carry out strategies and tactics.
- Ensures span of control.

#### H. Staging Area Manager (STAM)

- Reports to the Operations Section Chief.
- Manages the designated staging area where assigned or available resources (equipment and personnel) report prior to deployment to their assigned task.
- Responsible for arranging/ordering services for resources in staging area (food, washrooms, etc.).
- Communicates closely with the Resource Unit Leader re: change in status of resources.

#### I. ESS Branch Director

- Reports to the Operations Section Chief (or Deputy).
- Oversees emergency social services and the provision of basic essential supplies/services to affected residents (ex: registration, food, lodging, health etc.).
- Is the point of contact in the ICP for ESS Centre Supervisors to ensure that ESS is integrated into the overall response.

#### J. Branch Directors & Division/Group Supervisors

- Oversee and ensure the safe work of personnel assigned to their respective Branch, Division or Group.
- Provide sub-briefings to subordinates.
- Evaluate tactics and report challenges or incident developments affecting tactics to Operations Section Chief.

#### K. Strike Team & Task Force Leaders

- Oversee and ensure the safe work of personnel assigned to their respective team.
- Ensure a means of communication between assigned team resources.
- Evaluate tactics and report challenges or incident developments affecting tactics.

Air Operations have not been included in this summary, given the need for subject matter experts external to BESC to fulfill this Branch and the roles within.

#### L. Planning Section Chief (PSC)

- Oversees the Planning Section.
- Ensures the Planning "P" Process is implemented and establishes ICP meeting times.
- Chairs ICP meetings (except Tactics Meeting).
- Oversees preparation of the Incident Action Plan.
- Anticipates the need for contingency or advanced planning by anticipating changing conditions and potential impacts on the incident and response.

#### M. Situation Unit Leader (SITL)

- Creates a display board of running key actions/developments/decisions in the ICP displayed in chronological order (and/or Incident Status Summary Form 209).
- If there is no technical Geographic Information System (GIS) expert assigned, keeps a display of incident area, sites and locations updated and displayed in the ICP.
- Posts other important information for ICP personnel information (ex: press releases).
- Determines need for and oversees GIS specialists, Weather Observes, Field Observers and Display Processors.
- May provide situation brief at start of Strategy and Planning Meetings.

 Evaluates and analyzes information obtained and keeps ICP personnel updated of situation developments and any inconsistencies.

#### N. Resource Unit Leader (RESL)

- Tracks all <u>tactical</u> (operational) resources checked in to the incident.
- Creates a display board indicating the following statuses of resources: Assigned,
   Available, Out of Service and makes changes to status of resources as directed from
   Operations Section Chief.
- Assists Operations Section Chief in determining available resources.
- Oversees Status Check-in Recorder and adds resources checked-in to resource status display board as reported by status check-in recorder.
- Oversees Volunteer Coordinator if activated.
- May assist in compiling the Incident Action Plan.

### O. Status Check-In Recorder (SCKN)

- Reports to the Resource Unit.
- Is responsible for checking resources in to the incident. May provide general information to resources new on-site (ex: medical, safety plans, location of accommodations, etc.)
- Ensures resources checking-in are authorized and requested resources.
- Notifies the Resource Unit Leader when resources arrive so that they can be assigned.
- May be co-located with Staging Area.

#### P. Volunteer Coordinator

- Reports to the Resource Unit Leader.
- Manages emergent<sup>1</sup> volunteer organizations and spontaneous volunteers.
- Communicates and works with emergent volunteer organization representatives to ensure the safety of volunteers and effective volunteer operations.
- Ensures that volunteers receive a briefing and are tracked throughout incident operations.
- Ensures volunteers are matched with appropriate work assignments.
- May oversee a volunteer centre.

# Q. Documentation Unit Leader (DOCL)

- Responsible for overseeing documentation within the ICP including maintenance of accurate, up to date incident files and proper storing, filing, and tracking of ICP records/documents.
- Oversees Scribes if assigned.
- Assists in compiling (printing) Incident Action Plan.
- Collects and organizes all incident documents and files for future reference.

# R. Advanced Planning Unit Leader

- May be utilized to create contingency plans when an incident has the potential to disrupt current operations.
- May create re-entry plans.

<sup>&</sup>lt;sup>1</sup> Emergent volunteers mean those volunteers or volunteer organizations that show up unrequested to help. This does not include volunteer members of authorized assisting or coordinating organizations.

#### S. Demobilization Unit Leader

- Ensures the safe and orderly release of resources.
- Creates and implements the demobilization plan for incident resources.

#### T. Logistics Section Chief (LSC)

- Oversees the Logistics Section.
- Locate and coordinate resources for response.
- Responsible for providing logistical support including facilities, food, transportation for personnel, fuel, equipment maintenance, personnel medical plan, and personnel communications are addressed.
- Anticipates logistical needs and challenges and works to address them.

#### U. Support Branch Director

- Oversees the Supply Unit, Facilities Unit & Ground Support Unit.
- Oversees Donations Management Unit which may be activated to support ESS operations if needed. See ESS Plan for more information on Donations Management.

#### V. Supply Unit Leader (SPUL)

- Responsible for ordering, receiving, and processing all incident related resource requests including personnel, equipment, and non-tactical supplies.
- Coordinate delivery of supplies and materials as required.
- · Tracks resources ordered and status.
- Tracks non-tactical supplies- those not directly required to respond to the incident, including consumable materials.
- May appoint and oversee Ordering Manager(s) & Receiving & Distribution Manager(s).
- Responsible for identifying supply unit needs of ESS facilities in consultation with other ESS personnel.

#### W. Facilities Unit Leader (FACL)

- Oversees incident facilities including ESS facilities and ensures functioning of such.
- Determines facility needs (furniture, equipment, security).
- Assess and mitigate facility hazards.
- May appoint and oversee facility Security, Base and/or Camp Managers, other facility support personnel including maintenance providers, electricians, carpenters.

#### X. Ground Support Unit Leader (GSUL)

- Coordinates fuelling of all equipment and/or vehicles.
- Coordinates repair and maintenance of any vehicles or equipment for which the jurisdiction has the authority/responsibility to repair or maintain.
- Coordinates transportation if needed, for response personnel including delivery services (food, supplies, etc.).
- May conduct vehicle/equipment inspections.
- May appoint and oversee Equipment Manager, Equipment Time Recorder, Drivers, Mechanics.

#### Y. Service Branch Director

Oversees the Communications Unit, Medical Unit and Food Unit.

### Z. Communications Unit Leader (COML)

- Ensures adequate functioning of incident communications including field communications and ICP and ESS site communications.
- Coordinates/implements risk reduction procedures and plans for communications where possible.
- May appoint and oversee Incident Communications Technicians, Incident Communication Centre Managers, Radio Operators, Technical Specialists.

# AA. Medical Unit Leader (MEDL)

- Provides medical support for incident personnel.
- Creates incident medical plan.
- Obtains medical supplies, aid, and transportation for personnel. Prepares medical reports and records.

#### **BB.** Food Unit Leader

- Responsible for feeding of incident personnel- and any evacuees or ESS service providers requiring food services. Consult with the ESS Branch Director to determine ESS feeding needs and requirements.
- Determines nutritional requirements.
- Determines best methods for delivery of food services.
- Oversees ordering, inventory and ensures safe food practices in preparation and delivery of food services.

### CC. Finance/Admin Section Chief

- Oversees Cost, Procurement, Time, and Claims/Compensation Units.
- Tracks costs and burn rates. Tracks internal and external costs.
- Regularly updates IC of costs accumulated and if additional funding is required.
- Collects and processes invoices.
- Identifies potential cost recovery items (Ex: Alberta Disaster Recovery Program).

#### DD. Time Unit Leader

Ensures that daily time logs are kept of all personnel, volunteer, and equipment hours.

#### EE. Cost Unit Leader

- Ensures accurate tracking system for receipts, invoices, and accounts payable.
- Responsible for tracking, recording and payment of all expenditures and costs generated through ICP and Emergency Social Services operations.

#### Fit. Procurement Unit Leader

- Administers vendor contracts, agreements, leases.
- Procures resources that the Supply Unit may be unable to.
- Requests quotes.

# GG. Compensation/Claims Unit Leader

- Oversees any administrative matters pertaining to compensation and claims related to property damage or injury during incident response.
- Ensures injury claims are routed through the correct personnel and handled in a timely fashion and any applicable legal and insurance representatives are contacted as appropriate on claims issues.

# 5.4 Volunteer Coordinator & Centre Supervisory Roles

If an incident will be incorporating the use of a significant number of emergent or spontaneous (unaffiliated)<sup>2</sup> volunteers, it may become necessary to set-up a Volunteer Centre to efficiently manage and coordinate volunteers. In ICS, volunteer management typically falls under the responsibility of the Resource Unit Leader.

The following positions are not pre-defined within the ICS organizational structure but included as recommendations should these positions or functions thereof become necessary in an incident response. These may be re-structured as necessary to meet the needs of the incident.



- Emergent or spontaneous volunteers must never be assigned tasks that may present situations for them to be one-on-one with evacuees or disaster affected individuals. This is for the protection of both volunteers, evacuees, and affected individuals.
- Affected public considering use of individual volunteers should be made aware of any potential liability on their part prior to use of volunteers on private property.
- Prior incidents show that the largest number of spontaneous volunteers typically converge on weekends. Emergent/spontaneous volunteers present unique challenges that can make them difficult to coordinate in a safe and effective manner.
- Complete Volunteer Coordinator and Volunteer Centre Manager position checklists can be found with ICP Position Checklists.
- A copy of Volunteer Templates including Volunteer Application, Code of Conduct, Confidentiality and Self-Care Templates can be found in section <u>21. Volunteer</u> Management of this plan.

<sup>&</sup>lt;sup>2</sup> Emergent/spontaneous volunteers are those that have not been pre-authorized as part of BESC or assisting or cooperating agencies and incorporated into the overall response. They are typically individuals or organizations unaffiliated with current authorized incident resources that just "show up" to help.

### A. Volunteer Coordinator

#### Responsibilities

- The Volunteer Coordinator is responsible for the coordination of **emergent or spontaneous volunteers**. This refers to volunteers and volunteer organizations that have not already been requested by the ICP to assist in emergency operations (those that just show up to help).
- The Volunteer Coordinator operates from the Incident Command Post and reports to the Resource Unit Leader.
- Is responsible for activation and oversight of any incident volunteer centres.

### B. Volunteer Centre Manager

### Responsibilities:

- Responsible for overseeing the Volunteer Centre and the functions within which may include but not be limited to:
  - ☑ Volunteer sign-up.
  - ☑ Task Assignment.
  - ☑ Volunteer Orientations.
  - ☑ Volunteer check-in/out and timesheets.
  - ☑ Volunteer tracking.
  - ☑ Security.
  - ☑ The Volunteer Centre Manager may re-assign/re-organize tasks, functions, and titles within the Volunteer Centre as they see fit subject to the approval of the Volunteer Coordinator.

#### C. Volunteer Sign-up

#### Responsibilities:

- Conduct intake services. Record name and contact information of persons wanting to volunteer.
- Try to ensure that all volunteers get a fair opportunity to assist and thank all volunteers for signing up to assist.

#### D. Check-in/Check-out

#### Responsibilities:

- Have volunteers complete Code of Conduct & Confidentiality Agreement (only need to complete once).
- Explain & distribute Activity Log 214 and Self-care Information to each volunteer.
- Explain and distribute daily volunteer timesheets.
- Track volunteer hours using check-in/out sheets.
- Collect PPE for sanitation, etc. at end of shift(s).
- Collect any volunteer timesheets.
- Collect copies of volunteer Activity Logs 214.
- Issue and collect volunteer identification.

#### E. Task Assignment

#### Responsibilities:

- Match volunteers to suitable jobs and create volunteer schedules.
- Don't forget to empower evacuees who want to volunteer to be able to do so.
- Ensure span of control is implemented.
- Identify tasks that have special requirements (ex: able to lift 25 pounds, must bring and wear steel toed boots, etc.). Ensure that any special requirements for tasks are relayed to Volunteer Sign-up so that they can let volunteers know when calling them to request their services.
- Keep a board or spreadsheet on which tasks requiring volunteers are posted. As
  volunteers are assigned to tasks indicate their name and total number of volunteers per
  task.

#### F. Volunteer Tracking

#### Responsibilities:

- Keeps a running up to date display board or spreadsheet of task assignments and location of all volunteers.
- Information for the board is obtained by communicating with Check-in, Task Assignment and Check-out functions of the Volunteer Centre.
- May provide information on tracking spreadsheet or board to Resource Unit at ICP if requested.
- May use municipal maps to display volunteer tasks sites.

#### G. Volunteer Orientation

#### Responsibilities:

- Conduct a roll call to determine if all volunteers assigned to the task are present and document.
- All volunteers must receive a volunteer orientation including information regarding first aid, washroom facilities, meals, etc.
- Orientations must also be provided for the tasks they will be performing. This may be
  conducted at the Volunteer Centre with additional task briefings provided in the field by
  immediate supervisors and should also include explanation of any Volunteer Emergency
  Response Plans. Create a check sheet with signature space for volunteers to indicate
  task orientations have been provided.
- Ensure that volunteers know who their direct supervisor is before being deployed to site.

#### H. Security

Volunteer Centre Security will be arranged through the Facilities Unit of the Logistics Section.

#### Responsibilities:

- Security should be present at the Volunteer Centre to assist with crowd control and ensure only authorized personnel are permitted.
- Security may also serve as shift check-in for Volunteer Centre personnel.

# 6. Volunteer Pre-Disaster Considerations

# **6.1 Volunteer Types**

Volunteers can be broken down into one of the following four types.

Types	Examples
Type 1 Established	Professional/skilled. Exist within established structures and have
	the skills and ability to respond to emergencies as part of their day-
	to-day function. Ex: volunteer firefighters.
Type II Expanding	Typically, professional/skilled. They expand their day-to-day
J)	functions/operations to meet the needs of emergency/disaster. Ex:
	Canadian Red Cross, The Salvation Army.
Type III Extending	May be skilled or unskilled. Have established structures but take
	on new functions during emergency. Ex: School division provides
	congregate lodging or transportation. Recognized animal rescue
	society takes on pet emergency services.
Type IV Emergent	Spontaneous individuals or groups that show up (emerge) to help.
	Convergent in nature and often literally converge in a disaster
	affected area.

# 6.2 Emergent/Spontaneous Volunteers Use & Considerations

Spontaneous or emergent volunteers are those volunteers that are not affiliated with an authorized organization that has been integrated into the incident response or recovery. These volunteers are typically individuals or organizations who have <u>not</u> been requested as an incident resource but rather just emerge to help. Consider the following:

Pros	Cons
The manual labor required for clean-up is often significant.	Emergent volunteers do not know or understand the chain of command.
	Emergent volunteers are not integrated into the overall response structure making it difficult to account for them and their safety.
	Because spontaneous volunteers are not integrated into the overall response, they can create accessibility and safety issues for responders- impeding the overall response.
Positive optics. People like to be useful.	Emergent volunteers have no requirements to be skilled at services they are providing and present challenges in ensuring not only their safety but the safety for those they purport to be helping. Not all volunteers are well-intentioned.
Significant number of volunteers can contribute to a local economy	Care of volunteers requires many additional resources. Volunteers may expect to be provided lodging or other

(purchase of food, lodging) that is	provisions adding to logistical burdens that may
suffering from impacts of disaster.	overwhelm already limited resources.
Use of volunteers is free.	Injuries to volunteers could result in claims against the
	local authority or BESC if volunteers are not adequately
	tracked and accounted for.

It is highly recommended that a plan be in place to partner emergent volunteers quickly and effectively with a registered disaster non-profit volunteer organization ahead of time where possible. This will alleviate some of the volunteer management required and may reduce liability and other potential claims. Volunteer organizations that are a part of the response should be required to carry their own insurance for volunteers under their purview.

A well-established community organization may be an excellent resource for filling Volunteer Centre roles & positions. Consider creating a Memorandum of Understanding with such for these services. Any required criminal record or background checks should be obtained ahead of time and kept current. Provide training by setting up a walk-through of a volunteer center using the guidelines and position checklists provided. Ensure any members that sign up to fill volunteer centre roles sign conduct and confidentiality forms. See Section 21. Volunteer Management for Volunteer Centre and Volunteer Guidelines.

A copy of the Emergency Management Volunteer Standard Operating Procedure can be found in the Appendices of this plan Appendix F: Emergency Volunteer Standard Operating Procedure.

6.3 Management of Emergent/Spontaneous Volunteers
The following are some key areas of consideration in a volunteer management plan.

Key C	onsid	erations For Use of Volunteers During Disaster
☐ Engagement		Compile a list of volunteers.
		The transfer of the transfer and the given a reason as to will they
1		are not needed along with a thank you for their offer to assist.
		Note that affected individuals or evacuees themselves may want
1	1	to help, where appropriate such individuals should be
		empowered to do so.
☐ Key Messages		Types of volunteer tasks available.
		Requirement to register as a volunteer (for safety and
	_	accountability reasons).
Í		Skills required.
		Times/hours volunteers are required.
		Referrals to other volunteer agencies that are assisting.
☐ Tasks/Assignments		Create job descriptions if possible.
10		Identify hours persons are needed.
		Identify areas that could use assistance and types of skills to match.
, a		Ensure appropriate supervision of volunteers.
	L	Identify all safety requirements and consult with Occupational Health & Safety if unsure.
		Ensure all tasks meet Occupational Health & Safety regulations and that any high-risk tasks are not assigned to volunteers.
☐ Volunteer Centre		Volunteer centre where volunteers can register, orientations are
→ volunteer Centre		provided, and tasks assigned.
		Centre where volunteers can meet, and personnel are on site to
		respond to volunteer questions/concerns.
Requirements		Volunteer paperwork completed and filed.
— requirements		Registration at volunteer centre.
		Hours recorded.
1		Emergency site plan communicated to volunteers.
		Volunteer briefing completed.
		Orientation provided to volunteers at site along with appropriate
		task supervision.
☐ Amenities and Care		Provide transportation to task sites.
		Provide food, water, and refreshments for volunteers.
		Ensure emergency procedures are in place (volunteers have a
		way to call for emergency services).
		Task supervision in place by authorized incident personnel (not
1		another emergent volunteer).
1		Washroom facilities available.
		First aid kits/certified staff on site.
Integration into ICP		Responder medical plan must include assigned volunteers (Logistics Section & Safety Officer).
ł		Safety messages must be cognized as walking a second
		Safety messages must be cognizant of volunteers and PPE provided for volunteers (Logistics Section & Safety Officer).
		provided for volunteers (Logistics Section & Safety Officer)

	Identification of tasks that require additional personnel and that can be completed safely by general untrained volunteers
	(Operations Section & Safety Officer).
	Quantity and types of volunteers available (Logistics Section).
	Check-in of volunteers at incident (Planning Section).
04	Check-out of volunteers from incident (Planning Section).
1+	Tracking of volunteers once assigned tasks (Resource Unit).
	Time sheets collected daily from volunteers, potential claims
	(Finance/Admin).

#### 6.4 Volunteer Identification

- For safety reasons, volunteers should be clearly identifiable to other personnel.
- Different types of identification may best be suited to different types of volunteer jobs.
- Once one or more suitable options are selected, identification may be purchased ahead
  of time and if re-useable may be able to serve dual purpose by not only being used for
  emergency management purposes, but also used during other community events that
  utilize volunteer resources.

See Part C Go! See Section <u>21.2 Volunteer Identification Guidelines</u> for more information about volunteer identification.

#### 6.5 Pre-Identified BESC Volunteer Guidelines

Request current and clear criminal record and vulnerable sector checks of pre-identified volunteers that have been assigned Emergency Social Services (ESS) tasks in an ESS Centre at a regular frequency as determined by the Emergency Management Agency.

Only use pre-identified volunteers in positions of trust or authority as a <u>last resort</u> and will require current, clear vulnerable sector checks or equivalent. Preference should be given to BESC member municipal personnel and/or Emergency Management Agency personnel with professional competency and current completed criminal record and vulnerable sector checks.

Notwithstanding, pre-identified volunteers may be utilized in positions of trust and authority where they have been provided training for the position assigned and properly vetted by BESC in advance of an emergency or disaster situation. Requirement for current criminal record and vulnerable sector check still applies.

All volunteers should be required to know and abide by the vulnerable person guidelines as outlined in the *BESC Emergency Social Services Plan*. This is for the protection of vulnerable persons and volunteers alike.

Ensure the Director of Emergency Management engages with pre-identified volunteers at least annually and updates volunteer records at least once per year.

- Manage and store all volunteer records in a safe and confidential manner.
- b) Following resignation or withdrawal of volunteers dispose of any personal confidential information of volunteers in a confidential manner.

# 7. General Evacuation Preparedness

# 7.1 Evacuation Order Guidelines

Evacuation orders should be pre-printed ahead of time. See templates in section <u>7.1</u>

<u>Evacuation Order Guidelines</u>

~	Evacuation Order Guidelines for Success
	<b>Pre-print</b> mandatory evacuation orders <i>prior</i> to disaster situations. Orders may be required at a moment's notice.
	Print evacuation orders on waterproof materials on which permanent markers can be used to fill in information as needed (ex: ESS Centre locations). This will help alleviate potential for notices to become illegible due to rainfall and wet conditions.
	door if there is no answer. Consider how adhesive may leave unwanted residue on door and that magnets can only be used on metal doors.
	Print mandatory evacuation orders on color coded material. Each side of the order should be a distinct color from the other. This allows the order to also work as a tool to determine who has or has not evacuated. Residents are asked to flip the order to the designated evacuated color side or post the applicable colored magnet when they leave to indicate to responders that the home has been evacuated. This may alleviate the need for flagging tape and additional time and work of responders to mark each home to indicate its evacuation. See samples in section 18.9 Mandatory Evacuation Order Templates

# 7.2 Potential External Receiving Communities

Though there are some exceptions, evacuees are often asked to stay with friends and family. If this cannot be accommodated lodging may be provided. See the *Emergency Social Services Plan* for more details. For events that occur in the summertime, residents with campers and free access to campgrounds for evacuees have provided good lodging alternatives.

The following communities listed are based on capacity to quickly accommodate hundreds of people and their diverse needs in a centralized location or facility.

- Wainwright
- Vermilion
- Vegreville
- Camrose
- Sherwood Park
- Edmonton



- Memorandums of Understanding (MOUs) are in place for evacuation transportation.
- MOUs should be reviewed annually as a reminder to providing and receiving parties of their existence and opportunity to update as necessary.
- A complete list of BESC MOUs can be found in <u>Appendix D: Mutual</u> <u>Aid Listing</u>.
- Additional transportation resources are listed in the *Emergency Contact List*.

# 8. Livestock Emergency Preparedness

# 8.1 BESC Livestock Emergency Preparedness

<b>V</b>	BESC Livestock Emergency Preparedness Guidelines
	Identify additional regional sources of experienced livestock handlers through agricultural and industry associations. Add to emergency contact lists.
	Communicate the urgency of a having a Livestock Emergency Plan and Preparedness Kit with ratepayers.
	Obtain information on ownership, locations, types, and numbers of livestock.
	Create map of significant livestock locations.
	Identify any potential temporary holding locations in the region – ensure they do not compromise safety or locations of potential ESS Centre locations.
	Obtain additional information regarding livestock equipment and resources (portable chutes, fencing, trucks, trailers, and feed supply) and add to the <i>Emergency Contact List.</i>
	Anticipate & Plan for The Following Livestock Emergency Challenges:
	□ <b>Evacuation</b> – Evacuation of livestock presents several logistical challenges depending on the number of livestock and urgency of the incident.
	☐ <b>Transportation</b> - Access to transportation equipped with bedding and other supplies could be in limited supply depending on other incident demands and/or not be available in sufficient time to load and evacuate livestock.
	□ <b>Biosecurity</b> – Could present biohazards including secondary livestock emergencies affecting animal health and disease spread.
	□ <b>Feed</b> - Transport and distribution of food may also present serious challenges.
	☐ Farm Size – Many farms are large livestock productions meaning more animals, more resources and more time required to coordinate any evacuation of livestock.
	☐ Animal Welfare – Disasters can stress animals and moving them may not always be in their best interest. Harbor in place may be an option if possible.

8.2 Livestock Producer Preparedness

<b>/</b>	Livestock Producer Preparedness Guidelines
	Producers are encouraged to have a livestock emergency plan in place including transportation resources and secondary holding site locations
	Complete regular updates of livestock emergency plan and distribution of plan to applicable emergency contacts.
<u></u>	Identify local contacts that can assist with livestock handling and evacuation.
	Maintain generators and ensure emergency fuel supply available.
	Proper identification (tags, paint, brands, etc.) of all livestock and accessible livestock records including proof of ownership is encouraged.
	<ul> <li>Create a Livestock Emergency Preparedness Kit. Suggested Items:</li> <li>✓ Vet contacts</li> <li>✓ Livestock transportation contacts.</li> <li>✓ Copies of ownership documents (including in secondary location apart from or with ability to access apart from residence).</li> <li>✓ Current list of all animals, locations, feeding and vaccines.</li> <li>✓ Generator power.</li> <li>✓ Emergency fuel supply.</li> <li>✓ Back-up water pump.</li> <li>✓ Temporary identification supplies (plastic neckbands, permanent markers).</li> <li>✓ Handling equipment (halters, cages, etc.).</li> <li>✓ Bolt cutters- to quickly free animals.</li> <li>✓ Feed buckets and sanitation supplies.</li> <li>✓ Portable chutes/fencing and loading ramps.</li> </ul>

# 9. Workers Compensation & Emergency Services

#### 9.1 Federal

**Note**: The following information has been provided directly from the *Public Safety Canada 2010-2011 Evaluation of the Workers Compensation Program Final Report*. Dated 2011-03-17.

At a federal level, the Workers Compensation Program (WCP) is a cost sharing contribution program managed by Public Safety Canada and includes participation of the provinces and territories. This includes cost sharing of workers compensation for volunteer emergency services workers injured or killed during emergency service training or work. Documents detailing the WCP indicate that the federal government recognizes the importance of volunteers in emergency management and response operations.

#### 9.1.1 Federal Emergency Worker Definitions

The following terms have the meanings indicated under the Workers Compensation Program:

**"Emergency"** an abnormal situation that in the opinion of both Canada and the Province or Territory, requires prompt action beyond normal procedures to prevent or limit injury or death to persons or damage to property, public services, or the environment.

"Emergency Services Work" is defined as work, for no compensation, authorized by, or otherwise under the control of a Provincial Emergency Services Coordinator in the event of an emergency including training carried out under normal circumstances or in connection with operations arising out of an emergency.

"Emergency Services Worker" is defined as any person who has volunteered for Emergency Services Work, has registered with the Provincial authority and has been directed to carry out actual and immediate Emergency Services Work, by a Provincial Emergency Services Coordinator or a responsible official designated by a Provincial Emergency Services Coordinator.

In general, emergency services workers are persons who volunteer and are registered for emergency services work or have been directed to carry out emergency services work by a local representative of the municipal government.

The above definitions do not include provincial/territorial claims for volunteers who are officers, servants or employees of Canada, the province or territory or for a municipality that suffers injury or death while engaged in emergency services work through the course of their regular employment and for which they are entitled to compensation by virtue of employment other than under this Agreement. The WCP also does not extend to any person other than Emergency Services Workers who suffer injury or death for which compensation is payable under the Workers' Compensation Act or other like Act.

#### 9.1.2 Process For Reimbursement

- 1. The volunteer emergency services worker or their representative submits a claim to the applicable provincial or territorial emergency services office, which is then forwarded to the provincial Workers' Compensation Board (WCB).
- 2. The WCB reviews the claim and determines if it will be accepted and level of compensation.

- 3. The provincial WCB submits the claim to the provincial Emergency Measures Organization (AEMA).
- 4. The claim is submitted by the provincial Emergency Measures Organization (AEMA) to the regional Public Safety representative with the required additional supporting documentation.
- 5. A formal review is completed at the Public Safety regional level to verify claim amounts and ensure all information of the claim is complete.
- 6. Once recommended by the region, claims are forwarded to the Director of Disaster Financial Assistance and Preparedness Program for authorization and processing.

### 9.2 Provincial

**Note:** The following information has been provided directly from the following document: Alberta WCB Policies & Information. Policy: 06-01 Part II. Chapter: Insurance for Workers & Employers. Issue Date: January 5, 2021.

In Alberta, volunteers are not covered by workers' compensation unless the employer specifically applies for coverage. Volunteers are individuals who provide services with nominal or no remuneration to not-for-profit organizations. Notwithstanding, individuals who do not receive any remuneration that are covered by workers' compensation include emergency response volunteers. Volunteer firefighters, ambulance attendants and emergency service workers are deemed workers by an order made under s. 14(3) of the Workers' Compensation Act.

Alberta WCB does not explicitly describe volunteers for purposes of emergency response which has historically created some confusion and potential for misinterpretation around the use of volunteers in emergencies. Below is what the policy does say about emergency service workers.

"Under an agreement between the Government of Canada and the Government of Alberta, compensation costs are shared between the two levels of government. Emergency service workers are considered workers when:

- The work is authorized by or under the control of the Province of Alberta, local government (including municipalities, counties, improvement districts, towns, villages, First Nations, and Metis Settlements), or local law enforcement agency, and;
- the work is designed to protect and preserve life, property, the environment, or public services in the event of an emergency or minimize damage to these. Emergency services workers are typically asked to assist in evidence searches and emergencies such as fires, floods, tornadoes and the search and rescue of missing persons. They are eligible to receive compensation benefits in the event of injury while:
  - preventing, combatting, or alleviating the effects of an emergency or disaster,
  - undergoing training in disaster services work authorized by or under the control of the Government of Alberta, a local government (including municipalities, counties, improvement districts, towns, villages, First Nations, and Metis Settlements) or a local law enforcement agency".

Volunteers of non-profit organizations are generally only covered through a request for coverage which must be submitted and approved including description of value for services with insurable earnings information for any workers.



#### Links to OH &S, WCB & FOIPP Documents

Alberta WCB Policies & Information. Policy: 06-01 Part II. Chapter: Insurance for Workers & Employers.

#### Click here

https://wcb.ab.ca/assets/pdfs/public/policy/manual/printable\_pdfs/0601\_2\_app3.pdf

Alberta Worker's Compensation Act (Revised Statutes 2000 c.w -15). Click here

https://open.alberta.ca/publications/w15

The Alberta OHS Act, Regulation and Code.

#### Click here

https://www.alberta.ca/ohs-act-regulation-code.aspx

The Freedom of Information & Protection of Privacy Act.

#### Click here

https://www.qp.alberta.ca/documents/Acts/F25.pdf

# 9.3 Municipal

As with other personnel injuries, all volunteer injuries must be reported, and the proper incident forms and documentation completed and submitted to WCB that meets WCB reporting processes and timelines.

An investigation must be completed in order to mitigate future incidents.

Private ratepayers who utilize spontaneous volunteers may be responsible and liable for any injuries sustained to volunteers while on their property. It is highly recommended that disaster organizations be utilized that carry their own liability insurance and are responsible for their own volunteers. Affected public considering use of spontaneous volunteers or organizations should be made aware of the potential liability on their part prior to use of volunteers.



Although it is commonly accepted amongst municipalities that volunteers utilized for emergency response purposes and who are authorized by the municipality, or in the case of BESC, the Commission, with names and hours of work tracked will be covered under WCB it is best practice, if use of volunteers for emergency purposes is anticipated, to request confirmation of such through direct conversation with Alberta WCB.

Ultimately, it is the responsibility of BESC to ensure that appropriate insurance coverage is in place for all volunteer placements and to ensure that the applicable insurance company processes all claims.

# 10. Incident Resource Ordering & Management Preparation

# 10.1 Incident Ordering Structures

Ordering of resources using the Incident Command System requires close coordination between the Logistics Section (Supply Unit) and Finance/Admin Section (Procurement Unit & Cost Unit). The Logistics Section (Supply Unit) is responsible for ordering resources.

# **Ordering Structures:**

- Supply Unit: All resource requests are submitted to the Supply Unit who is responsible for processing and placing all orders. Typical set-up in smaller incidents.
- Single point: Typically used in smaller incidents in which one primary jurisdiction is involved
  ex: one affected municipality. The Supply Unit accepts resource requests but does not place
  the order. Instead, resource requests are passed on to an Agency Ordering Point which may
  be located outside of the operations of the ICP (or incident command post) in an Agency
  Executive run ICP or ECC responsible for incident policy oversight. This gives the Agency
  Executive control over where resources are sourced from. The Agency Executive is typically
  the authority having jurisdiction. But in the case of BESC might also include the member
  municipal jurisdiction(s) that will be responsible for payment of incident costs depending on
  the determined BESC incident response financial structure.
- Multi-point: Several different Agency Ordering Points are used, requiring concerted coordination between each ordering point to avoid order duplication. May be used in unified command structure. Ex: Municipal Agency Ordering Point & Forestry Ordering Point during wildfire.

# 10.2 Pre-order Lists

There are some steps that can be taken in the preparedness phase to plan for effective ordering of resources which will have an overall impact on response operations when an incident occurs.

- Pre-order lists help get resource ordering going from the get-go in order to mitigate delays in resource ordering and acquisition.
- Some lists can be prepared well in advance of an incident.
- Focus areas of pre-order lists should include personnel resources (additional personnel required), shelter accommodations for incoming personnel, food for personnel, basic personal protective equipment, and generally any items needed to ensure the physical/mental well-being of personnel and tools required for them to complete their jobs.
- Emergency exercises will help to narrow these lists down. It is understood that requested
  resources from any such lists are ordered only as suitable to the incident at hand including
  complexity and type.
- The Alberta Emergency Stockpile Manual lists resources available through the Government of Alberta that may be sourced without a rental fee. Contact your AEMA Field Officer for a current copy and add to Supply Unit and Procurement Unit go-kits.

# **Resource Ordering Guidelines**

### **Preparedness Phase**

Add a copy of Resource Ordering Guidelines in section <u>23.1 General Finance & Resource Ordering Guidelines</u> to each Advisory Committee, Agency Administrator, ICP & ESS go-kit.

Create a disaster general ledger code ahead of time.

# Stock the following as appropriate in Finance/Admin Section and Supply Unit Go-kits:

- □ A copy of the most recent AB Provincial Emergency Stockpile Manual.
- Blank purchase orders.
- □ A copy of any applicable emergency finance policies/procedures.
- Disaster Recovery Program guidelines.

#### Flash Drive & Electronic access to:

- □ Annually updated municipal equipment lists.
- Member Municipal Preferred Vendor Lists
- Pre-Order Lists
- Personnel time sheets.
- Updated vendor lists.
- Updated equipment lists.

Ensure Flash Drive is marked as to contents and/or instructions provided for how to electronically access the items above.

See Part C section <u>23. Financial Guidelines</u> for more information about BESC Financial Guidelines during an emergency.

# PART C: SET... Assessment & Organization: When, What, Where Who & How To Activate.



# 11. Activation



- An Incident Command Post may be set-up in-community or where appropriate to coordinate the incident response.
- ➢ BESC is responsible for coordinating the response and as such, BESC Emergency Management Agency members including municipal personnel from all member municipalities under BESC will be expected to report for duty as required regardless of whether the incident affects their local municipality or another member municipality within BESC's jurisdiction.

### 11.1 First Responder Notification to DEM

BESC Fire Chiefs & Deputies have the following checklist and copies of an ICS Form 201 Incident Briefing in their truck or on their device along with after hour contact numbers.

It is the responsibility of the initial incident commander to fully assess the situation and determine if additional support is or may be required. If it is determined that additional support is required and/or that the incident is likely to have a larger impact that extends past the initial incident location the incident commander shall immediately notify the Director of Emergency Management or designate and advise on the need for an ICP.

The following are guidelines. In any cases of uncertainty, err on the side of caution and notify the Director of Emergency Management or in their absence the Regional Emergency Manager and/or DDEM(s).

Check if yes	Notification to DEM Required In Any Of the Following Situations
	Immediate or potential evacuation of residents which may require Emergency Social Services outside of the initial isolation zone.
	Critical environment, property/utility damage.
	Additional resources are required beyond standard emergency call situations (ex: additional equipment, personnel, or mutual aid).
	The incident is likely to attract media attention and/or requires public notification/information.
	Notification to regulatory, government or other external agencies are required.
	If you are unsure whether the incident requires DEM notification- err on side of caution and proceed with notification.
	Provide the Following Information to the DEM
	Type of incident and details.
	Incident location.
	Community Impact.
	Whether evacuation support is required.
	If activation of Alberta Emergency Alert (Alert Ready) or other public notifications are required.
	Current and planned objectives, strategies & tactics.
	Current organization and resources on scene.
	Resources ordered.
	Immediate or anticipated support required from ICP including Emergency Social Services.
	Contact name and number at incident site.
	Complete an Incident Briefing Form ICS 201 and submit to DEM ASAP.

#### 11.2 Incident Command Post Activation Decision Checklist

These are only guidelines. Use your best judgement and remember:

- ❖ Get big quick, you can always scale-down later.
- You have the option to partially or fully activate as needed.
- Coordinated communication is paramount.



If you answer "yes" to any of the following, a partial or full ICP activation is justified. If you are unsure, personnel can be put on stand-by until more information about the situation has been obtained.

<b>/</b>	Activation Decision Checklist			
Check if yes				
	Is this a Type 1, 2 or 3 incident? Refer to Disaster Types & Thresholds Guideline in			
	11.4 Disaster Types & Triggers			
	Will more updates to the public be required over the short-term?  Consider being proactive and activating to monitor situation and issue timely updates.			
	Public attention- is the incident likely to make provincial news headlines or			
	headlines beyond?			
	Does the incident require notification to Alberta Emergency Management Agency?			
_	See			
	42.2 Evtornol Notifications			
	12.2 External Notifications section of this plan.			
	Will the number of people affected require additional support from Emergency Social Services personnel?			
	Is the incident likely to grow in scale or impact?			
	Have other ICPs or equivalent been activated to support the response and/or does			
	the response require the coordination of multiple agencies?  Is a State of Local Emergency in effect or likely to come into effect?			
	is a state of Local Emergency in effect of likely to come into effect?			
	Are current communications between responding jurisdictions having authority			
	and response organizations disorganized and inefficient? Activating an ICP as a			
	single point of response coordination can help to better organize communications and reduce miscommunication.			
	If you've answered "no" to the above questions- ask yourself:			
	Is the event a regular occurrence?			
	And month of the state of the s			
	Are next steps in place and ready to be quickly activated if the incident gets worse or affects more than 1 membership area within the region?			
(1)	If your answer is "no" the event is not a regular occurrence and no next			
The second secon	ps are not ready and in place, you should seriously consider activating an			
316	ICP.			
	IOF.			
(Daniel A	my Type 3 or above incident (Type 2, Type 1) should immediately trigger a			
notifcation or request to either mutual aid partners or AEMA for ICS trained				
Incident Command Post personnel to fill additional shifts. Personnel may be put				
on stand-by as needed. However, the time required to source and coordinate				
additional qualified personnel should not be undersestimated. Type 3 and above				
	incidents contain more than 1 operational period.			

# 11.3 Incident Report Form Template ➤ Revise as needed.

- > DEM should keep copy of this template or similar available on phone or tablet.

		Caller Information	iffed to wind to the last
Name of Caller:			
Position:		Agency:	T
Location:		Date & Time:	
Call Back Phone Number(s):	Cell	Work	Home
		Incident Information	The state of the s
Nature of Incident & Details:			
Incident Location Address/GPS or LSD/Other		- W	M
Resident Impact:			_ IVI
Level of Impact or Potential Impact:			
What is at Risk:			
Notifications Requested:			
Contact At incident (if different from above):			
	C	all Taker Information	
Name:		Position:	
Call Back Numbers:	Cell	Work	Home

#### 11.4 Disaster Types & Triggers

The chart below describes the triggers and thresholds of incident types.

Any incident that is type 3, 2, or 1 requires activation of the ICP.

Type	Incident Scope	ICP Activation Level	Notification	ESS
Type 5	Typical day-to-day emergency operations.	Day-to-day first responder operations.	DEM notified if Personal     Disaster Assistance required.	Canadian Red Cross Personal Disaster Assistance notified if needed (ex: housefire). See <i>Definitions</i> for more Info.
Type 4	Incident is limited in length and scope.  Not more than 1 operational period.	ICP partially activated.     Request for Emergency     Management Agency municipal ICP personnel to help and mutual aid requests from within the region possible.	<ul> <li>ICP staff may be put on stand-by.</li> <li>BESC Board &amp; affected councils notified.</li> <li>Affected public may be notified.</li> <li>Local media interest.</li> </ul>	ESS staff may be put on stand-by.     Partial ESS activation possible over short-term (ex: multi-unit house fire or limited evacuation of not more than a few hours).
Type 3	<ul> <li>Major incident.</li> <li>Affects 1 or more membership areas.</li> <li>Significant resource coordination and management required.</li> <li>Command, General Staff and Unit Leader positions activated; other positions activated as needed.</li> <li>More than one operational period.</li> <li>Written Incident Action Plan required.</li> <li>May require limited provincial support.</li> </ul>	Additional ICP staff requested to fill subsequent shifts.     Mutual aid required.	SOLE declared in most situations.  Public notified- Alberta Emergency Alert issued.  Affected and neighboring Councils notified.  Province notified.  Additional organizations notified.  Regional/provincial media interest.	<ul> <li>ESS fully activated.</li> <li>ESS facility or facilities fully activated.</li> <li>Affects large number of people.</li> <li>Large-scale lodging arrangements for residents activated (ex; 25 or more households).</li> <li>Provincial ESS support required.</li> </ul>
Туре 2	Beyond BESC's regional control, requires provincial or national assistance.  • Written Incident Action Plan required for each operational period.	Other ICPs or equivalent activated to support incident (provincial, agencies, ministries, etc.).  Requires response and coordination of multiple agencies. Requires significant outside resources. Typically, not more than 500 total personnel. May require inter-provincial support.	SOLE declared. Provincial and national media attention. Has effect on multiple jurisdictions outside of region.	Affects large numbers of people requiring additional ESS assistance from Province.  • Hosting of residents in other communities may be required.
Type 1	Catastrophic. Impacts/effects will be felt for extended period.	Other ICPs or equivalent activated to support incident (federal, provincial, agencies, ministries, etc.).	SOLE declared. Provincial State of Emergency may be declared.	Hosting arrangements for residents activated.  > May require nationally sourced ESS
	<ul> <li>Requires national support/resources.</li> </ul>	> Total personnel may exceed 1000.	<ul> <li>Provincial, national, and international media attention.</li> </ul>	assistance.

# 11.5 Steps To Activate Incident Command Post

<b>/</b>	ICP Activation		
	Determine best suitable location based on anticipated scale and impact of incident.		
	<ul> <li>Notify the BESC Agency Administrator (Regional Emergency Manager) who shall keep the BESC Board notified and updated throughout the incident.</li> </ul>		
	Notify your AEMA Field Officer or in their absence, the Provincial Emergency Coordination Centre at: 1-866-618-2362.		
	IMMEDIATLEY request increased WIFI bandwidth if ICP will be at Viking Community Hall.		
	Open or request opening of ICP. The following positions shall have keys to ICP locations:		
	Viking Community Hall:         ➤ Viking DDEM       • Tofield Community Hall:       • DEM         ➤ Viking C.A.O.       • Tofield C.A.O.       • Regional Emergency Manager         • Any Town of Tofield employee.       • Administrative Staff		
	Remind personnel to bring any required laptops, tablets, or flash drives for use.		
	<ul> <li>Appoint first person to arrive at ICP to door duty to grant authorized ICP access.</li> <li>Once majority of ICP personnel arrive, post dedicated number to call/text for any other agencies that arrive later and require access or post dedicated security at door if available.</li> </ul>		
	door if available.		
	Initiate set-up of ICP - see ICP floor plans on following pages.		
u	Ensure all ICP supplies, position go-kits and forms are labelled and positioned where ICP personnel can access them.		
	Turn on all required audio/video equipment, printers, and other office equipment.		
	If facility windows provide viewing opportunities from the street – close blinds in ICP to prevent public interference in ICP operations.		
	Per the Emergency Management Agency Terms of Reference once an Incident Command Post has been activated one of the following will occur:  BESC Director of Emergency Management – will assume the role of Incident Commander.  BESC Regional Emergency Manager – will act as the Agency Administrator if empowered to do so on behalf of the BESC Board.		
	<ul> <li>If neither the BESC Director of Emergency Management nor the BESC Regional Emergency Manager are able or available to fill the role of Incident Commander, the Deputy Director of Emergency Management of the affected jurisdiction will assume the role of Incident Commander.</li> <li>In incidents in which more than one Member municipality is affected and the role of Incident Commander is vacant, the Deputy Directors of Emergency</li> </ul>		
	Management of the affected jurisdictions will form unified command.  Prepare for briefing meeting. See ICP Meeting Agendas in Appendix C: ICP & Planning Cycle Meeting Agendas.		

#### 11.6 BESC Emergency Management Facilities

ICP locations should be kept confidential to the extent possible to prevent converging of public/media. Below are suggested use only and are incident dependent. For a complete listing see the Emergency Contact List Facilities Tab.

New House, see a	nergency Contact List <i>Facilitie</i> ICP Locat	and the same of th	
Rank	Location	Limitations	Capacity
Primary	Viking Community Hall 5021 – 54 Ave	No switch for generator/back-up power.	400 people -Commercial Kitchen on-site - Meeting Room
Secondary	Tofield Community Hall 5309 -50 St. Plug available for back-up power connection.		300 people - 2 kitchens on site
Tertiary Locations	Tofield Seniors Golden Club 5004 – 54 Ave.	No switch for generator/back-up power	80 people -Kitchen on site
_	BESC Administrative Building Plug available for back-up power connection. 4924 – 53 Ave.	Not enough suitable space for Type 3 and above incidents.	20 people
	Holden Community Hall 4919 – 49 Ave. Has switch for generator power.		300-400 people -Kitchen on site -WIFI
	Beaver County Admin Building 5120 – 50 St. Ryley, AB Back-up power for part of building.	Limited capacity.	-Kitchen on site
BESC Boar	d & Affected Municipal	Council Reporting	Locations
Primary	Council Chambers of Affected Municipal Council	Tofield –has switch for back-up power.  County – Fixed generator on site.	
Secondary	BESC Board Room – only if not in use by ICP.	Plug for back-up power.	THE PARTY OF THE P
	ESS Centre L	ocations	The state of the state of
Community Facility	Location	Limitations	Capacity
Primary	Viking CARENA 5120 – 45 St.	Ice in part of year. No back-up power.	800 people
Secondary	Tofield Arena 4748 – 53 Ave.	Ice in part of year.	700 people -Concession, showers
Tertiary Locations	Viking Seniors Centre 5024 – 53 Ave.	No back-up power.	210 people -Kitchen on site
	Holden Complex (Arena)	No back-up power.	

	5123 – 50 St.		
	Ryley Community Hall 5103 – 49 St.	No back-up power.	400 people - Kitchen on site
	Kinsella Community Centre 305 King St.	No back-up power.	Capacity: 200 + -Kitchen on site -4000 sq. ft. gym -8900 sq. ft. hall total 600 seat outdoor riding arena
	Spilstead Community Hall 2502 Twshp. Rd 502	No back-up power.	Capacity: Approx. 200 -Kitchen and camping area on site
	Companion Anin	nal Locations	
Local kennels/vets	See Emergency Contact List.		
Viking Curling Rink 4431-55 Ave.		Ice in part of year. No back-up power.	- 4 sheets of ice - Restaurant on- site
Tofield Curling Rink 4748 – 53 Ave.		Ice in Oct. – March No back-up power.	- 3 sheets of ice - Concession
Ryley Curling Rink 5117 – 49 St.		Ice not in each winter. No back-up power.	



#### For Access To The Following Facilities:

#### Viking Community Hall & Viking CARENA

- Contact the Town of Viking
- On-call After Hours Emergency (780) 336-3447
- CARENA and Viking town staff have access.

For emergency increased bandwidth at Viking Community Hall:

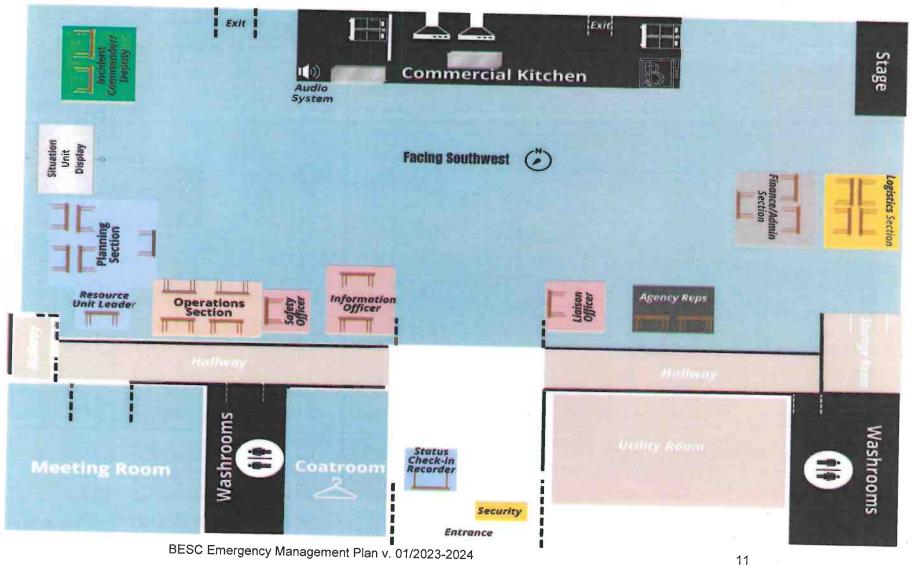
Nutec Electrotel (780) 679-0822 service@nutecelectrotel.com

#### Tofield Community Hall & Tofield Arena:

- Contact Vanita Eglauer Tofield Recreation Facilities Coordinator Cell: (780) 919-8542
- On-call Operations (780) 220-3712
- Tofield town staff also have keys.
- ICP locations should be kept confidential to the extent possible to prevent converging of public/media.
- Any incident that is type 3 or higher (type 1 or type 2) will trigger BESC to activate the ICP to coordinate response.
- Any time that ESS personnel are activated the ICP or an ECC must also be either partially or fully be activated to provide support.
- Any incident in which a full-scale ICP is activated and anticipated to last longer than 1 operational period, requires serious consideration for request of additional ICP and if applicable, ESS personnel (ex: mutual aid, AEMA, All-hazard Incident Management Teams).

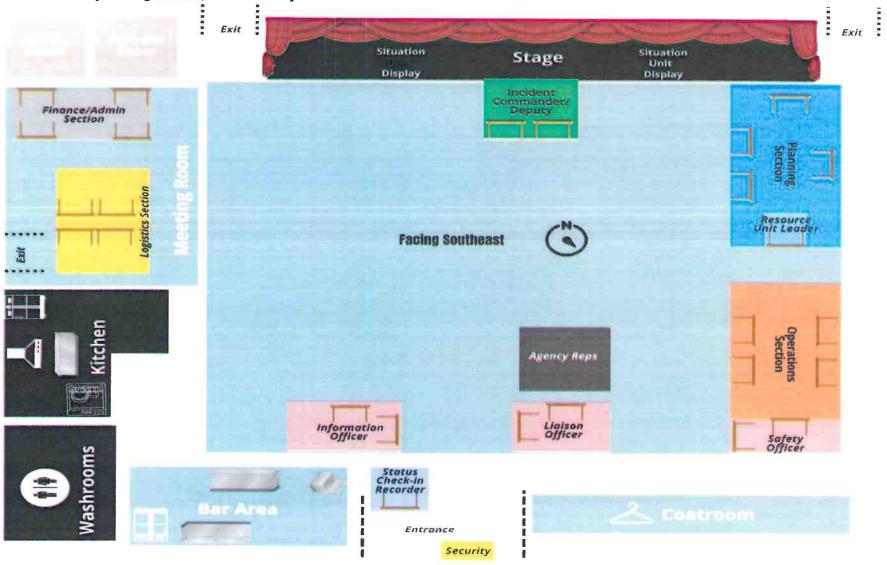
## 11.7 Primary ICP Floor Plan: Viking Community Hall

Additional offices/break-out rooms may be utilized in any of the ICPs as needed. This is a suggested floor plan based on space available and may be augmented, as necessary. REQUIRES ADDITIONAL BAND WIDTH FROM WI-FI PROVIDER.



### 11.8 Secondary ICP Floor Plan: Tofield Community Hall

Additional offices/break-out rooms may be utilized in any of the ICPs as needed. This is a suggested floor plan based on space available and may be augmented, as necessary.



### 12. Notifications

### 12.1 Personnel Notification

- BESC will utilize I Am Responding for expeditious personnel callouts.
- Pre-established ICP & ESS groups will be created on the system and utilized as needed.
- A test message will be sent on the system regularly to all municipal ICP/ESS personnel.

~	BESC ICP/ESS Personnel Notification Steps
	The lead on-site response experientians illustration Steps
	The lead on-site response organization will notify the Director of Emergency  Management if additional assistance is required.
	The DEM will assess the situation and determine the level (105)
	The DEM will assess the situation and determine the level of ICP and/or ESS support required and initiate partial or full personnel notifications to meet the needs of the
	incident.
	The DEM will request a full or partial ICP/ESS callout using the <i>I Am Responding</i> system by
	additional with accept
	Notify Highway 14 Water Commission of any BESC emergency activations.
	Increased band width/WIFI Hub for the chosen ICP location should be immediately
	requested.
<b>V</b>	BESC Board & Elected Official Notifications
	The BESC Agency Administrator will ensure the BESC B
	The BESC Agency Administrator will ensure the BESC Board is notified of the incident and keep them updated throughout.
	i was apartou in oughout.
1	Although municipal councils have absconded responsibility for emergency management to
1	I be so it is anticipated that the public will still look to council of afforded are as four it
	Thorotoro, each bego bodig member will be responsible for keeping their responsit
	council updated throughout the incident.
	CAOs should be utilized as a last resort to keep councils updated as they
	have each been assigned to fulfill other roles within the ICP.
$\times$	Internal Notification System Disruption
	If the FAIII responding system is disrupted or othorwise not available to
	1 310 101 /E00 Collidot List Will De Hillized To narrow the marrin of amount it is a second
- N	Liaison Officers to complete
V	ICP to Site Communications
	ine initial incident commander and ICP personnel may use whatever made of
	communication is the most effective to communicate between the ICP and sites.
	There is 1 AFRRCS radio available in the BESC building. Additional radios can be
	requested from AFRRCS as needed.
	□ All County vehicles are equipped with radios and save
1	The startey vertices are equipped with radios and can communicate with Fire Dent
ř.	ICP/ESS Communications
U	An ICP text and/or email system may also be used between the ICP, ESS Centre and/or incident site(s).
	modern suc(s).

#### **12.2 External Notifications**

When to Notify Government of Alberta & Neighboring Municipalities

<b>V</b>	Notification to the Government of Alberta – through AEMA
*	Notify the Province in any of the following situations:
	If a State of Local Emergency is declared.
	If mutual aid is activated outside of the BESC membership area (requesting or providing).
	If BESC wishes to aid evacuees from other jurisdictions for which no mutual aid agreement exists. BESC must be pre-approved to provide such assistance by AEMA in order to be eligible for potential reimbursement of costs associated with such assistance.
	If other regional or outside assistance is requested.
	Significant events or close calls including but not limited to:  o Fires affecting more than 3 structures/ high intensity fires. o Highway closures of significant periods of time. o Incidents involving mass casualties.
	Incidents that draw or may draw significant media attention.
	Long-term disruption of critical infrastructure (ex: water, power, communications, medical or first responder services).
	Evacuations that require activation of Emergency Social Services.
	Any incident in which support is required/anticipated to be needed from provincial/federal agencies or departments.
	Any incident affecting Provincial or Federal Buildings.
	Any incident which does or may affect neighboring jurisdictions.
	Incidents in which requests for funding are expected to be made to the province (ex: Disaster Recovery Program funding will be sought).
<b>/</b>	Notification To Neighboring Municipalities - Outside of BESC  Member Area
	Notification to neighboring municipalities is required when:
	The incident is expected to grow and/or its impacts may affect neighboring municipalities.
	Mutual aid is or may be required.
	Other resources may be required or requested from the neighboring municipality.

#### 13. Personnel

### 13.1 BESC Incident Command Post & ESS Organizational Charts

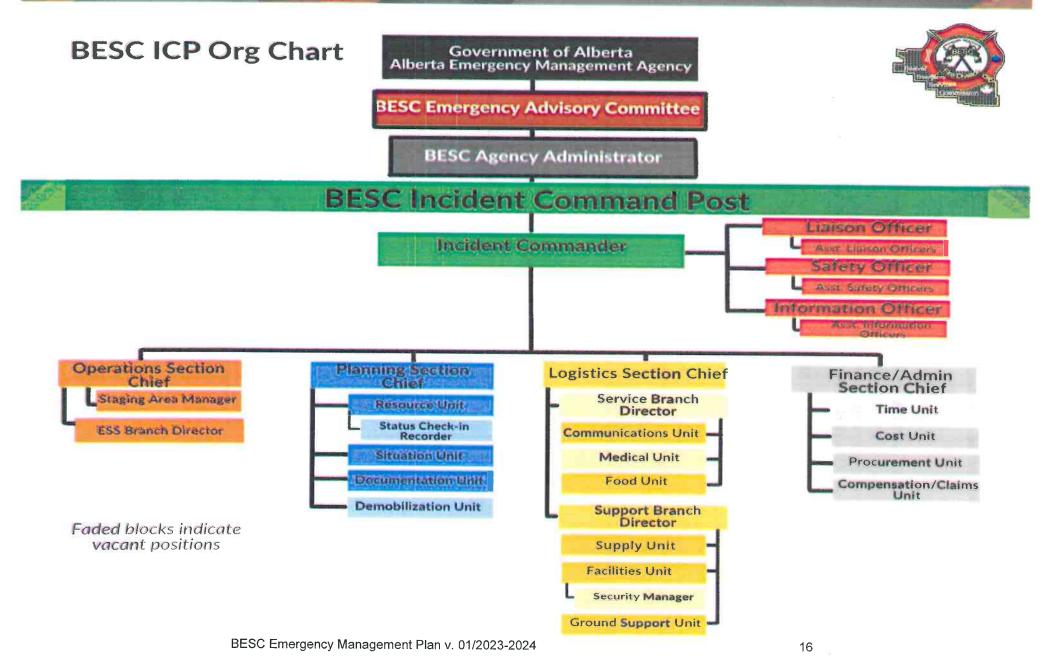
- Any transparent shapes on the organizational chart indicate a vacant ICP position.
- The Incident Commander reserves the right to re-assign personnel however they see fit to meet the needs of the incident provided that the personnel selected are competent to do so.
- Section Chiefs are responsible for filling any vacant positions within their section either by taking on the responsibility themselves or requesting additional personnel resources. Vacant positions shall not be allowed to sit vacant where required as part of a comprehensive emergency response.
- Section Chiefs may assign additional responsibilities or re-assign personnel within their section, subject to the authority of the Incident Commander, and the competency and capacity of personnel to assume additional responsibilities.
- Some or all the listed positions may be activated and will depend on incident scale.

  If greater personnel capacity is anticipated or required, contact your AEMA Field

  Officer immediately to arrange!



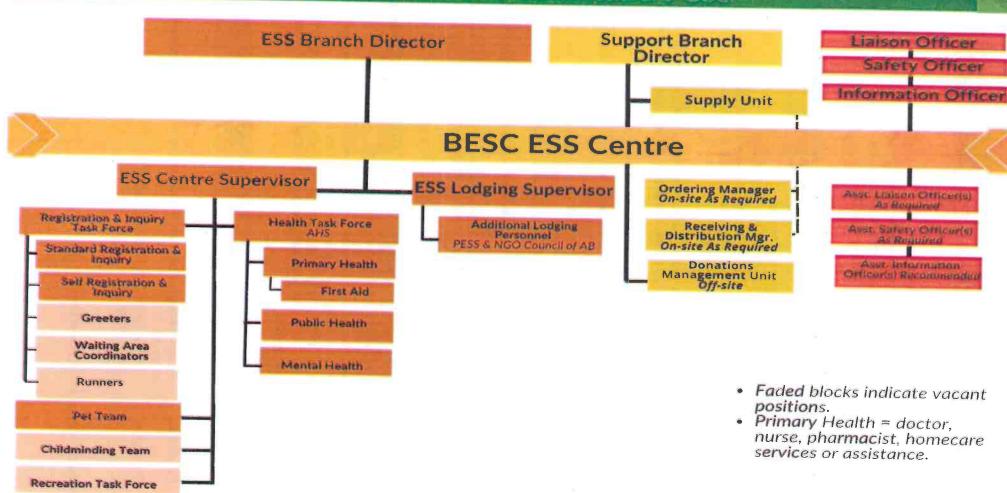
The BESC Fit For Work Policy which applies to all personnel working under the umbrella of the BESC Emergency Management Agency can be found in the Appendices of this plan



### **BESC ESS Org Chart**



# **BESC Incident Command Post**



BESC Emergency Management Plan v. 01/2023-2024

#### 13.2 Personnel Management

An incident extending past 12 hours will require multi-day personnel sustainability for response operations to continue. Personnel shifts may be 8-12 hours in length, which may impact your operational periods. Guidelines for Command & General staff to keep in mind when developing ICP and ESS shift schedules:

1	CARL TO THE	Personnel Shift Guidelines	
ň	No personnel	should work more than three 12-hour shift	
	without being	given 1 or more days of rest.	Total Section 1
	□ Monitor personnel for signs of fatigue listed below.		
	▶ It ca	in take up to 10 days for personnel to adapt to	o night shift schedules. If
		sible, and depending on incident scope and o ighttime personnel required.	perations, reduce the number
	0111	ignume personner required.	
	➤ Eve	n with rest given, personnel working night shi	fts and given rest periods
		ng the day will experience disruptions to their	quality of sleep and sleep
		erns.	
		red rest periods.	
	by the ongoing	heduling those personnel who are also be g incident in their personal lives for incide	nt shifts.
	Consider increa	asing the number of consecutive days person n a day, being sure to respect all labor laws a	nel work over the number of
		lire heavy physical labor or significant concen	
	the beginning o	f shifts where possible.	·
		thin personnel's daily scheduled shifts the	ey are provided break and
		ay from their workstation.	4
	Keep in mind that it is neither practical nor safe for some types of personal protective equipment to be worn over extended periods of time which may require relief or		
	rotating perso		ich may require relief of
	Consider how o	urrent municipal overtime/banked time policie	es or lack of could negatively
	impact <b>person</b> ı	nel morale and capacity.	
<b>Y</b>		Shift Change Guidelines	
	Fully brief pers	sonnel <u>prior</u> to the start of each shift.	
	Conduct one-c	on-one shift briefings as well as a group br	riefing (ex: Section Chiefs
		brief all personnel coming on day shift as a gi	
	P Note the	at shift change briefings <u>are in addition to</u> is which occur for operational field staff at	the beginning of each
		onal period.	t the beginning of each
	Refer to the Shi	ift Briefing template in the Appendices.	
Mile.		Signs of Fatigue	
	Irritability	Reduced alertness, concentration and/or	Loss of appetite
		memory.	
	Headache	Refusal to take rests, breaks or scheduled	Tunnel vision
		time off.	
	Giddiness	Increased accidents and/or loss of	Loss of personnel morale
		productivity.	

# 13.3 Where to Request Additional Personnel

Type of Personnel	Potential Sources
ICP	<ul> <li>Other ICP personnel within the region.</li> <li>Mutual Aid.</li> <li>All-hazard incident management teams- must be requested through AEMA.</li> </ul>
Public Works	<ul> <li>Other neighboring regions.</li> <li>Mutual Aid.</li> <li>Contractors.</li> <li>Alberta Public Works Association.</li> </ul>
ESS	Mutual Aid.     Provincial Emergency Social Services (PESS)/ESSNA Emergency Social Services Network of Alberta- request through AEMA
Administrative Support Staff	<ul> <li>Mutual Aid.</li> <li>Bonded community volunteers.</li> <li>Community clerical staff/personnel/volunteers.</li> </ul>

#### 13.4 Use of External<sup>3</sup> ICP Personnel

The following are some guidelines to ensure internal and external personnel from outside of the BESC area can be successful in their roles working together in an ICP.

	Guidelines For Incorporating External Personnel Into Response
	ICS Trained – Personnel should be ICS trained so that they can work from the same organizational structure and understand their roles and responsibilities within it. Personnel that are not ICS trained will not be able to effectively manage or operate the ICP.
ū	Local Knowledge – Local personnel have irreplaceable local knowledge; they know the community relationships and dynamics of the community. Each location has nuances that make them unique from each other, such as different internal procedures and requirements. For this reason, consider pairing external personnel with the local person whose position they will be filling if there is the capacity to do so.
	Leadership & Management Positions – Local knowledge as described above is invaluable and can impact the success of a disaster response. Every effort should be made to keep BESC personnel (membership area municipal personnel) in leadership positions where possible.
	Delegation of Authority — Consider which positions you're assigning to external personnel. Determine the types of decisions these positions may be required to make and if they will require delegation of authority. Decisions with financial and legal impacts should be considered. Alternately, all external personnel holding ICP positions specifically Officers, Chiefs, Directors, and Leaders may require delegation of authority forms.
	Night Shifts – Generally speaking, night shifts are often slower in pace with fewer operations occurring. For this reason, night shifts may be a good starting place for external personnel to assist. However, the ICP should never be fully vacated by local personnel. At least some local personnel with authority to make decisions should be assigned to night shift.
	Time – Do not underestimate the time it takes to locate and coordinate additional personnel resources capable of assisting. Type 3 emergencies (more than 1 operational period) should immediately trigger a request for stand-by of additional personnel through your AEMA Field Officer.
	Requiring staff to work additional hours rather than coordinate relief personnel in an already stressful emergency situation is likely to have long-term negative impacts on employees.

<sup>&</sup>lt;sup>3</sup> External personnel refer to those that are not already assigned roles in BESC plans but are requested to assist in the ICP or ESS Centre as needed during the incident.

### 14. When to Consider Evacuation

<b>/</b>	Considerations
	If the incident poses an immediate life safety threat to people in the affected area.
	The incident is expected to grow to pose an immediate life safety threat to people in affected areas.
	The incident is anticipated to create barriers for first responder access to people over an extended period (ex: incident cuts off emergency access to household(s)).
	Fallure to evacuate would cause emergency responders undue personal risk if emergency services were required in the affected area.
	Heavy or significant equipment and supplies are required to mitigate/reduce the effects of the incident in which substantial access to the area is required and safety of residents may be compromised in the process.



- A SOLE <u>must</u> be declared to issue a mandatory evacuation order.
- ESS must be activated and plans in place to care for basic needs of evacuees (and pets) under an evacuation. See the ESS Plan for more.
- See Section 18.9 Mandatory Evacuation Order Templates for Evacuation Order Templates to PRE-PRINT PRIOR to an emergency.

### 15. Steps to Declare a State of Local Emergency (SOLE)

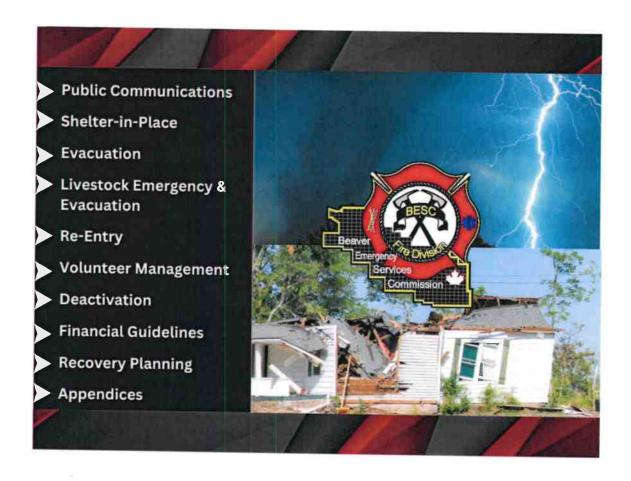
A state of local emergency may be declared by any of the following:

- BESC Emergency Advisory Committee Chair.
- In absence of the Committee Chair, any two (2) other Committee Members.
- In absence of the Chair and two Committee Members, any other available Committee Member.

The Alberta Emergency Management Act was amended in 2020 so that a State of Local Emergency for pandemic purposes can last up to ninety (90) days without renewal. All other non-pandemic States of Local Emergency are still limited to seven (7) days.

<b>V</b>	Steps to Declare a State of Local Emergency
	By resolution declare a State of Local Emergency.
	Complete a Declaration of a State of Local Emergency (SOLE) and submit to Alberta Emergency Management Agency.
	As soon as possible, advise all Advisory Committee Members of the state of local emergency. If a member is absent, ensure the Council for their respective municipality has been notified.
	Upon declaration, ensure the details of the declaration are published immediately by such means considered most likely to notify most of the population of the area affected.
	The Advisory Committee may by resolution apply to have the State of Local Emergency renewed for an additional 7 days if powers under a SOLE are still required.
	A State of Local Emergency is considered terminated if it lapses 7 days. A State of Local Emergency should not be allowed to expire on its own and should by resolution be <b>terminated</b> when the powers under such declaration are no longer required.
	A termination of a SOLE, like a declaration must also be submitted to Alberta Emergency Management Agency and the affected public immediately notified.
	Templates for Declaration, Extension & Termination of State of Local Emergency can be found in the Appendices of the Emergency Management Plan or here: Appendix A: State of Local Emergency Templates

# Part D: GO! Emergency Checklists & Appendices



### 16. Public Communications

#### 16.1 Public Notifications

Proof of IC approval of critical alerts and public messaging is highly recommended. See Information Officer Message Approval Form with ICP Forms.

	INITIAL INCIDENT NOTIFICATION TO PUBLIC
<b>Y</b>	Door - to - Door
	Issued to people living in the immediate area of an imminent or occurring incident as directed by the Incident Commander.
	Conducted by: Authorized response personnel and/or Loudspeaker announcements through use of speaker systems on emergency response vehicles.
	See section 18. Evacuation of this plan for more information re: door-to-door notifications.
<b>V</b>	AB Emergency Alert
	All critical alerts <sup>4</sup> will be issued on Alberta Emergency Alert (Alert Ready) by making a request to Alberta Emergency Management Agency to issue such an alert. This request can be made through your Field Officer or through the Provincial Emergency Coordination Centre.  24 Hour Provincial Emergency Coordination Centre Number: 1, 266, 648, 2363
	John Lamb East Central Field Officer Cell Phone Number: (587) 322 - 6481  All critical alerts must:  □ Be approved and/or directed by the Incident Commander.  □ State the nature of the emergency.  □ State any safety precautions to take.  □ Direct people where to find additional information or updates and official sources of information.
	It is best practice in the initial hours of an incident to issue information to the public
	every hour even if there is no new information in order to mitigate rumors.  Although AB Emergency Alert is a wireless system it is best practice to also notify local radio stations of any critical alerts to ensure quick and broad distribution and instruct media where to seek additional official incident information and updates.
	A message terminating any Alberta Emergency Alert (Alert Ready) notifications must be published once the emergency has passed. This includes informational alerts.

<sup>&</sup>lt;sup>4</sup>Critical Alerts indicate imminent life-threatening danger that requires prompt action in order to protect life and safety. Any delays in issuing such alerts could increase the risk or danger to those that are or could be affected. Advisory Alerts are less serious in nature. They advise the public to be prepared. Advisory Alerts may contain notices and updates.

#### ONGOING INCIDENT PUBLIC COMMUNICATIONS Web Information Each member municipality will maintain a standard banner and link on their municipal website at all times that allows the public to click and automatically be re-directed to the BESC web site. Appointed Information Officers will be provided access to publish information on the BESC web site by the BESC Administrator. Instructions have also been included with Information Officer electronic forms. **Back-up Communications** In a large-scale event there will likely not be municipal staff capacity in administrative offices to assign staff to monitor a dedicated public information phone line. The following options may be pursued: □ AB Emergency Alert (Alert Ready) will be the preferred method of notification. However, residents should be encouraged to download the app in advance of an emergency to avoid wireless messaging delays. □ Use of County Dispatch Line □ Tofield/Viking may be able to pre-record a message to redirect calls during an emergency and switch message on as needed in an emergency. Local Media Local media to be notified will be at discretion of Information Officer and Incident Commander but may include: CKVG Country 106.5FM – Vegreville o Boom 101.9 CKKY-FM -Wainwright Hot 93.7 CKY-FM - Wainwright o 840 AM CFCW - Camrose o 98.1 New Country CAM - FM - Camrose o Beaver Chronicle Tofield Mercury The Weekly Review (Viking)



#### Media Holding Statement:

The following media statement may be used by any incident personnel if approached by media.

"We have activated our emergency response plan and have personnel actively responding to the incident. Updated information will be provided by the Information Officer through local radio stations and on the Beaver Emergency Services Commission website.

Information can also be found on Alberta Emergency Alert as it becomes available. Our goal is to keep residents as informed and as safe as possible throughout the incident."

#### **16.2 False Notification & Retraction**

/	False Notification & Retraction Guidelines
	In the event a false notification is mistakenly issued, only 1 retraction message will be
	issued to avoid confusion.
	The Information Officer or Incident Commander will personally notify local media.
	Notify Alberta Emergency Management Agency of retraction and may request
	assistance with disseminating.
	Notify BESC Board and Municipal membership areas of retraction statement.
	The notification should include the reason for retraction, who initiated the retraction
	and be issued via all the channels of communication the original notification was
	issued on.

### 16.3 Spokesperson Guidelines

<b>/</b>	Spokespersons Spokespersons
	Designated spokespersons will be appointed on a case-by-case basis.
	All spokespersons will coordinate any statements or messages they plan to issue to the public with the Information Officer <a href="mailto:prior">prior</a> to distribution. <ul> <li>Only designated spokespersons will have authority to speak to media.</li> <li>All media requests must be referred to the appointed Information Officer</li> </ul>
	The Information Officer will work with other responding organizations to ensure clear consistent messaging between other responding organization's spokespersons and the BESC spokespersons.
	Typical spokesperson may include but not be limited to:  ☐ Incident Commander ☐ BESC Chair ☐ Elected official of affected municipality ☐ Other technical experts ☐ Spokespersons from other service providers involved in the response (ex: utilities, industry, social service organizations).

### **16.4 Press Conference Guidelines**

	NOTE TO SECURE A SECURE AND A SECURE ASSESSMENT AND A SECURE ASSESSMENT ASSES
	Get the Incident Commandaria namiciality
	Get the Incident Commander's permission to hold a press conference.
Ľ	If any dignitaries will be attending or representatives from other agencies – contact their press person or appointed information officer and involve them in the planning.
	Logistics & Set-up
	Work with the Facilities Unit of the Logistics Section to establish an appropriate press
	conference location and to ensure all facility requirements are in place (audio/video, etc.).
	Depending on the weather this may be indoors or outdoors. If being held outdoors, a contingency plan should be in place in event of change in weather (wind, rain, snow, etc.).
	Ensure sufficient security is present at all press conferences.
	Press conference locations should be separate from ICP, ESS and other operational incident facilities if possible.  Ensure safe and adequate parking.
1	
	Ensure the press conference location has space to accommodate media (rooms for cameras, light stands, audio equipment, etc.) and enough electrical outlets.
4	Consider use of a stage or riser so all spokespersons can be seen.
	Consider backdrop (avoid windows as backdrop- they create glare). May put logo of BESC or other appropriate signage in backdrop.
	Determine other requirements – is a sign language interpreter required, etc.
<b>/</b>	Inviting The Media
	Limit press conferences to media. In general, this should not be an open invitation to
	public. Public events such as town halls or other meetings should be held separately.  Establish any requirements of media such as identification and advise prior to press
	Comorcilos.
Ц	Notify media of time, place, and purpose of press conference and who will be speaking.
	Print out a summary of key messages to be provided at the press conference and distribute to members of the media before or following the press conference.
<b>/</b>	Preparing Spokespersons
	In events where there are also outside agencies responding to the emergency try to coordinate one unified press conference together with their representatives and municipal staff/responders in order to ensure consistent public messaging.
	r tovide pre-press conterence briefing to review with porconnel who will be
	at press conference, the information each is going to present ahead of time, any anticipated questions they may receive as well as appropriate answers to such questions.
/	Press Conference Process
	Print out a summary of key messages to distribute to members of the modio before ar
	tonowing the press conference.
<b>U</b>	Establish and inform media of press conference process and rules or expectations-including who will be speaking and process for questions etc. Introduce each
	and process for questions etc. introduce each

speaker and facilitate the press conference by keeping press conference moving and coordinating questions and answers after spokespersons are finished speaking.
Utilize local media with which you have established rapport to set an example of expected media behaviour and guidelines for external media.
Be cognizant that media are resources to help in quickly and effectively spreading key messages. As such, respect and <b>try to accommodate their timelines</b> and reasonable requests so that they can continue to effectively get the message out to the public.
The Information Officer should record a copy of all personnel interviews (ex: cell phone/handheld voice recorder, etc.) to keep with incident files and as reference should any points of clarification be required later. You may delegate an Asst. Information Officer to record a copy of the press conference as part of the incident records.

#### 17. Shelter-in-Place

Shelter-in-place is an effective **short-t**erm method to protect people from harmful exposure to hazardous material releases. North American households are well-insulated to prevent escape of warm air in winter and cool air in the summer. This ability to effectively prevent air exchange can protect residents from inhaling and being exposed to hazardous materials as a short-term response.

### 17.1 Steps to Shelter-in-Place

#### In a house:

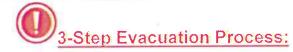
- Close all windows and doors.
- Turn off all air exchange units and appliances including furnace, bathroom and kitchen fans, air conditioning, dryers.
- Take a radio, your cell phone and charger into a main or upper-level interior room with access to fresh water.
- Avoid lower-level rooms as some substances are heavier than air and will sink and collect in lower stair and window wells.
- Seal cracks around windows and doors with duct tape, dampen towels and rollup to place at bottom of doors/windows to seal cracks.
- Do not leave the house or facility you are sheltering in.
- Tune into Alberta Emergency Alert and local radio station to receive updates.

#### In a car:

- Turn off ignition and roll up windows.
- Close all vents.
- Monitor cell phone for updates on Alberta Emergency Alert and/or turn on radio to listen for important information, but do not turn engine on.
- Never try to drive through an area for which a shelter-in-place has been issued.

#### 18. Evacuation

#### 18.1 When To Consider An Evacuation



#### 1. Evacuation Notice

Residents put on notice that they may be required to evacuate and instructed to take preparation measures so that they can evacuate at a moment's notice if required. Evacuation notices may only be provided where there is adequate lead-up time.

#### 2. Mandatory Evacuation Order

To issue a mandatory evacuation order, a State of Local Emergency (or provincial state of emergency) must be declared.

#### 3. Evacuation Rescind

Once it is determined safe for evacuees to return and the proper support systems are in place to allow for successful return of evacuees, the evacuation order should be rescinded, and the affected public made aware by the most immediate and effective means possible.

ESS <u>must</u> be activated and plans in place to care for basic needs of evacuees (and pets) under an evacuation. See the BESC ESS Plan for more.

<b>/</b>	Considerations Considerations
	If the incident poses an immediate life safety threat to people in the affected area.
	The incident is expected to grow to pose an immediate life safety threat to people in affected areas.
	The incident is anticipated to create barriers for first responder access to people over an extended period (ex: incident cuts off emergency access to household(s)).
	Fallure to evacuate would cause emergency responders undue personal risk if emergency services were required in the affected area
	Heavy or significant equipment and supplies are required to mitigate/reduce the effects of the incident in which substantial access to the area is required and safety of residents may be compromised in the process.
<b>/</b>	Evacuation Notification
	Public notifications will be issued using one or a combination of the communication methods which may include but not be limited to:  Door-to-door notifications.  Loudspeaker notifications.  Alberta Emergency Alert (Alert Ready)  Local radio notification.  BESC social media/web accounts  By phone where practical and most efficient (ex: rural areas may use a combination of phone and in-person notification if practical and effective).
	Evacuation Notices and Mandatory Evacuation Order templates are available here:  > 18.8 Evacuation Notice Template > 18.9 Mandatory Evacuation Order Templates

#### 18.2 Evacuation Plan Guidelines

The following actions should be coordinated to support an effective evacuation process.

<b>\</b>	Evacuation Plan
	<b>Declaration of a State of Local Emergency (SOLE)</b> and notification to Alberta Emergency Management Agency.
2	A SOLE must be declared in order to issue a mandatory evacuation order.
	Notification of residents. All personnel going door-to-door to notify of evacuations should
	wear official identification/uniforms.  Notification to facilities/towns/cities receiving evacuees.
<u> </u>	Emergency Social Services staff activated and ready to receive evacuees at designated
	ESS Centre sites (whether locally or in other communities).
	If evacuees are sent to an outlying community, local Emergency Social Services staff should be sent to assist the receiving community.
	Consider the estimated time to notify and evacuate all residents and determine personnel needs. See example on next page.
	Consider evacuation transportation methods and needs. See 18.5 Evacuation Transportation
	Ensure traffic control points have been mapped out and incident site secured as best as possible to ensure safety and prevent unintentional entry of evacuees into hot zone (immediate
	disaster area).
	Ensure confirmation will be provided from receiving community once evacuees begin arriving and/or evacuation buses arrive.
	Determine transportation needs of residents including wheelchair accessible transportation.
	Determine how residents with mobility challenges will notify BESC if direct pick-up transportation is required.
	Determine if alternate routes are required for livestock transport which may slow other evacuation routes or create bottlenecks on emergency ingress routes
	If possible, ensure first aid is available on evacuation buses and appoint a supervisor for each
	bus.
<u>u</u>	RCMP organized to confirm all designated buildings have been evacuated.
Ц	<b>Plan to secure perimeter</b> . Only authorized emergency vehicles/equipment and personnel will be allowed into evacuation zone.
	Liaison Officer or other personnel should be appointed during any large-scale
	evacuation to communicate with agencies that provide services for vulnerable populations to ensure agency owned facilities have been considered in evacuation operations
	and to determine if additional support is required from BESC.
<b>V</b>	Door-to-Door Operational Guidelines
	Once an evacuation area has been determined, an assessment of the number of households within the area should be completed.
	Door-to-door notifications will be completed if safe for emergency responders. Responders
	should go door-to-door in pairs.
<del> </del>	Each pair will be supplied with the proper supplies- see 18.10 Evacuation Supply List  The number of responders required to complete door to d
	The number of responders required to complete door to door evacuations will depend on the evacuation timeframe, and number of houses to be notified. This should be determined ahead of time.

	Personnel going door-to-door must be in official uniforms and/or have official identification.
	Responders will knock loudly or ring doorbell.
	Responders will explain any pre-printed evacuation notices or orders and leave one at each household, ensuring that occupants understand the notice or order.
	Additional information such as evacuation routes and required timeline to evacuate may be provided.
	If there is no one home an evacuation notice or order will be posted in a visible location such as front door.
	Responders will ask if anyone in the household requires assistance to evacuate and promptly communicate any assistance required back to the ICP to arrange assistance.
	Responders will complete an Evacuation Log for each household. See 18.11 Evacuation Log
	If occupants refuse to evacuate, responders will have occupants complete a Mandatory Evacuation Waiver Form see: 18.12 Mandatory Evacuation Waiver Form.  All refusals to evacuate should be immediately reported to the ICP.
<b>/</b>	All Clear
	Once it is safe to do so and there is adequate time, working in pairs, uniformed responders should conduct an all-clear of the evacuation area to ensure it has been fully evacuated.
	used to indicate homes have been confirmed as evacuated.
	A security perimeter should be established around the evacuated area.

### 18.3 Evacuation of Persons With Disabilities

In all situations if assistance is required make the proper arrangements for the individual(s) and indicate on the Evacuation Log.

~	Deaf or Hard Of Hearing Guidelines
	Look at the person while speaking.
	Use facial expressions and hand gestures to communicate.
	Use written communication such as notes to communicate. Give them an opportunity to communicate back to you by writing down messages and to indicate they understand.
<b>/</b>	Blind or Low Vision Guidelines
	Announce your presence.
	If assisting the person to evacuate offer your elbow, do not grab their arm or hand.
	Talk them through evacuation by describing any physical barriers or actions to take.
<b>V</b>	Cognitive Disabilities Guidelines
	Give clear and simple instructions.
	Be patient.
	Understand that they might react in unexpected ways if they are unable to understand the emergency.

#### 18.4 Pets

<b>/</b>	Pet/Domestic Animal Evacuation
	Encourage evacuees to take pets with them and keep pets in their care where possible.
	<ul> <li>□ Best Choice: Pets stay with owners.</li> <li>□ Second Choice: Pets housed in local area kennels and veterinarians.</li> <li>□ Third Choice: Pets cared for in a domestic pet emergency centre.</li> </ul>
	See Pet Plan- part of ESS Plan for more details.



- Use of uniformed responders to conduct door-to-door evacuations should be the first choice. Previous disasters have proven that members of the public are more likely to heed evacuation notices/orders delivered by officials in uniform over those that are not.
- All institutions and/or agencies whether public or private are responsible for maintaining their own emergency response plans for residents or tenants residing within their care whose health and safety they are responsible for. This includes evacuation procedures, methods of transport and secondary temporary lodging locations for all residents and/or tenants. Such procedures should not be reliant on emergency response resources such as ambulance services which may be required for other priority or competing priority incident response operations.

### 18.5 Evacuation Transportation

Most residents will have their own transportation for evacuation, and this should be the first choice for evacuation. Residents should be encouraged to provide transportation for other family and friends in the evacuation area that do not have access to transportation. The following are options for providing transportation and each will be incident dependent.

Transportation Options	Pros	Cons
Pick-up Points  Shuttle  By Request	<ul> <li>Can be pre-planned.</li> <li>An option for urban residents under the right conditions.</li> <li>Ability to organize with adequate evacuation lead-up time.</li> <li>Similar to assembly points, however shuttle simply makes loop of evacuation area and picks up people as needed.</li> <li>Reduces confusion about pick-up points. Residents request pick-up at their address.</li> <li>Allows proper type of transportation to be dispatched (ex: wheelchair lift) on as needed basis.</li> <li>Does not require residents to wait outside potentially exposed to elements.</li> </ul>	<ul> <li>Pre-planned points may have to be changed depending or scope of incident. Could cause confusion.</li> <li>Evacuees still must be able to walk to pick-up points which will present challenges for those with restricted mobility.</li> <li>Winter cold weather and other weather conditions could increase risk to evacuees gathered at pick-up points.</li> <li>Not practical for rural residents.</li> <li>Could be difficult to tell who requires transportation and who doesn't.</li> <li>May still create challenges for those unable to leave their homes and wait outside for shuttle.</li> <li>Not practical for rural residents.</li> <li>Requires publication of call-in line. However, a call-line could be set-up ahead of time and activated as needed.</li> <li>Requires significant coordination including dispatch and transport logs to ensure all residents safely evacuated.</li> </ul>
	Rural Transportation (	Options
> Set-up a de > Request that directly by a > In the latter a designated	nts in the rural evacuation zone with transportation to check on the equire it. Require all evacuees to check-in at Reception Centre to be a edicated phone line with call waiting capability for residents to call at when residents are notified to evacuate by emergency services emergency services at that time or if time permits, make a requestance, BESC should provide transportation as requested by emergency for residents to be dropped off and transportation arranged from ly to an ESS facility will cause undue delays in providing transports.	heir neighbors if safe to do so and provide transportation to accounted for.  Il to request transportation.  Is (RCMP, Fire) that they are either provided transportation at for transportation through the emergency services.  It is serviced as a safe, temporary central location may be at that site to decime the ISON (1999).

#### 18.6 Determining Rough Evacuation Times <u>Door - to - Door Notification</u>

750 people with approximately 3 people per household = 250 households.

3 minutes to notify each household:  $3 \times 250 = 750$  minutes or 12.5 hours.

10 personnel available to evacuate households: 12.5/10 = 1.25 hours **plus** time to:

- Create and disseminate message.
- Travel between each household (door-to-door notification).

Self-evacuation will be the quickest way for people to evacuate. However, if transportation is required, calculate time in <u>addition</u> to that above for:

- o Initial transportation arrival time (approx. 30 60 minutes for school busses).
- Loading time.
- o Travel time to designated ESS Centre.
- o Offloading time.
- o Return trip time.
- o The number of busses available to transport people and number of trips required.

### Transportation Provided Evacuation Time Breakdown

#### The following times are based on:

- The average school bus can carry 70-80 passengers.
- 15 minutes loading.
- 15 minutes offloading.
- Numbers below do NOT include 30-60 minutes for *initial* transportation arrival time particularly in wintertime with added start-up time and school bus drivers dispersed throughout the County. Nor do they include return trip and assumes residents are ready and waiting at pick-up points.

Community	Estimated Number of Busses Required based on Total Population	Estimated Evacuation Time to Tofield	Estimated Evacuation Time to Viking
Add at leas	t 1 hour for initial arrival time to tir	nes below	
Bruce	1 – 2 busses	1 hour	45 minutes
Kinsella	1 – 2 busses	1 hour 25 minutes	55 minutes
Iron Creek Colony	1 – 2 busses	1 hour 10 minutes	
Holden Colony	1 – 2 busses	1 hour	2 hours 30 minutes
Tofield Colony	1 – 2 busses	45 minutes	1 hour
Viking Colony	1 – 2 busses	1 hour 30 minutes	1 hour 30 minutes
Village of Holden	6 busses		1 hour
Village of Ryley	7 busses	55 minutes	55 minutes
Town of Tofield		45 minutes	1 hour 5 minutes
	30 busses – or fewer busses and more trips required	N/A	1 hour 15 minutes
Town of Viking	14 busses	1 hour 15 minutes	N/A

- Given the population of the Towns and evacuation times above, consideration should be given to appointing a temporary mid-way evacuee holding location.
- In this case, a holding location may be set-up in one of the surrounding Villages a safe distance from the incident. Residents could be transported out of town to a safe temporary holding location before final transportation to evacuee shelters/lodging elsewhere. This would aid in quicker evacuation of residents to safe location out of the evacuation zone.

#### 18.7 Temporary Re-Entry Guidelines

- Depending on the nature of the incident and **if safe to do so**, *temporary* re-entry may be permitted to members of the public under controlled circumstances.
- Temporary re-entry may be permitted for the public to retrieve priority items from their homes, check/feed pets or livestock or other business operations and where temporary re-entry is considered safe and the most efficient means to achieve the desired goal.

<b>/</b>	Temporary Re-Entry Guidelines
	Residents re-entering should show proof of address, tenancy, ownership, or other approved identification.
	Residents re-entering should check-in/out with name, license plate and contact numbers recorded. This includes a call-back number and alternate emergency contact number where they can be reached should they fail to check-out.
	Residents should indicate address they are returning to, and purpose of re-entry must meet any pre-established temporary re-entry criteria.
	Upon check-in residents must be made aware of potential remaining hazards and any emergency procedures or alternate evacuation routes.
	Established times including time permitted to remain in evacuated area and/or deadline to check-out of area should be established.

# 18.8 Evacuation Notice Template

# SAMPLE- REVIEW AND REVISE BEFORE DISTRIBUTION

<u>Pre- Evacuation Guidelines:</u> An evacuation has NOT yet been ordered. If you are ordered to evacuate, you will have a very limited amount of time to do so.

Please follow these <u>precautionary</u> guidelines <u>now</u> so that you are ready if an evacuation occurs.

- > Remove any valuable or important items from basement (in case of sewage back-up).
- Make arrangements to stay with family or friends. If you do not have lodging arrangements made, other lodging may be assigned.
- ➤ Make arrangements for any pets ensure you have a pet carrier and transportation for your pet <u>ahead</u> of time. Kennels may be <u>limited</u>. Pets will NOT be allowed in reception centres or any group lodging facilities. Where a service dog is required, other arrangements will be made.
- Ensure that if you take any prescription medication, that you have enough to take with you if you must evacuate.
- > Have important documents (ex: ID, health cards, bank cards, social insurance cards etc.) ready to go.
- Prior to leaving unplug small appliances and close windows and doors.

There is no need to evacuate unless ordered to do so by local authority. If you evacuate prior to such an evacuation order, any costs you incur may not be covered or eligible for reimbursement.

The following will be used to issue evacuation notifications:

- Alberta Emergency Alert
- BESC web site www.besc.ca
- Door-to-door notifications may be issued if there is time but are not guaranteed.
- Local Radio Station: \_\_\_\_\_\_

### 18.9 Mandatory Evacuation Order Templates

DOOR HANGER FORMAT SAMPLE- REVIEW AND REVISE BEFORE DISTRIBUTION

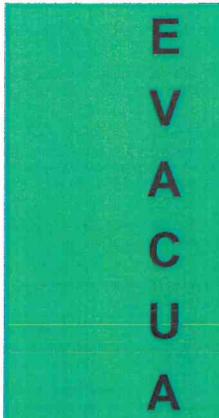


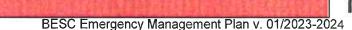
Reverse Side

- This is a mandatory evacuation order.
- Stay with family or friends. If you do not have a place to stay, lodging may be assigned.
- Pack essential items such as: prescription medications, identification, health, bank and social insurance cards and other important documents.
- Pack essential items for any pets including food, carrier, leash, and record of vaccinations. Up to date vaccines may be required at kennels.
- Unplug small appliances and close windows and doors before leaving.
- Go to the reception centre to register & access additional services at:
  - a). Viking CARENA 5120 45 St.
  - b). Tofield Arena 4748 53 Ave.
  - c). Holden Community Hall 4949 49 Ave.
  - d). Ryley Community Hall 5103 49 St.
  - e).
- If communications are down and you require transportation, leave a sign in visible front window with the word HELP written in large clear letters.
- PLEASE TURN THIS HAND-OUT OVER TO INDICATE EVACUATED.
- POST IN A VISIBLE LOCATION SUCH AS FRONT WINDOW OR ON DOOR WHEN YOU LEAVE TO INDICATE YOU HAVE EVACUATED AS ORDERED.

Stay tuned to the following for more information:

- Alberta Emergency Alert
- BESC web site www.besc.ca
- Local Radio Station:





### **SAVE THESE MAGNETS!**

If you are instructed to evacuate by authorities in response to an emergency or disaster use the pop-out magnets to the right.

Stick the appropriate magnet to your front door to let responders know if you're OK or if you need HELP.

EVACUATED – You are OK and have safely evacuated all members of your household.

HELP – You are unable to evacuate your household on your own and require help.

For emergencies only affecting your household or that are life threatening, call 9-1-1





18.10 Evacuation Supply List

Evacuation Route Maps
Evacuation Notice (if providing advanced notices).
Mandatory Evacuation Orders.
Mandatory Evacuation Waiver Forms.
Pens capable of writing in wet/cold conditions.
Note pads.
Permanent marker to fill-in Evacuation Orders.
Evacuation Log Forms.
Clipboards.
Flagging tape if such will be used to mark evacuated homes as all clear.
If Evacuation Notices/Orders are not self-adhesive or cannot be hung on doorhandles- waterproof tape to affix to homes where there is no answer.
If Evacuation Notices/Orders are not waterproof- baggies and twist ties or other means to affix to doors where there is no answer.
Agency uniform or high visibility vest and identification.
Optional- additional information/list of items for evacuees to pack.

18.11 Ev Incident Na	acuatio	on Log					16	noida	sné Ni	la		
Incident Name: Assigned					"	···	int in	amb	er:	Date:		
Evacuation	Status	·——	o		As	ssigr	ied Ne	eighb	orho	od/E	vacuat	ion Area:
			CF [	MA	NDATO	PRY	EVAC	UATI	ON C	ORDE	R	
Street Name	House/ Unit #	Family Name	# of Occupants Present	# of Minor Children (<18)	Transportation Required	Notified	Need Assistance	Refused	Not Home	Evacuated	Time (24- hour)	Comments     If RED, note the type of assistance required and make arrangements. Note when complete.     If BLACK, note reason for refusal.  Incident Command Post Phone Number to arrange assistance:
												\frac{1}{2}
Page c	ofRe	ecorded By BESC E	: merger	ncy Mar	nagemei	nt Pla	n v. 01	/2023	3-2024	_ A(	gency (	ex: RCMP, Fire Dept. etc.):

### 18.12 Mandatory Evacuation Waiver Form

### () SAMPLE- REVIEW AND REVISE BEFORE ANY DISTRIBUTION

- I hereby acknowledge that there is a mandatory evacuation order in place for the area in which I reside.
- I am signing this waiver of my own free will to indicate my refusal to evacuate under the current evacuation order.
- I hereby accept all risks associated with refusal to evacuate for myself and all members of my household.
- I understand that by refusing to evacuate, members of my household and I may be denied access to emergency services if the situation is too hazardous or deemed unsafe for emergency responders to enter the evacuation area to assist me and/or members of my household.
- I, for myself and my heirs, executors, administrators and assigns hereby release, indemnify, and hold harmless the Beaver Emergency Services Commission and the County/ Town/Village/ of \_\_\_\_\_\_\_ the organizers, coordinators and supervisors of all disaster preparedness, response, and recovery activities from all liability for any and all risk of damage or bodily injury or death that may occur to me or members of my household in connection with my/our refusal to evacuate.

# Must be signed by all members of the household 18 years or older. PLEASE PRINT

Full Name	Age	Date	Signature
		-	

### Please indicate any persons remaining in the household under the age of 18.

Full Name	Age	Relation

Personal information provided is collected in accordance with the *Alberta Freedom of Information and Protection of Privacy Act* and Part 2 of the Act. It will be used for the purpose of protective and emergency management purposes relevant to this specific emergency incident and evacuation. If you require more information about collection, use and disclosure of the personal information, please contact the Regional Emergency Manager Beaver Emergency Services Commission 49244-53 Ave Viking (780) 336-3041.

# 19. Livestock Emergency & Evacuation

With Information From: Emergency Preparedness for Farm Animals. Government of Alberta and Livestock Emergency Preparedness Guide - Saskatchewan Sheep Development Board.

# 19.1 Producer Livestock Evacuation Responsibilities

Responsibility of livestock during an emergency is the livestock owners including any evacuation of livestock and their continued care during evacuation. Support from BESC or province will depend on the capacity of such at the time of the incident.

	Owner/Producer Responsibilities
	Put the health and safety of themselves and their families first ahead of livestock.
1 -	Animals may panic in the face of natural or technological emergency threats. They  may be difficult to manage even days of the face of natural or technological emergency threats.
	They be difficult to flight due even that she had been as a second
	bo not delay in evacuating and remember that the emergency may cause restrictions to
	assess routes.
	If livestock will be left behind in the event of fire threat remove halters, blankets, etc. as they
	out more to allimate.
	If time allows, try to spray animals with a safe indicator of animal ownership so that animals
	they escape or get loose.
	Livestock Emergency Options
	1. Sneiter-animals in place
1	Producer stays on property with animals. Animals are either confined or remain outdoors
1	until the incident is contained or resolved.
1	☐ Ensure that any animals outdoors have access to 1.1.
1	☐ Ensure that any animals outdoors have access to potable water and feed.
1	If flooding is a risk, ensure animals have access to higher ground and can be easily
1	accessed from that ground (do not become isolated on higher ground surrounded by
	floodwater).
ł	
	If using outdoor shelter locations, they should not have overhead power lines or poles, be
	1 100 of potential for blowing depths and have adequate tencing
	2. Evacuate with family and livestock
	Ensure adequate feed, water, bedding, and medical supplies can be delivered to any
	locations to which livestock have been evacuated.
	☐ Ensure appropriate animal identification and the t
1	<ul> <li>Ensure appropriate animal identification and that a copy of records and that proof of ownership can be provided.</li> </ul>
	and the provided.
	Assess biosecurity and vaccination status of any animals that will be comingled and
1	minimize contact between animals from different premises.
	Manage any mortality in a way that minimizes potential spread of contagions.  3. Evacuate with family and leave live to the spread of contagions.
	2: Evaduate with failily ally leave livestock hehind
	Upen gates between pens and pastures to allow animals to append the base of
	1 = Loave extra 1000 and water out in accessible locations
	Consider turning off power and natural gas to reduce risk of secondary hazards from these utilities.
	these utilities.

## 19.2 BESC Livestock Evacuation Support

It is anticipated the following will be key areas of support requested from BESC in the event of a livestock emergency or disaster incident:

Transportation resources including	Temporary holding sites.	Feed, water, bedding provisions.
drivers and livestock handlers.		
Veterinarian, animal health &	Assistance with loose	Animal rescue operations.
welfare support.	animals.	

<b>V</b>	Planning Section							
	Create a plan for dangerous animals (ex: bulls).							
	Create a plan for late evacuations.							
	Create a plan for abandoned or stray livestock.							
	Create plan to allow producers in to care for livestock once it is safe to do so.							
	If deemed safe, BESC should make all efforts to allow re-entry to livestock owners to check on livestock under an evacuation order once the immediate threat has been contained and risk to life safety of owners and responders reduced to an acceptable level. Re-entry times may be limited, and check-in/out procedures required to ensure safety of all personnel.							
<b>/</b>	Operations Section							
	Consider livestock trailer ingress/egress routes during evacuation.							
	Confirm records of animals by ownership.							
	Provide and/or coordinate animal rescue services where possible.							
	May coordinate or assist with the capture of loose animals for return to owner.							
	Respond to site contained livestock emergencies (barn fires, etc.).							
~	Logistics Section							
	Put any additional regional livestock resources (trailers, facilities) on stand-by or notify to activate.							
	Implement and supply security at any temporary holding sites.							
	Implement and post biosecurity measures at any holding sites which may include:  O Rubber boots O Boot covers O Scrub Brush O Disinfectant O Boot Dip Trays O Hand soap O Coveralls (may O Face masks require disposable) O Safety glasses O Latex gloves O Sign-in/out sheet.							
<b>V</b>	Information & Liaison Officers							
	May establish communications with the Ministry of Agriculture and other livestock industry associations for guidance and further coordination of support and resources.							
	BESC should make efforts to communicate any support available to livestock owners through public communications.							
	Liaison Officers may determine federal guidance or involvement in livestock emergency response operations.							

# 19.3 Emergency Livestock Trailers & Premise Identification

### 19.3.1 Emergency Livestock Trailers

- Livestock trailers are not adequate for livestock incidents involving large numbers of animals and require time to deploy (approx. 30 minutes) plus travel time to incident.
  - Livestock emergency trailers are intended to quickly free and contain an extremely limited number of animals from transport vehicles for safe transfer into another trailer and removal from the scene.
  - These trailers are equipped with fence panels, gates, mesh fencing and various other tools to aid responders in livestock emergencies and for the welfare of the animals involved.
  - The closest livestock emergency unit trailers to the BESC membership area are:

Lamont

Kitscoty

Nisku

Westlock

Ponoka County

County of Paintearth

# To Request A Livestock Emergency Response Unit Trailer:

- Request from 9-1-1
- Request through AB Farm Animal Care 24 Hour Emergency Line: 1-800-506-2273

### 19.3.2 Premise Identification

Livestock and poultry producers are required to have a Premises Identification (PID) Account and Number from Alberta Agriculture and Forestry. The PID system may provide early emergency warning to farmers and functions to control and prevent the spread of animal disease.

### Livestock Identification Services:

- Provost Location: Provost Livestock Exchange (780) 753-6361
- Viking Location: Viking Auction Mart (780) 336-3421
- Vermilion Location: North Central Livestock Exchange (780) 853-4186
- Stettler Location: Stettler Auction Mart (403) 742-8151
- Head Office (Calgary): 1-866-509-2088

### 19.4 Livestock Re-entry/Recovery

The following information was obtained from Government of Alberta documentation.

V	Producer Responsibilities
	Assess biosecurity implications.
	Debris removal and clearing including safe removal of carcasses.
	Inspection of feed and water sources for contamination.
	Inspection of manure pits/sewage lagoons.
	Inspection of fencing.
	Disposal of contaminated materials (ex: bedding).
	If a temporary holding site is provided by BESC or member municipalities, it is the responsibility of the owner/producer to immediately coordinate removal of their livestock from the holding site at their own expense.
	Depending on the type of emergency incident, <b>testing for contaminants</b> (ex: feed sources) may be required as well as decontamination of animals, soil, and water.  • Note that contamination can cause long-term impacts and testing, remediation or other activities may be required long after the incident has passed.
	<ul> <li>Carcasses:         <ul> <li>There are several options for disposal of dead animals- dependent on cause of death. These include burial, composting, landfills (where allowed), incinerations, scavenging and rendering.</li> </ul> </li> <li>All animal disposals must follow the Government of Alberta Animal Health Act and regulations and any municipal bylaws or regulations.</li> </ul>
	Carcass Disposal: See the Alberta Animal Health Act: <a href="https://open.alberta.ca/publications/a40p2">https://open.alberta.ca/publications/a40p2</a>

For more information regarding livestock emergency preparedness and response including hazard specific response actions contact:

- > Alberta Agriculture & Forestry
- > The applicable livestock Industry Association
- SK Sheep Development Board's Livestock Emergency Preparedness Guide which includes hazard specific information and hazard and risk identification guidelines for producers <a href="https://sksheep.com/download/emergency-preparedness-guide/">https://sksheep.com/download/emergency-preparedness-guide/</a>

# 19.5 Livestock Evacuation Form

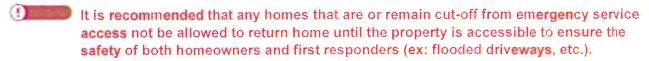
Courtesy of Saskatchewan Sheep Development Board SSDB Emergency Preparedness Guide 2022

	1		
Date:			
	OWNER INF	ORMATION	
Owner's name:			
Address:			
Premises Identification Number (PID)*			
Telephone number:			
Owner signature:			
	TRANSPORTER	INFORMATION	
Transporter's name:			
Telephone number:			
Type of livestock:		Number of livestock transported:	
Identification (brand, tattoo, etc.)			
Location livestock picked up from:			
Transporter signature:			
Was owner present for transport?	Yes/No		
	RECEIVER INFO	ORMATION	
Receiving name:			
Receiver location:			
Premises identification Number (PID)*:			
Telephone number:			
Receiver signature:			
Was owner present for delivery?	Ves/No		
promise for occuracy:	resylvo		

### 20. Re-Entry

### 20.1 Pre-Planning For Re-entry

An Advanced Planning Unit under the Planning Section may be activated to develop re-entry, repair, or resumption phases.



- Remember that **people will want to return to their homes as soon as possible**, so do not delay the activation of an Advanced Planning Unit. Each plan should at minimum include the following sections:
  - ☑ Current Situation- including trigger point or when the plan should be activated.
  - ☑ Plan Objective(s).
  - ☑ Pre-tactical Actions any pre-tactical actions required before the plan can be implemented.
  - ☑ Resources Required and any pre-identified locations for resources to report.
  - ☑ The Plan- what will be done and how it will be implemented (tactical actions).
  - ☑ Key Agencies.
  - ☑ Communications (who needs to review the plan).
  - ☑ Plan Approval be sure to include space for signature of applicable command/general staff. The Incident Commander must also approve plans before they can be implemented.

Be prepared for personnel who have a stake in the plan (those sections that are required to implement the plan) to revise the plan before it is approved.

An Advanced Planning Template is available with BESC ICP Forms.

# **20.2 Sample Re-Entry Plan Types and Objectives**These are examples only. Not all-inclusive.

These are examples only. No	t all-iliciusive.
Re-Entry Plan	Objective
Damage Assessment Plan	Assess existing damage in order to ascertain current status and
	develop additional recovery and interim plans (ex: Rapid Building &
	Site Damage Assessments/ Additional Damage Inspections).
Debris Clearing Plan	Safely remove debris and clear critical egress/ingress routes
	including for emergency response and critical infrastructure repair.
	Secondary routes to be cleared will ensure safe access to additional
	property before residents/businesses are allowed to return home.
Debris Removal Plan	Allow for collection of personal items on private property and safe
	removal of potentially hazardous debris and disaster affected items
A STATE OF THE STA	on public and private property.
Critical Infrastructure Plan	Assess current damage, capacity and repairs required to ensure
	operability of essential power, gas, and telecommunication services
	for returning businesses and residents.
Sewage Plan	Bring lift stations back online to full operating capacity.
Public Works Repair Plan	Assess, plan and repair damages incurred to public works
	infrastructure as a result of the incident.
Storm Water Management	Monitor, clear, and maintain storm water drainage.
Potable Water Plan	Describe and distillations
Security For Re-Entry Plan	Provide and distribute potable water to affected residents.
Transit Plan	Keep persons out of unopened or unsafe incident affected areas.
	Provide transportation for evacuees requiring such to return home.
Volunteer Management Plan	Make use of and organize volunteers that come forward to assist in
	disaster or with clean-up or re-entry.

### 20.3 Basic Re-Entry Considerations

Re-entry of a significant number of evacuees requires thoughtful assessment and pre-planning. Although the area may not be able to offer all pre-disaster services, it must be able to offer essential services for residents in order to ensure their continued safety, protection and welfare after the emergency or disaster threat is over. Re-entry should be precluded by planning meetings with stakeholder organizations including utilities, first responders, healthcare, other essential services, or suppliers to ensure adequate resources are in place to accommodate re-entry.

Note: Demand for certain types of services or service levels may increase following a disaster. The following is a basic checklist of re-entry considerations that may be included in applicable re-entry plans.

	Basic Re-Entry Considerations
☐ Transportation	Determine if transportation will be required for any evacuees to return home.
Information	<ul> <li>Determine how you will notify all evacuees of re-entry services (ex: Transportation) and process including any who may have evacuated to different communities and even different provinces.</li> <li>Identify any requirements or instructions for re-entry (ex: ID required, etc.)</li> <li>Suggestions for distribution of re-entry and recovery information to residents:         <ul> <li>Dedicated phone line (with call waiting capacity and a script of anticipated questions and answers) for residents to call.</li> <li>Establish a Recovery/Re-entry Centre for residents.</li> <li>Informational handouts distributed to households and provided to various outlets (ex: web site, radio stations, etc.).</li> <li>Consider hiring a communications specialist to get information to residents, businesses, contractors, donors, provincial &amp; federal government.</li> </ul> </li> </ul>
Re-Entry Process	<ul> <li>Determine who will be able to return and any set times.</li> <li>Ensure explanation is given if some evacuees can return prior to others.</li> <li>If all evacuees able to return home at once, ensure traffic control and other mechanisms for safe re-entry are in place.</li> </ul>
Security	<ul> <li>Assess any remaining hazardous sites and ensure they are secure from public entry.</li> <li>Traffic control.</li> <li>Check-in required to ensure residents can return home without disruption (ex: media not allowed in).</li> <li>Identify process for check-in (ex: ID required).</li> </ul>
Landfill/Waste Services	<ul> <li>Notify waste disposal service to anticipate larger than normal amounts of materials being transported to landfill and plan for increased service routes and schedules.</li> <li>Provision of garbage bins for large amounts of debris.</li> <li>Plan for items that may cause health/environmental hazards (ex: refrigerators with decomposed food, refrigerator coolant, etc.).</li> <li>Sorting plan in place to separate debris (ex: metal from ash, compostable from recyclable).</li> </ul>
Utilities	☐ Ensure water and sewer capacity. Anticipate increase in water usage.

1	☐ Establish process for reconnection of utilities and identification of homes
	requiring services.
Services & Supplies	<ul> <li>Identify any items residents should bring with them to ease pressure on services and supplies (ex: 3 days - 1 weeks' worth of clothing, groceries, or hygiene items).</li> <li>Identify service limitations/deficiencies and create a plan to address them.</li> <li>Essential emergency services should be available including emergency medical services, Ambulance, Fire, RCMP, water treatment, power, gas, and telecommunications.</li> <li>Ensure any community supplies have been restocked to provide for residents who may need to re-stock all items in their home (ex: food, prescriptions, fuel).</li> <li>Ensure social and emotional supports are available for residents and employees.</li> <li>Ensure all services are prepared for influx of evacuees and potential impacts on business operations.</li> </ul>
Municipal Business Resumption	Assess current business requirements, identify if additional temporary personnel need to be hired to fill immediate needs.     Re-assign staff filling non-essential roles to assist with other priority roles.     Plan for accommodating financial impact of incident on residents (ex: deferred property tax payments, etc.).     When ready advertise as "open for business".
Temporary Housing	☐ Identify temporary housing needs and resources.
Resident Engagement	<ul> <li>Establish a process for residents to provide feedback and voice concerns.</li> <li>Task service groups with resident follow-up- including contacting recently returned residents and providing referral information.</li> <li>Recovery events or celebrations.</li> </ul>
Recovery	<ul> <li>□ Create a long-term recovery plan if required.</li> <li>□ Incorporate stakeholder concerns and resident feedback into the plan.</li> <li>□ Share the plan with residents.</li> <li>□ Long-term recovery plans should include plans for businesses and referral/resources for them.</li> </ul>

### 20.4 Re-Entry/Recovery Centre

- A re-entry or recovery centre is like a Reception Centre in that it provides a one-stop location for evacuees returning home to access the information and services they need.
   Some of the service providers may be the same as those during response, but offer different services, while others may be different and more specific to re-entry.
- Below is a brief list of basic service providers that might reasonably be expected to be at a re-entry centre after a significant evacuation of residents.
- **Provincial Emergency Social Services** may be able to assist in coordination of some of these service providers.

Service Provider	Service Offered
Insurance Bureau of Canada (IBC)	Homeowner insurance information.
Canadian Red Cross	<ul> <li>Clean-up kits (situation dependent).</li> </ul>
Mental Health	<ul> <li>Information &amp; Referrals.</li> </ul>
Utilities- representatives	<ul> <li>Information regarding utility resumption.</li> </ul>
AB DRP	<ul> <li>Disaster recovery program financial assistance.</li> </ul>
Service Canada	Employment Insurance.
Other government /grant administrators	Specialized funding.
Public Health	<ul> <li>Clean-up safety tips (ex: mold clean-up following flooding).</li> </ul>
Training & Employment Services	<ul> <li>Employment &amp; Training Service Referrals &amp; Information.</li> </ul>
AB Income Support	Basic cost of living assistance.
AISH	<ul> <li>Financial and health benefits for eligible Albertans with a permanent medical condition.</li> </ul>

# 21. Volunteer Management

# 21.1 Disaster Management Volunteer Requirements

**Emergent/spontaneous volunteers** - Refer to those volunteers that have not been preassigned to emergency plan roles and are not part of an authorized and requested assisting or cooperating agency or organization. These are volunteers or volunteer groups that just show up to help.

Under the Incident Command System, a volunteer coordinator is typically assigned within the Planning Section and reports to the Resource Unit Leader. Depending on the number of volunteers and volunteer organizations that emerge, the Volunteer Coordinator may oversee or request additional positions responsible for the functions within a Volunteer Centre.



- Although it is commonly accepted amongst municipalities that volunteers utilized for emergency response purposes and who are authorized by the municipality, or in the case of BESC, the Commission, with names and hours of work tracked will be covered under WCB it is best practice, if use of volunteers for emergency purposes is anticipated, to request confirmation of such through direct conversation with Alberta WCB.
- Ultimately, it is the responsibility of BESC to ensure that appropriate insurance coverage is in place for all volunteer placements and to ensure that all claims are processed by the applicable insurance company.
- Private ratepayers who utilize spontaneous volunteers may be responsible and liable for any injuries sustained to volunteers while on their property. It is highly recommended that disaster organizations be utilized that carry their own liability insurance and are responsible for their own volunteers.
- Affected public considering use of spontaneous volunteers or organizations should be made aware of the potential liability on their part prior to use of volunteers.
- A copy of the Emergency Management Volunteer Standard Operating Procedure can be found in the Appendices of this plan Appendix F: Emergency Volunteer Standard Operating Procedure.

<b>V</b>	Emergent/Spontaneous Volunteer Requirements & Limitations
	Must never be assigned tasks that may present situations for them to be one- on-one with evacuees or disaster affected individuals. This is for the protection of volunteers, evacuees, and disaster affected individuals.
	Must never be assigned a position of authority or power over any vulnerable persons which may include but not be limited to children, dependent adults, intoxicated individuals.
	Will not be utilized in Emergency Social Service (ESS) operations unless:
	Able to do so without coming in direct contact with evacuees or affected members of the public being provided services at an ESS Centre. Examples include but may not be limited to set-up or take-down of an ESS Centre, assistance at a donations management centre, delivery of supplies.
	Volunteers are part of the affected population receiving on-site services and can be provided proper supervision while assisting within the ESS Centre including eliminating opportunities for one-on-one contact with vulnerable persons while fulfilling volunteer duties.
<b>V</b>	BESC Responsibilities in Use of Volunteers
	Volunteer task supervisors are municipal personnel or subject matter experts with the knowledge and qualifications to supervise the applicable assigned volunteers and task(s).
	Volunteers will not be placed or utilized in high-risk tasks or locations.
	A safety orientation and briefing will be provided for all volunteers prior to the start of each shift.
	All volunteers must be registered, sign-in and out of each shift and all volunteer hours must be logged and tracked.
<b>~</b>	Volunteer Coordinator & Centre
	The Volunteer Coordinator position will function from the ICP, with frequent site visits to the volunteer centre or other similar established locations.
	Regional personnel and pre-trained and assigned BESC volunteers should be given priority before use of spontaneous volunteers.
	Where possible, job descriptions for any volunteer positions being considered should be created ahead of time.

For a list of Volunteer Centre Suggested Supervisory Roles, see section <u>5.4 Volunteer</u> <u>Coordinator & Centre Supervisory Roles</u>

# 21.2 Volunteer Identification Guidelines

- For safety reasons, volunteers should be clearly identifiable to other personnel.
   Below are some guidelines and suggestions for identification options.
- Different types of identification may best be suited to different types of volunteer jobs.

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<b>V</b>	Volunteer Identification Guidelines
	The more <b>visible</b> the volunteer identification the better.
	Consider: Wristbands, tags, shirts, vests. Identification chosen should be distinct from other identification being used in the response (ex: evacuee wristbands).
	marks to ensure authenticity.
	Be sure that any identification to be used does not present a safety hazard by being loose fitting or potentially getting caught in equipment. Neck lanyards, etc. should be avoided.
	Number and track tags, wristbands, or other volunteer identification. Each piece of identification should have a number that is assigned to it and subsequently each volunteer who uses it is recorded and tracked on a volunteer tracking spreadsheeted at check-in and check-out.
	Consider adding the dates the individual is volunteering directly to the piece of identification or in the spreadsheet. Explain to volunteers that the identification will only be good for the dates indicated. Authorities may not allow them entry on other days without a current piece of identification.
	QR codes (quick response codes) or other accessible technology may be an option for adding information such as valid dates, name of volunteers, etc. to identification and then changing the information as needed. This should be discussed with Information Technology or similar ahead of time.
	Some volunteers and/or disaster resources may also require signage for their vehicles or other equipment (ex: Staging Area) to not only indicate authorization, but also for tracking purposes.

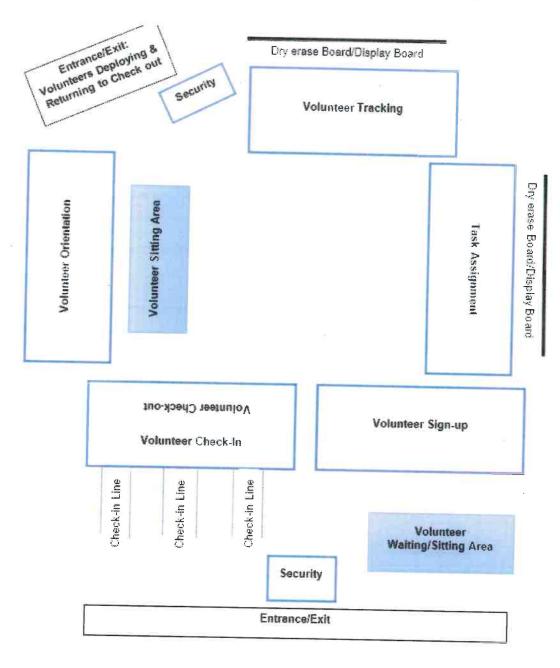
#### 21.3 Pre-identified Volunteers

BESC may train and utilize pre-identified volunteers who will be appointed to emergency management personnel positions and integrated as part of the regional emergency management organizational structure ahead of time. These volunteers are separate from spontaneous and emergent volunteers. Pre-identified volunteers are considered authorized personnel if requested to assist.

Use of pre-identified volunteers requires special coverage under Workers Compensation. To obtain this special coverage, a request for coverage must be submitted and approved including description of value for services with insurable earnings information for any volunteer workers. See section 9. Workers Compensation & Emergency Services for more information. Additionally, BESC should reach out to their applicable Workers Compensation Board Office to obtain the required special coverage for pre-identified volunteers as described above.

In Alberta, volunteers are not covered by workers' compensation unless the employer specifically applies for coverage.

# 21.4 Sample Basic Volunteer Centre Floor Plan



# 21.5 Volunteer Application/ Record

Review and revise before using.

Personal information provided is collected in accordance with the Alberta Freedom of Information and Protection of Privacy Act and Part 2 of the Act. It will be used for emergency management volunteer purposes for incidents affecting member municipalities within the Beaver Emergency Services Commission region. If you require more information about collection, use and disclosure of the personal information, please contact the Regional Emergency Manager Beaver Emergency Services Commission 49244-53 Ave Viking (780) 336-3041.

Name:			
Address:			
Home Phone:	Cell Phone:	Work Ph	one:
Email:	10-		17
Do you have any allergie	s or medical conditions we	should be aware of?	
Emergency Contact (Nan	ne):		E
Emergency Contact Hom	e Phone:Cell F	Phone:W	ork Phone:
Skills, Experience, Intere interests, or skills):	sts (Present or previous em	ployment, community i	nvolvement, special
Availability (Please indica	ate if specific hours):		
□ Monday		□ Tuesday	
□ Wednesday		□ Thursday	
□ Friday □ Sunday		□ Saturday	
I have read and understa administrators and assig Services Commission an the organizers, coordinate recovery activities from a may occur to me in conn	nd the volunteer application as hereby release, indemnif d the County/Village(s)/ Tow tors and supervisors of all dall liability for any and all risection with any volunteer erd harmless from liability any nteer activity.	y, and hold harmless B yn(s)/ of isaster preparedness, i k of damage or bodily i nergency or disaster ef	response, and njury or death that fort in which I
Print Name	91	ınature	Date

# 21.6 Volunteer Code of Conduct



#### **Required Conduct:**

- Respect the privacy of those you serve.
- Tread carefully on matters of life and death (not extending your personal opinions on these matters).
- Be responsible with your volunteer duties.
- Remain humble and aware of your own frailty.
- Respect the established lines of authority.
- Report fit for duty.
- Follow all safety instructions and safety requirements at all times.
- In order to respect those affected by the incident, photos/videos of disaster sites and/or people affected are not permitted while volunteering.
- Volunteers will be held accountable for their actions while volunteering for BESC.

# Behaviours that may be reasons for immediate dismissal include but are not limited to:

- Conduct that endangers life, safety, health and/or well-being of others.
- Reporting to volunteer shift under the influence of non-prescription drugs, alcohol or in an intoxicated state.
- Repeated failure to attend scheduled shifts.
- Gross misconduct or insubordination.
- Theft.
- Abuse or mistreatment of those you are assisting, staff, or other volunteers.
- Breach of confidentiality as outlined in the volunteer confidentiality agreement.

#### Additional Information:

- If you will be working outside, it is your responsibility to come dressed for the weather.
   Boots including steel toed may be required. If you are unsure, ask prior to your shift.
- If you will be working outside, it's suggested you bring a pre-filled water bottle.
- You are expected to check-in and out of each shift.
- You may be expected to submit a written activity or shift log.
- Follow all instructions given to you at your work site.
- You are expected to arrive on time and attend any required briefing activities.

As a volunteer I may voice any concerns to my immediate supervisor.

I have read and understand the above Code of Conduct. I agree to abide by the conduct described above and understand that I may be immediately dismissed for violation of any of the above.

	3	
Print Name	Signature	Date

### 21.7 Volunteer Confidentiality Agreement

Provided and revise before using.

I understand that during my volunteer work I may have access to information of a confidential or personal nature from those I am assisting, other volunteers or personnel. I hereby agree to keep this information confidential throughout the course of my volunteer position.

I agree not to reproduce any written information of a confidential or personal nature and to refrain from taking pictures, video, voice, or other recordings while volunteering.

I understand that when I am no longer a volunteer with Beaver Emergency Services Commission, that any confidential information I have learned must continue to be kept confidential.

I agree not to post any information, photo(s), video or other recordings on any social media sites, blogs, or other media platforms.

I agree not to post personal comments on social media, sites, blogs, or other media platforms regarding incidents I may become aware of while volunteering.

I agree to exercise due care to ensure that any information that I may give to others during my volunteer position will only be given to persons I believe are entitled to such information (ex: where required by law, supervisory authority, governmental or judicial order).

I understand that any media inquiries/requests shall be directed to my supervisor.

Print Name	Signature	Date	-

I have read, understand, and agree to abide by this confidentiality agreement.

# 21.8 Volunteer & Personnel Self-care Guidelines & Information

Review and revise before using.

- Report any unsafe conditions to your supervisor to ensure the safety of yourself and others.
- > Take set breaks.
- Do not overextend yourself or work longer than your scheduled shift which should not exceed 12 hours in a day.
- > Remember: If you don't take care of yourself, you will not be able to take care of others.
- Experiencing stress is **normal** in an emergency/disaster situation. The intensity of stress experienced by individuals may vary based on prior experience with an incident, degree of exposure to an incident and those impacted by it, preparedness, training, support, and physical and psychological levels of health. If any sign of stress lasts more than a few days, please seek professional support.

# Some ways to ensure you stay healthy and to cope with stress while volunteering include:

- Regular exercise.
- Eat healthy and stay hydrated.
- Get adequate sleep (7-8 hours minimum per night.)
- Check in with other volunteers to see how they're doing.
- Spend time with friends.

If you need support, please feel free to contact any of the free, confidential resources below for assistance or speak to the Volunteer Centre Manager who may be able to provide you with some additional community resources.

Togetherall Alberta Health Services	Clinically moderated by registered mental health professionals, this free online peer-to-peer mental health community empowers individuals to anonymously seek and provide support 24/7. Find out more here:  https://togetherall.com/en-ca/
<b>Mental Health Helpline</b> Alberta Health Services	Available 24/7. Confidential and anonymous. Call toll free: 1-877-303-2642
<b>24-Hour Distress Line</b> Canadian Mental Health Association	24/7: Edmonton 1 (780) 482-4357
Or visit Alberta Health Services of	online for additional resources and tools.

**21.9 Volunteer Request Form**This request form may be used with and in addition to ICS Resource Request Form 213

Indicate all time	s in 24-hour tim	e.		
Request #	Today's [	Date	Start Date	End Date
Shift Start Time (	if known)		Shift End Time (if I	known)
Title of Volunteer	Position:			
Duties:				
Skills Required:				
Must be physical	ly able to:			
Indicate any PPE	or special attire	required th	nat will not be provided:	
Any additional int	formation:			
		r Shift:		
Volunteers Assi				
Shift Date	Shift Time	RIGHT	Nam	e
	L			
Request Closed	on/ No placement		 ] No longer needed	
	No placement	.o rounu	I No longer needed	<u> </u>

# 22. Deactivation

- Emergency response facilities which may include but not be limited to the ICP and ESS Centres will be deactivated when the incident has been contained and facilities are no longer required.
- There may be overlap between deactivation and demobilization plans and procedures.
  However, demobilization is generally an ongoing activity from start through finish of the
  incident. Resources are demobilized as they are no longer needed, even though incident
  operations may continue.
- On the other hand, deactivation refers to the overall incident deactivation- once the incident has been brought under control and operations can begin to return to normal or folded into daily Commission and municipal operations.

# 22.1 ICP/ESS Transition Planning Guidelines

	Transition Planning Guidelines
	Transition Planning Guidelines
	Determine positions to be scaled down first.
	In general, all leadership positions such as section chiefs and command
	stall should be the last to be scaled down. Consider a hottom-up
	deactivation approach.
	Ensure that each section is kept updated of changes to incident staffing levels as
	tries will have direct impacts on incident planning, logistics, and operations
	Consider keeping any personnel within a reasonable response time to the ICP on-call if needed.
	All ICP personnel being demobilized should complete a summary report of any
	Current projects of items for follow-up which will be submitted to their
	immediate supervisor. This may include use of an ICS From 214 Activity Log
	and/or Shift Briefing – see Appendices or ICP Forms for template.
	Ensure that all critical infrastructure and agency contacts are maintained.
	Provide staff with adequate time off if required and encourage use of employee mental health supports.
	Section Chiefs will be responsible for reducing staffing levels within their own
	sections based on incident activities required in each. This shall be coordinated
	with the Demobilization Unit,
	Personnel should make a copy of any notes they themselves took conscielly
_	notes taken on Activity Logs before submitting copies of all original
	documentation to the Documentation Unit This will ensure personnel have
	copies of their own position logs to refer to should questions arise later
	All Internal and external staff must submit written and electronic
	documentation generated during response including photos, many amails, and
	wall displays to the Documentation Unit before demobilizing. Consider distributing
	flash drives to demobilizing personnel for this purpose.

22.2 Close of Operations Guidelines

<b>/</b>	Facility Deactivation: Public Facilities
	Public Emergency Facility Deactivation
	<b>Determine if gradual or immediate deactivation is most appropriate.</b> This will depend on the needs and number of those affected and the emergency response.
	Provide advance notice of closure dates and/or times.
	Referral services for any remaining public that still require assistance should be made readily available, announced, and posted.
Ы	Close of Emergency Response Operations
	<b>Walk-through of all facilities</b> used for emergency response, noting any damages that occurred throughout response operations.
	Complete take-down and clean-up of all facilities including appropriate sanitation requirements.
	Inventory and re-stock supplies in both the ICP and ESS facilities including any position specific go-kits.
	Debrief(s) scheduled for all personnel (including volunteers). Debriefs may be held in a large group or smaller separate sub-groups.
	Referral and psychosocial support information made available for all personnel to obtain (anonymously if possible) for a significant period following the incident. Note that often symptoms of mental health or psychosocial concerns are not visible until months after an incident.

### 22.3 Post Incident Guidelines

- Post Incident Investigations A post incident investigation may be required in incidents in which there were injuries or fatality. In these incidents, response operations shall not interfere with or disturb evidence except where rescue operations necessitate. Operations will follow the instruction of the Medical Examiner and any provincial or federal agency having jurisdiction.
- Formal Debrief Should be conducted following any type 1-3 event. A formal
  debrief includes facilitated questions, documentation and an information gathering
  process. Formal debriefs should be conducted within 1 month of return to daily
  operations.
- Informal Debrief Should be conducted following every incident. These may not
  have facilitated questions planned out ahead but provide personnel an opportunity to
  give their feedback and air concerns or successes in a more informal environment.
   Information captured should be documented. Informal debriefs may be held
  immediately following close of operations while the incident and response is fresh in
  personnel's mind and then followed by a formal debrief.

## 22.3.1 Debrief Guidelines

	Dobrief Cuidelines 1 5 7
	Debrief Guidelines: Informal & Formal
	The DEM will be responsible for coordination of debrief(s). In absence of the DEM the
	Tollowing will be responsible for coordination of debriefs in descending ordering:
	BESC Regional Emergency Manager
	DDEMs from affected jurisdictions
	Debriefs should be provided for field, ICP and ESS personnel including any external
	agencies.
	Any volunteers should be included in the debriefing process.
<u> </u>	
	Elected officials should be given opportunity to participate in a debrief.
	Debriefs may be broken down by incident section, group, area of operations, conducted
	as a whole group or any complication thereof
	Notes regarding feedback from each group/section should be captured for inclusion in
	corrective action report.
	All debrief participants should be given the opportunity and encouraged to
_	anonymously provide feedback through evaluation forms, survoys at a Those should
	include open ended questions as well as space for additional comments.

### 22.3.2 Corrective Actions

The Director of Emergency Management will compile corrective action reports with support as requested from the Regional Emergency Manager and DDEMs following each type 1-3 incident but should be compiled for type 4 incidents as well.

<b>/</b>	Elements To Include in the Corrective Action Report:
	Summary of the incident and response.
	Successes identified by personnel.
	Challenges identified by personnel.
	Outstanding issues.
	How to mitigate and prepare for future incident hazards and challenges identified.
	Corrective actions list. The list must include what is to be done, timeline for completion and department and/or individual responsible.
	<ul> <li>Corrective action reports will be submitted to:</li> <li>☑ The Emergency Advisory Committee for approval.</li> <li>☑ The Emergency Management Agency.</li> <li>☑ A copy should also be provided to the Council(s) of any affected member municipalities.</li> </ul>
<b>\</b>	Once the Corrective Action Report Has Been Approved by the Advisory Committee:
	Corrective actions will be implemented.
	The Regional Hazard Risk Vulnerability Assessment (HRVA) will be reviewed and updated.
	Any required updates will be made to Emergency Management Plans and/or supporting documentation including but not limited to procedures and policies.
	Updated documentation will be redistributed to applicable personnel.

### 23. Financial Guidelines

The following Guidelines require further review & updating once discussions have occurred with municipal member Councils and BESC to further determine cost recovery processes.

### 23.1 General Finance & Resource Ordering Guidelines

Request For Proposal processes may be suspended during emergency operations.

<b>V</b>	Financial Guidelines
1	Agency Administrator & BESC Advisory Committee Responsibilities
Ď	Upon incident notification, the Agency Administrator (Regional Emergency Manager) will consult with the Incident Commander to assess the extent of the disaster and anticipated resources required over the next operational period in order to ascertain an approximate cost projection.
	The Agency Administrator will communicate extent of anticipated resources to the BESC Advisory Committee (Board) who will determine any budgetary requirements of the ICP or implications including whether a single or multi-agency ordering point will be required.
	The Agency Administrator will keep the BESC Advisory Committee (Board) apprised of financial updates throughout the incident.
	Emergency Funding: In the event of a declaration of a State of Local Emergency, any costs in excess of 10% of the annual operating budget will be requisitioned in the quarter following, based on the Shared Use Agreement formula.
<b>/</b>	Sign-off Authority
	Command & General staff (Officers & Section Chiefs) <u>in addition to</u> the ESS Branch Director will have authority to sign off on resource request orders of subordinates before they are submitted to the Supply Unit.
	If the incident expands to the point that Command & General staff sign-off on resource requests becomes cumbersome, a request may be made to the Agency Administrator for each Command & General Staff position to further delegate signing authority to other Branch Directors, Group or Division Supervisors and Unit Leaders within their section.
	<ul> <li>In this case, it will be the responsibility of the Section Chief to further divide up the sum attributed to their section into their section's Branches, Groups, Divisions or Units if they so choose and delegate any additional authorities for resource approval.</li> </ul>
	General Resource Request Requirements
	Property Resource requests must indicate for which affected membership area they are required. If this is not possible, a multi-agency ordering point should be utilized to accurately keep costs separated and tracked by each member municipality. See next section for Multi Agency Ordering Point Guidelines.
	Resource Requests received via phone or radio require a hard/electronic copy of Resource Request Form ICS 213 RR to be completed by the person on receiving end of the phone or radio call followed by verification of information entered with the person making the request.  • The requesting position is responsible to ensure the order has been placed or to cancel the order as may be required.
	Operations should check with the Resource Unit first to ensure required resources are not already available, before placing a resource order.

<b>/</b>	Supply Unit & Procurement Unit Book 11 1111
	Supply Unit & Procurement Unit Responsibilities  Where resources require additional procurement support through leases, contracts or other
	agreements, the Procurement Unit will negotiate the details of such agreements and then
-	The Logistics Section (Supply Unit) Will place the order
	Consumables may be purchased as needed to maintain sufficient inventory without
	prior additional approval unless the expense exceeds the Supply Unit's hydrotony
1	limitation as may be set by the Logistics Section Chief.
	Consumables include:     Standard personal protective equipment (clause a state of the consumable).
	hard hats, vests).
	Office supplies - this does not include furniture or equipment.
	<ul> <li>Standard sanitation supplies and/or services such as hand sanitation toilet paper.</li> </ul>
	Soap, and deaning of washrooms and other incident facilities
u	Once orders have been completed, copies of RR 213s or the processed resource
	request should be posted forthwith on any applicable ICD virtual platform as that
	requestors can ascertain the status of the resource request and for the Resource Unit and
1	any Status Check-in Recorders to determine incoming and authorized resource requests.
	Finance/Admin Section Responsibilities
	If 80% of costs are reached prior to the anticipated burn rate, Finance/Admin will notify the Incident Commander.
	Finance/Admin will be responsible to report expenditures and cost projections for the
	next operational period to the Incident Commander daily or at more frequent intervals as requested.

23.2 Multi-Agency Ordering Point Guidelines

	Multi-Agency Ordering Point Guidelines
	The Logistics Section (Supply Unit) will appoint an Ordering Manager – this should be personnel from one of the most impacted member municipalities.
	The Ordering Point through which the ICS 213 Resource Request orders are proceed in
	The Ordering Manager will appoint an Assistant Ordering Manager from each jurisdiction that is impacted and/or will require incident resources.
	The Ordering Manager does not have authority over the Assisting Ordering     Managers but is in place to ensure there is no duplication of orders and to ensure span of control. The Ordering Manager and Assistant Ordering Managers will work together as group sharing information about orders placed to ensure no duplication.
	<ul> <li>Securing manager and Assistant Ordering Managers will be responsible for:</li> <li>Securing resources requested for the member municipalities.</li> <li>Tracking the status of these resources until they arrive.</li> </ul>
	<b>Determine</b> whether each jurisdiction using an Assistant Ordering Manager will be assigned responsibility for tracking its own resources checked-in to the incident through use of its own Status Check-in Recorders who would report resources as they check in to the Resource Unit Leader.
J	As a group, the Ordering Manager and Assistant Ordering Managers will identify if there are any high priority resources or potential for competition of resources between the member municipalities involved and determine how these will be handled.

	<ul> <li>Any issues that cannot be resolved between the Ordering Manager and Assistant Ordering Managers will be discussed with the Supply Unit Leader.</li> <li>As required the Supply Unit Leader will seek a decision from the Logistics Section Chief or in their absence, Incident Commander.</li> </ul>
	When using Multi-Agency Ordering, the Assistant Ordering Managers must ensure
	that each approved Resource Request includes:
N -	☑ The Requested Delivery/Reporting Location
	☑ A note explaining which member municipality is ordering the resource.
	☐ Any known purpose/use as this will be used for financial reconciliation by the
	Finance/Admin Section with each member municipality's finance personnel.
	Each jurisdiction involved in Multi-Agency Ordering should appoint their own personnel in the Finance/Admin Section – particularly their own personnel assigned to the Procurement Unit and Cost Unit working closely with their appointed member municipality's Ordering Manager.
	If an approved resource request requires a lease, contractor or other agreement, it will be
	the responsibility of the affected member municipality to procure their own resources.

The Alberta Emergency Stockpile Manual lists resources available through the Government of Alberta that may be sourced without a rental fee. Contact your AEMA Field Officer for a current copy.

Assisting agencies such as ESS agencies including non-profit disaster organizations and NGO partner organizations may come with their own costs for services. Proper tracking of their costs will also be required. It is imperative that the Finance/Admin Section ensure that each of these partner organizations be aware that if they plan to submit a bill, all their costs must be appropriately tracked with adequate back-up documentation.

# 23.3 Alberta Disaster Recovery Program

The AB Disaster Recovery Program (hereto referred to as DRP) is a financial assistance program for municipalities and individual residents affected by disasters including extreme weather events. The program is intended to assist with <u>uninsurable</u> costs and losses due to disasters. Cost sharing is based on a 90:10 cost sharing formula. The province covers 90% of eligible costs and the applicant covers the remaining 10% for both public and private sector applicants. The DRP functions as a division under AEMA.

In order to apply for the DRP the affected municipality must make application to the program and be approved <u>before</u> residents are able to submit their own applications. For this reason, it is highly recommended that each municipality have a system in place in which residents can voluntarily report damages sustained as a result of extreme weather and/or emergency/disaster situations. Such a system will help determine extent of damages even in those situations in which the affected municipality has no significant damages of its own. A guideline of eligible expenses under the DRP is available. Additional questions can be answered by contacting the DRP directly. See the *Emergency Contact List* for number or contact your AEMA Field Officer for further contact information.

Complete copies of program guidelines for both public and private sectors can be found below and should be reviewed anytime an application to DRP either public or private, is anticipated. There have been significant changes and restrictions to the program as of 2021. Links below current as of 2023.

https://open.alberta.ca/publications/alberta-public-sector-disaster-assistance-guidelines-2021 https://open.alberta.ca/publications/alberta-private-sector-disaster-assistance-guidelines-2021

#### 23.4.1 Public Sector DRP Highlights

The following DRP highlights refer to DRP as it relates to local authorities, including BESC as a Commission.

Where due to the disaster event, danger to life, property or the environment reasonably appeared to be imminent, and where instructions or orders were made by a public authority to the applicant (including residents/ratepayers) to take one or more preemptive actions, the cost of taking those pre-emptive actions is eligible for assistance.

However, if DRP is not approved for the respective disaster event, the cost of the preemptive action is not eligible for assistance.

#### **Application Deadlines**

- Part 1 of the Public Sector Application for Assistance form must be submitted to AEMA
  within 30 days from the disaster event start date. A preliminary cost estimate of
  disaster response and recovery costs is required as part of this application.
- Part 2 of the Public Sector Application for Assistance form must be submitted to AEMA within 90 days from the disaster event start date.
- A local authority must submit a *Project List* of planned projects to **AEMA within 90 days**from the disaster event start date. This project list may be amended up to up to 24
  months from the disaster event start date.
- When a DRP application is approved, the local authority must notify the population of the relevant jurisdiction. Such notification includes:
  - ☑ Type of DRP event.
  - ☑ Geographic area it covers.
  - ☑ Date(s) of the event.

#### Costs

- Applicants seeking assistance with costs of goods and services relating to disaster response/recovery must submit an invoice with proof of payment to AEMA for those goods and/or services.
- Some labor costs may be included such as incrementally increased labor costs or those
  which are beyond normal operating expenses, where the increased labor cost is directly
  related to the disaster event such as assignments, backfilled positions, contract
  personnel, etc. Hours worked and amounts paid to employees or contractors before and
  after the event must be documented and submitted.
- Contracted intergovernmental costs such as mutual aid are generally considered eligible.
- Applicants are eligible for the cost of operating their own equipment at an amount that
  may not exceed 50% of the rate for renting the equipment under the most recent
  publication of the Alberta Roadbuilders and Heavy Construction Association Equipment

Rental Rates Guide plus the actual hourly operator costs paid by the applicant. Eligibility for such costs is providing that the applicant submits to AEMA time sheets confirming the total hours of use of the equipment and the operators time spent operating and otherwise managing the equipment during disaster response, recovery, and administration activities.

See the Guidelines for requirements related to these & other types of expenses.

### Financial

#### All applicants must:

- Include on each invoice and receipt submitted to AEMA a unique project identifier or the project name.
- ☑ Ensure that vendors and suppliers include the correct project identifier or project name on each invoice and receipt.
- ☑ Ensure that each invoice and receipt clearly identify the response or recovery activity being performed.
- Not submit documentation that includes cost for property maintenance or routine non-disaster related work, or if documentation for project work includes maintenance or non-disaster work related costs, then clearly identifies the cost as being excluded.

### Payment

- An applicant may only be paid assistance where:
  - ☑ The applicant incurs and provides an invoice and proof of payment for a cost that is eligible for assistance under the guidelines.
  - ☑ The applicant meets all the eligibility criteria contained within the Guidelines.
  - All payments are subject to being returned to AEMA if AEMA determines an applicant was ineligible or paid an excess amount of eligible assistance.

# 23.4.2 Private Sector DRP Highlights

The following DRP highlights refer to DRP as it relates to homeowners.



The province of Alberta has implemented the following homeowner DRP restrictions:

- Limit of one-time assistance per property, regardless of transfer of ownership. A new property owner will not qualify for DRP assistance if the previous owner already accessed the one-time funding. Property address and legal land description will be posted on the Government of Alberta website and will indicate that the address is not eligible for future DRP funding. Limits to assistance are applied to the property address only, not the applicant.
- Funding limit or up to \$500,000 per application for eligible costs.
- Homeowners may choose to opt out of receiving DRP assistance if they are able to cover damages on their own. This would allow their property to qualify for future assistance if a DRP is approved to their community.

#### Limitations

- AEMA may deny assistance to eligible homeowner applicants, if the applicant does not consent to allowing AEMA to make the physical location address and legal land description public where damage or loss occurred, and assistance provided.
- Amount payable to eligible applicants is 90% of the total assistance deemed eligible by AEMA.
- Applicants cannot apply for assistance until their local authority is approved under DRP.

#### Requirements

#### All applicants must:

- Keep accounts and records of related financial estimates and expenditures of damages before, throughout, and after the clean-up and repairs.
- Not submit documentation to AEMA that includes costs for property maintenance or routine non-disaster related work, or if documentation for work includes maintenance or routine non-disaster related costs, then clearly identify the costs as excluded.
- Assistance is only eligible for repairs and replacement up to a basic standard.

### 24. Recovery Planning

### 24.1 Recovery Overview

Ideally recovery will overlap with response as planning for recovery must begin before a response concludes to be as **effective** as possible. Recovery **affects** the following broad sectors of communities:

Human/Social	Environment
• Infrastructure	• Economic
my occop these seet	

In many cases these sectors are interconnected. For example, previous case studies have shown that damage to households/infrastructure and the resulting stressors of increased financial burden, job loss, relocation and environmental hazards contribute to significant stress levels which may appear in negative social patterns. In many cases, the most vulnerable residents in a community will be impacted the hardest as the day-to-day need to make ends meet is compounded by effects of disaster.

The recovery phase can provide an opportunity to analyze pre-disaster conditions, thus providing an opportunity to build back better to create a more resilient community.

Recovery time will be dependent on type, size, and impact of the emergency. Recovery may extend weeks, months, or years. Many of the same stakeholders that were involved in a response may be involved in recovery. While the ICP and first response organizations will likely return to somewhat normal operations, additional stakeholders may now be assisting with the recovery period.

On average, 1 in 4 businesses will not re-open after a major disaster.

#### 24.2 Creating a Pre-Disaster Long-term Recovery Plan

Developing a long-term recovery plan in advance of a disaster is prudent but note that it should be a collaborative process that may take many months to complete. Having a plan in advance will help to ease the transition between response and recovery and save time in undertaking recovery activities. Documents including Emergency Response Plans, HRVA, Policies and Procedures should be considered and can be used to help in creation of a Recovery Plan. Both AEMA and FEMA (Federal Emergency Management Agency - U.S.) provide online templates and guides to aid in creation of these plans and links to these have been included in reference material on the following pages.

FEMA outlines the following 4 elements of a recovery plan with subsets to each. These are like those suggested by AEMA.

ecovery Preparedness Plan   • Purpose of plan.			
Introduction	Community capacity.		
	Risks & vulnerabilities.		
	Recovery goals & policies.		
Recovery Leadership	Core community leadership.		
	<ul> <li>Other local leadership &amp; their roles and responsibilities.</li> </ul>		
	Authorities.		
Recovery Operations	Partnerships.		
	Activation of personnel.		
	Communication guidelines.		
	<ul> <li>Notification &amp; engagement of partners.</li> </ul>		
	Organizational charts & timelines.		
Recovery Strategy	Priorities & policy alternatives.		
	Funding strategies.		
	The post-disaster planning process &		
	community engagement.		
	<ul> <li>Strategies that may be addressed by sectors as determined by the municipality.</li> </ul>		

**Note**: As per the AEMA *Municipal Recovery Toolkit*- municipalities may further be required to create a Recovery Action Plan following the incident. A recovery action plan may be required in cases where the region or municipality will be requesting additional funding from the provincial government past what is already available through existing programs.

## 24.3 Key Recovery Areas That Frequently Challenge Local Authorities

With information from the following sources: Rebuilding Resilient Indigenous Communities in the RMWB: Final Report (October 2018). Timothy David Clark. Available for download here: <a href="https://static1.squarespace.com/static/615cce89f72da40d46b95fc6/t/6192c14208d95a1ec5b53bba/1637007685737/Rebuilding-Resilient-Indigenous-Communities-Final-Report-Final-1.pdf">https://static1.squarespace.com/static/615cce89f72da40d46b95fc6/t/6192c14208d95a1ec5b53bba/1637007685737/Rebuilding-Resilient-Indigenous-Communities-Final-Report-Final-1.pdf</a>

Wisdom Gained: The Town of Slave Lake shares its reflections on recovery from the 2011 wildfire. Compiled by Northern Alberta Development Council. Available for download here: <a href="https://www.nadc.gov.ab.ca/Docs/Wisdom-Gained.pdf">https://www.nadc.gov.ab.ca/Docs/Wisdom-Gained.pdf</a>

Challenge	Reason
Building Permits	Process for safe and expeditious rebuilding.
Damaged IT Infrastructure/Data	Damage to information back-up storage systems.
Loss	a manage to information back up storage systems.
Equitable Recovery	Numerous studies have shown that while the
1	population tends to unify during emergency
1	response, this unity quickly fractures in the recovery
l .	phase as previous intra-community divisions and
Green Recovery Strategies	tensions re-emerge and may even increase.
Strategies	Expectation for greener recovery strategies should
	be anticipated to increase which may include
	changes to pre-disaster processes, land use and municipal services.
Decision-making Frameworks	Ensure they are flexible and reactive enough to
	support recovery projects and that the recovery
	process can move forward without avoidable
	bureaucratic delays. Include decision-making
Personnel Requirements	structures and lines of authority in the recovery plan.
r craomie requirements	High staff turnover during a time when additional
	personnel are needed for recovery operations on top of day-to-day operations.
	Work closely with your economic development
	officer(s) in the development of any recovery
Thursday 141	plan.
Transitional Housing	Renters without tenant insurance.
	A lack of transitional bousing for an article (
	A lack of transitional housing for apartment tenants, may result in some members of community never
	returning.
	Ŭ
	Rural areas in which majority of population are
	seniors and population are already decreasing may
	have additional challenges in retaining pre-disaster
	population numbers.



#### For more information and recovery planning toolkits:

#### **EDAA - Economic Development Association Alberta**

Community Toolkit for Economic Recovery & Resiliency. Canadian Version (2019). Toolkit Accessible Here: https://www.edaalberta.ca/page-1861533

#### FEMA.

Pre-Disaster Recovery Planning Guide for Local Governments. (February 2017).
Accessible Here:

https://www.fema.gov/sites/default/files/2020-07/pre-disaster-recovery-planning-guide-local-governments.pdf

Organize & Lead Your Community Through Recovery – Recovery Resource Library https://www.fema.gov/emergency-managers/practitioners/recovery-resources/community-toolkit/organize-lead

#### Alberta Emergency Management Agency.

Municipal Recovery Toolkit (October 2013).

#### Accessible Here:

Municipal recovery toolkit - Open Government (alberta.ca)

### 24.4 Key Points in Recovery Planning

This is not an all-inclusive table but intended as a starting point with information gathered from previous disaster experience and research including from: Wisdom Gained: The Town of Slave Lake shares its reflections on recovery from the 2011 wildfire. Compiled by Northern Alberta Development Council. Available for download here:

https://www.nadc.gov.ab.ca/Docs/Wisdom-Gained.pdf

	Human/Social
Public Concerns	Safety Concerns:
	□ Provide subject matter experts.
	│ □ Post factual information.
	□ Forum for residents to vent concerns.
	Recovery Process & Information Concerns:
	□ Follow-up with residents.
	□ Post regular updates.
	□ Work with local businesses to disseminate and post information
	Designate one central point of contact for information including referred information
Mental Health	- Farmer Mortal Hodifff
	☐ Ensure volunteers, ICP & ESS personnel, equipment operators and anyone with role in response are
	morado,
	☐ Ensure services are made accessible and available. May provide services without cost and allow them to
	anonymously,
	Community Mental Health:
	Post and publish mental health information including signs of stress, health tips for dealing with disaster.
	The state of Casily and Icauly available in Significant period following dispeter with the
	□ Domestic abuse rates known to significantly increase following disaster
	with local mental health service organizations to establish community and first responder
Colonellius (14, 4)	processes/services.
School/Institutional	Transition & Need:
Disruption	☐ Arrange for alternate locations for school/daycares to relocate temporarily.
	Way be increased need for daycare as residents' clean-up and complete reneits
Jamash et d 🕾	I Note that distubility in schools/daycares have been known to account to the
lousehold Finances	- ay onomic Repairs & Other Financial Burdens Caused by Disaster
	Uniside options for easing ratenaver hurdens
	Investigate stakeholder groups that may provide assessments and emergency assistance for
	needs (Ex: food, utilities, etc.).

	☐ Make insurance and provincial disaster assistance information readily available. Publish and post in high-
	traffic areas.
	□ Work with local media to announce information locations.
Recreation	Youth & Adult Services:
	☐ Include Director of Recreation on Recovery Committee.
	☐ Engage other community groups.
	☐ Provide both youth and adult recreational services.
	☐ Provides a break for children and parents and positive community coping mechanisms for dealing with
	stress.
Non-profits	□ Identify strategies that will help non-profit and social service groups impacted by the disaster quickly
	recover so that they can aid in helping underserviced and vulnerable populations in the recovery process.
<b>Municipal Personnel</b>	□ Contractors and additional staff should be anticipated to be required for 3-6 months following the disaster
-	and may be required for a longer duration depending on extent of disaster impact.
	□ Determine if a Recovery Organization is required for long-term recovery operations. Appointing a
	Recovery Director and organization helps to create a single point of contact for recovery inquiries and
	allows the municipality to continue to focus on day-to-day municipal operations. Consider having new
	staff work on recovery initiatives, while pre-existing staff work on day-to-day operational tasks.
	□ Note that recovery projects may need to be integrated with existing municipal plans to ensure they are
	consistent with long-term plans already in place. Revision to pre-existing plans should be anticipated.
	□ Request staff with appropriate expertise from other municipalities in the province to assist over a short
	period of time.
	<ul> <li>Ensure overtime pay for management staff is arranged to compensate for what could be an exorbitant</li> </ul>
	number of extra hours required of them.
	□ Require residents to make appointments with municipal personnel if required, and only during certain
	hours. Anticipate that municipal personnel will have to respond to angry residents. Try to mitigate this as
	much as possible by limiting number of appointments per day and consider hiring or contracting person
	trained in conflict and anger management as first point of contact and/or to work alongside and support
	personnel in dealing with emotionally charged members of the public.
	□ Consider having all complaints routed through to a central person or phone line so that they can be
	addressed in public communications.
Recovery	□ Consider hiring or contracting a communications specialist to ensure an effective flow of recovery
Communications	information which may include but not be limited to recovery website, information bulletins, social media
Communications	& follow-up, local media spots & advertising, public meetings, communications with Government of
	Alberta to coordinate messaging.
4	☐ Tailor communications to specific audiences (ex: directly affected, indirectly affected, not affected).
	Tailor communications to specific addiences lex. directly affected, indirectly affected, not affected).

Public Awareness	Preparedness & Mitigation:
(window of opportunity)	<ul> <li>□ People and organizations tend to become complacent about disasters. Following disasters there is a small window of opportunity in which public may actively search for public preparedness and awareness information.</li> <li>□ The disaster and its effects may motivate people to be better be prepared for future incidents.</li> <li>□ Before the disaster is too far from memory, a public awareness and preparedness strategy should be developed and disseminated to help reduce impact in the future.</li> <li>□ Included in the public awareness strategy should be general information regarding benefits of insurance for tenants and homeowners.</li> </ul>

Land	Land Use:
Use/Remediation/	□ Consider alternative land uses.
Mitigation	<ul> <li>□ Consider future environmental development impact of any remediation operations including future disaster events and effects it would have on prevention or mitigation steps taken now.</li> <li>□ Complete environmental and ecological risk assessment.</li> <li>□ Investigate new site development options.</li> </ul>
Clean-up	Additional Resources:  May provide temporary work for residents out of work due to disaster.  Consider use of volunteers and partner with volunteer organizations that specialize in disaster clean-up place.  Consult with Workplace Health & Safety and Workers Compensation before putting plans in

Otalisia Mall	Infrastructure 1997
Access	<ul> <li>□ Building inspection/ structural engineer firm on retainer.</li> <li>□ Consider ingress/egress routes for each subdivision, ensure alternate routes and emergency accessibility.</li> <li>□ Any properties not accessible to emergency services should not be occupied until property is accessible.</li> <li>□ Prioritize infrastructure repair through impact analyses.</li> <li>□ Consider rezoning in high-risk areas.</li> </ul>
Transitional Housing	<ul> <li>Include traditionally underserved populations in housing plans. Work with social service groups and non-profits to identify populations requiring housing and the best strategies for providing it. This may include homeless, seniors, etc.,</li> <li>If hotels and campgrounds are full, temporary weather-proof trailers or camps may be required to accommodate influx of essential service workers such as utility providers and contractors.</li> <li>Work with Housing Authority and/or local realtors to find temporary or transitional housing where appropriate.</li> </ul>
Bylaws & Zoning	<ul> <li>Determine if Bylaws can be temporarily amended to allow for trailers and recreational camping vehicles to be safely placed/parked in residential areas.</li> <li>Anticipate that changes to zoning may be required.</li> <li>Update bylaws for minimum and maximum sizes, fence heights, lot grading, etc.</li> <li>Review bylaws and permits to ensure that construction companies are responsible for damages caused to their section of road by employees and sub-contractors.</li> </ul>
Building Permits	<ul> <li>□ Work to speed process for re-construction permits.</li> <li>□ Ensure a permit tracking system is in place that can keep pace with number of permits issued.</li> <li>□ Determine if other additional permits are required.</li> <li>□ Determine if a deadline needs to be imposed on the demolition phase of recovery.</li> </ul>
Business Continuity	☐ Work with local businesses, community partners to find temporary alternate space for businesses to continue operations as needed.
Removal of temporary structural response and mitigation tools	<ul> <li>Ensure these are not removed until the emergency has completely passed.</li> <li>May require coordination with AEMA.</li> <li>Designate drop-off location for public to ensure proper disposal (ex: sand-bag drop-off).</li> </ul>
Advocacy	<ul> <li>Infrastructure issues may fall outside of Local Authority into Provincial or Federal jurisdiction.</li> <li>Work with affected stakeholders to bring concerns to proper authority's attention.</li> </ul>

Income a C D D D	Economic
Insurance & DRP	<ul> <li>Conduct an economic impact assessment in order to identify suitable short, medium, and long-term</li> </ul>
	i addition from the control of the c
	□ Support small businesses which often are not as able to fully recover from disaster impacts on business. □ Establish a strategy to help local businesses remain open by a support small businesses.
	boost the local economy.
	□ Disaster Funding Sources (vary depending on nature of the incident):  ○ Insurance
	AB Disaster Recovery Program
	<ul> <li>Existing provincial government programs - may be able to provide funding for specific areas of recovery.</li> <li>Municipal Funds</li> </ul>
	- mamorpar r drido
	<ul> <li>Non-government organizations- often will collect financial donations and redistribute or create disaster specific funds and grants.</li> </ul>
	<ul> <li>Identify sources of financial assistance for residents including insurance, disaster assistance funds, tax deferral, interest free loans.</li> </ul>
	☐ Communicate any record or reporting requirements for Government of Alberta December 1
N.	
	<ul> <li>Consult with Insurance Bureau of Canada regarding commonplace claims due to type of emergency experienced and any items generally covered under household insurance. Make this information available to public.</li> </ul>
	If DRP will be provided and will be providing on-site services, ensure that the date is coordinated with the region or municipality at least a week prior to arrival to ensure public are well-informed and can arrange to attend.
	☐ If appropriate, may request DRP work with other agencies (ex: have a venue for DRP as well as other stakeholders which may be assisting in recovery)
1	- The Authority double with Hilling Hilling Will
	missed.
	Adjust utility levies, remove lost homes and businesses from the levy, track lost revenue, establish new levies for transition housing and assess new properties.
ederal/Provincial Frant, Subsidies.	Dependent on the event, other cost recovery programs may become available from provincial to the
rograms	
- Ogranis	If recovery is significant, consider a dedicated web address, sub-site, newsletter or update in the newspaper or regular radio instalments to ensure public receives information.

	□ Post information/ newsletters/updates online (ex: social media, web site) and in print in high traffic areas (ex: post office, coffee shops, etc.).
Business	<ul> <li>May consider hiring/appointing economic development officer as part of recovery team to ensure business needs are addressed and to assist in creating community business recovery and resiliency plan.</li> <li>Plan should include opportunities for economic development.</li> <li>Region or municipality should be promoted as open for business as soon as possible.</li> </ul>
Unemployment	<ul> <li>Economic development officer and recovery team may identify economic niches created by the emergency to further develop employment opportunities.</li> <li>Consider offering training to local unemployed to fill new roles. Short-term training of locals may result in longer-term employee retainment.</li> </ul>
Donations	<ul> <li>Ensure a public thank-you is shared through media outlets and/or through local events for volunteers and those who may have donated to response efforts.</li> </ul>
Tourism	<ul> <li>Continue to promote tourism.</li> <li>Use emergency to your advantage to empower community.</li> <li>Depending on type of emergency and damages caused, there may be opportunity to promote alternate tourism and business attractions.</li> <li>Emergency may even be used as a promotional tool where appropriate.</li> <li>Advertise community's resilience and smooth recovery. A community's ability to quickly recover from a significant event can be seen as an advantage and selling point for prospective homeowners and new residents.</li> </ul>

### **Appendices**

### **Appendix A: State of Local Emergency Templates**

#### **SOLE Declaration**

RESOL	LUTION NO			
Date: _				
Time: _	(Indicate	e in 24-hour time)		
Moved	by:(Print Name)			
	(Print Name)		(Print Title)	
Second	led by:			
	(Print Name)		(Print Title)	
WHERE	EAS the			is encountering
	(Official	name of Town(s)/Village(s) Cour	nty)	- · · · · · · · · · · · · · · · · · · ·
		/O4-4-1991 /		i
	26	(State nature of emergency)		
	(Sta	ate location or geographical area	)	
that requ prevent	uires prompt action to prevent harn damage to property.		•	ersons and to
Emerge	FORE, BE IT RESOLVED THAT p  E. E-6.8 of Alberta, Beaver Emerger  Compared to the compared to	ncy Services Commission r 20 for seve	moves to declare a Sta	to of Local
Per: _				
	(Signature)	(Printed Name)	(Title)	
ä	(Signature)	(Printed Name)	(Title)	

Email To: ma.poc@gov.ab.ca

OR

Fax To: (780) 644-7962

Alberta Provincial Emergency Coordination Centre Phone Number: 1-866-618-2362

1

All declarations should be followed by a phone call to the Provincial Emergency Coordination Centre and/or your AEMA Field Officer.

# Declaration: State of Local Emergency in Absence of Quorum Two or More BESC Emergency Advisory Committee Members

Date:
Time: (Indicate in 24-hour time)
We,and
(Insert name and title #1)
(Insert name and title #2)
on behalf of Beaver Emergency Services Commission Emergency Advisory Committee hereby declare a State
of Local Emergency for
of Local Emergency for(Official name of Town(s)/Village(s) County)
due to
(State nature of emergency)
(State location or geographical area)
Due to the extent of the emergency, there is insufficient time to convene a regular meeting of the Emergency Advisory Committee. Therefore, in the interest of public safety we are declaring a State of Local Emergency on behalf of the Beaver Emergency Services Commission this day of, 20
(Signature) (Printed Name) (Title)
(Signature) (Printed Name) (Title)

Email To: ma.poc@gov.ab.ca

OR

Fax To: (780) 644-7962

Alberta Provincial Emergency Coordination Centre Phone Number: 1-866-618-2362

9

All declarations should be followed by a phone call to the Provincial Emergency Coordination Centre and/or your AEMA Field Officer.

## Declaration: State of Local Emergency in Absence of Quorum

Date:		
Time: (Indicate	in 24-hour time)	
I,(Name)	(Title)	on behalf of Beaver Emergency
Services Commission Emerger	ncy Advisory Committee, hereby d	leclare a State of Local Emergency for
	(Official name of Town(s)/Village(s) Cou	due to
	()	
	(State nature of emergency)	in
Advisory Committee. Therefore	(State location or geographical are gency, there is insufficient time to e, in the interest of public safety I by Services Commission this	convene a regular meeting of the Emergency on
(Signature)	(Printed Name)	(Title)
	Email To: ma.poc@gov.	<u>.ab.ca</u>
	Fax To: (780) 644-79	62

Alberta Provincial Emergency Coordination Centre Phone Number: 1-866-618-2362

All declarations should be followed by a phone call to the Provincial Emergency Coordination Centre and/or your AEMA Field Officer.

### Renewal: State of Local Emergency Template

RESOLUTION NO				
Date:				
Time:	(Indicate i	(Indicate in 24-hour time)		
Moved by:				
	(Print Name)		(Print Title)	<del></del> /
Seconded by:				
Seconded by:	(Print Name)		(Print Title)	
I,			herel	by request an extension of the
(Print	Name)	(Print Title)		
declared State of Loca	I Emergency in the			
	_	(Officia	al name of Town(s) /V	fillage(s)/ County)
due to				upon approval of the
Minister.	(Indica	ate reason for requeste	d extension)	upon approval of the
THEREFORE, BE IT R the current State of Loc	RESOLVED THAT Beacal Emergency this	aver Emergency S	ervices Commissi , 20	ion requests an extension to
(Signature)		(Printed Name)		(Title)
	Ema	il To: ma.poc@go		

OR

Fax To: (780) 644-7962

Alberta Provincial Emergency Coordination Centre Phone Number: 1-866-618-2362



All renewals should be followed by a phone call to the Provincial Emergency Coordination Centre and/or your AEMA Field Officer.

## **Termination: State of Local Emergency Template**

RESOLUTION NO			
Date:			
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Moved by:(Print Nai			
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		ure or emergency)	
hereby terminated in the			
	(Official name	e of Town(s) /Village(s)/ County)	
Dated this day of	, 20	·	
(Signature)	(Drinted M.	:	
(Signaturo)	(Printed Name)		(Title)

Email To: ma.poc@gov.ab.ca

OR

Fax To: (780) 644-7962

Alberta Provincial Emergency Coordination Centre Phone Number: 1-866-618-2362

All terminations should be followed by a phone call to the Provincial Emergency Coordination Centre and/or your AEMA Field Officer.

## Appendix B: Shift Change Briefing Template

Date: Time (24-hour):	
Position Title:	
Incoming Personnel Name:	
Outgoing Personnel Name:	
Shift Highlights	
<ul> <li>Document anything created such as plans, maps, messages etc.</li> <li>Indicate where copies of each can be located ex: shared drive, posted in ICP, filed with Documentatio Unit, etc.</li> <li>Document any key developments pertinent to your position.</li> </ul>	ın
ems Not Completed:	
	7

ems Requiring Follow-up:				
y Additional Information:				
ave briefed my incoming shift	relief:	(Outgoing personnel s	ignature)	
ave received and understand	tne snift brief as p	resentea:(Incoming	personnel signature)	

Retain a completed copy for your records and submit original to the Documentation Unit for filing.

Page 2 of 2

### Appendix C: ICP & Planning Cycle Meeting Agendas

### Incident Briefing/Objectives Meeting - Sample Agenda

>>> POST MEETING AGENDAS IN ICP (((

> There are no set or required agendas for the following meetings. However, the purpose of each meeting must remain the same.

Note that the initial Objectives meeting may occur simultaneously or separately from the Strategy Meeting.

Objectives/Strategy Meeting Attendees: Command & General Staff

**Chairperson: Planning Section Chief** 

#### Incident Commander:

- Present the current situation.
- Present the operational period.
  - o Consider: staffing levels, if operations will occur through the night; status of incident is it a rapidly evolving/changing incident? How quickly can an Incident Action Plan be put together to be implemented? Can it only be implemented during business hours?
- Agree on organizational structure of ICP (review positions assigned).
- Present incident objectives and any priorities. Revise as needed.
- Review procedures for resource ordering, cost accounting and authority for public information.
- Open for brief discussion to clarify priorities or other concerns.

#### **Operations Section Chief:**

Indicate if you've identified any anticipated issues/limitations with the objectives. If so, provide alternative suggestions where possible.

#### Safety Officer:

• Are the objectives as presented safe? If not, it is your responsibility to speak up.

#### Planning Section Chief:

Announce time of next meetings (strategy or if already held as part of this meeting, tactics, and planning meeting).

Immediately following the Briefing/Objectives Meeting:

- Write and post objectives in ICP.
- Post Open Action Item List
- o Complete Form 202 Objectives for sign-off by Incident Commander.

#### All Section Chiefs:

Immediately following the briefing, brief your subordinates (Branch Directors, Unit Leaders).

#### Strategy Meeting - Sample Agenda



#### >>> POST MEETING AGENDAS IN ICP

#### **Strategy Meeting**

Attendees: Command & General Staff & Situation Unit Leader

**Chairperson: Planning Section Chief.** 

Review ground rules (Phones/radio set to vibrate, no sidebar conversations. Full attention required, be brief, break-out meetings can happen as required after the meeting).

Situation Unit Leader: Provide update on current situation.

Incident Commander: Read objectives from ICS Form 202 supplied to you by Planning and confirm objectives are still current.

#### **Operations Section Chief:**

- Briefly indicate your strategies for achieving the objectives.
- Rank strategies in order of which is most viable strategy for each objective (A/B/C).
- Present any additional/critical information.

#### **Round Table:**

All Command & General staff given opportunity to share additional or critical information. BE AS BRIEF AS POSSIBLE. Additional follow-up and discussion can happen after the meeting in break-out sessions as required.

Chairperson: Planning Section Chief- Adjourn meeting & announce time of Planning Meeting. Be sure to give Operations time to hold the Tactics Meeting prior to the Planning Meeting.

### Tactics Meeting - Sample Agenda

### >>> POST MEETING AGENDAS IN ICP (((

If there is time, it's a good idea for the Resource Unit Leader and Operations Section Chief to complete a rough draft of the Operational Planning Worksheet 215 prior to the Tactics Meeting.

#### **Tactics Meeting**

Attendees: Operations Section Chief, Resource Unit Leader, Logistics Section Chief, Safety Officer

**Chairperson: Operations Section Chief** 

#### **Operations Section Chief:**

Provide any updates from on-scene commander or Group/Division Supervisors.

- Review your strategies (what you are going to do) and tactics (how you're going to do it). Address safety concerns.
- Prioritize tactics for each strategy- which tactic is the most practical? Identify resources and resource limitations.
- Complete the Operational Planning Worksheet 215.
- Determine field work assignments.

#### Resource Unit Leader:

- Review current status of all operational resources (as per resource tracking board).
- Note that the Operations Section Chief may request that you fill out the Operational Planning Worksheet 215 as per their direction.
- Following the Tactics Meeting:
  - Small-scale Incidents: Using the information from the Operational Planning Worksheet 215 and the Safety Analysis 215A you may fill out the appropriate number of ICS 204 Work Assignment List(s) for inclusion in the Incident Action Plan which will be presented at the next operational period briefing. Consult with the Operations Section as needed to ensure you have a clear understanding of how the work for the next operational period is being assigned.
  - Large Scale Incidents: The safety officer, communications unit and group/division supervisors may assist with completing 204s as per their respective section on the ICS Form 204.

#### Safety Officer:

- Review and evaluate all work locations and assignments.
- If there are any work assignments, you deem too unsafe on the Operational Planning Worksheet you
  may veto them. Safety of incident personnel is a priority.
- Complete a Safety Analysis ICS Form 215A. Be sure to address each work assignment indicated on the Operational Planning Worksheet 215, and document safety hazards and safety requirements for each.

#### **Logistics Section:**

- Note the resources required including any priority resources.
- Note if there are any challenges securing the resources the operations section has indicated as required for each work assignment.
- Leave the Tactics meeting prepared to submit orders for any additional resources required (not currently available at incident).
  - BESC Emergency Management Plan v. 01/2023-2024

#### Planning Meeting - Sample Agenda

#### >>> POST MEETING AGENDAS IN ICP (((

- > This is a presentation of the plan to Command.
- > There should not be any questions or surprises at this meeting.
- > Personnel have already had a chance to voice any concerns at previous planning cycle meetings (strategy & tactics meetings).

Attendees: Command & General Staff (& Situation Unit Leader if invited to provide update)

#### Chairperson: Planning Section Chief

Planning Section Chief should review the agenda with the Incident Commander prior to the meeting.

Planning Section Chief	Attendance, review meeting Ground Rules & call on each person to speak.
Situation Unit Leader	Provide situation update including weather forecast
Incident Commander	State the established objectives from ICS Form 202.
Operations Section Chief	Provide update on operations at the site. Present the finalized operational planning worksheet (ICS Form 215) and chosen strategies and tactics over the next operational period in order to achieve command objectives.
Safety Officer	Advise of any safety requirements and safety messages.
Logistics Section Chief	Confirm availability of and identify any key resources.
Finance/Admin	Outline committed costs and remaining budget.
Information Officer	Provide update on messages going out to public (general key messages, any significant public concerns).
Liaison Officer	May provide brief update on assisting and cooperating agencies.
Planning Section Chief	Get approval of plan from each Command and General Staff person (Officers & Chiefs). Ask each position individually "Do you support the plan as briefed?"
Planning Section Chief	<ul> <li>Allow the Incident Commander a chance to ask questions before giving verbal approval of the plan.</li> <li>Ask for verbal approval of plan from Incident Commander.</li> <li>The Incident Commander may also want to provide closing comments to the team.</li> </ul>
Planning Section Chief	Announce when Incident Action Plan documents need to be in for compilation of the Plan. Plan documents will be submitted to the Documentation Unit to review for completeness.  o After the meeting the Planning Section Chief will review and approve the IAP before submitting to the Incident Commander for formal approval & signature. The Documentation Unit will then ensure duplication of the IAP as needed for distribution.

#### Incident Action Plan documents include:

- o ICS Form 202 Incident Objectives
- o ICS Form 203 Organization Assignment list
- o ICS Form 204 Assignment List(s)
- o ICS Form 205 Communications Plan
- o ICS Form 206 Medical Plan
- o ICS Form 208 Safety Message/Plan
- o Map of incident site.
- Other as appropriate such as blank Activity Log 214.

### Operational Period Briefing - Sample Agenda

- > This meeting is to brief operational field personnel that will be carrying out the strategies and tactics over the next operational period. The Incident Action Plan is distributed at this meeting.
- > Does not typically occur in the ICP. Depending on scale of incident operations the meeting may require significant space, lighting, and display area(s). Ensure all attendees can see and hear (consider use of a stage, screen, and microphones).

Attendees: At minimum attendees should include Operations personnel down to at least the Group/Division Supervisor level. However, depending on the scale and nature of the incident as well as meeting area all operational personnel may be invited including strike team/task force leaders and individual resources. If meeting is limited to operational supervisors, these supervisors <u>must</u> hold sub-briefings with their Groups/Divisions and review the Incident Action Plan with them prior to beginning work.

Presenters: Each member of the ICP Command & General Staff as appropriate.

**Chairperson: Planning Section Chief** 

Planning Section Chief: Review Meeting Ground Rules (re: radio/phones, side conversations). Call on meeting presenters in turn.

Operations Section Chief: Provide update on current situation.

Planning Section Chief: Begin working through the Incident Action Plan from the beginning.

- Review the incident objectives (ICS Form 202), draw attention to the Organization Assignment List (ICS Form 203) and provide weather update if a Weather Observer has not been appointed or Situation Unit Leader not called on to do so.
- Call on other ICP positions to review other forms in Incident Action Plan as per below.

Operations Section Chief: Review operational assignments (Work Assignment List(s) ICS Forms 204).

- Complete a roll call for each supervisor and assigned resources.
- Ask if there are any unassigned resources and follow-up with any after the briefing. Be sure to notify the Resource Unit Leader of any unassigned resources so that they can be tracked.
- Hold questions until after you've completed briefing work assignments. Address Division/Group specific questions one-on-one after meeting.
- Stay after the meeting to answer any outstanding questions and address any unassigned resources.

Safety Officer: Review the Safety Message in the Incident Action Plan.

Logistics Section Chief: If you have not delegated to the Communications Unit Leader or Medical Unit Leader to review, it will be your responsibility to review the Communications Plan (ICS Form 205) and Medical Plan (ICS Form 206) at the operational period briefing.

Finance/Admin Section Chief: Review requirements for time sheets, expense claims and other appropriate information, as necessary.

Information Officer: Review media procedures and other appropriate information, as necessary.

Liaison Officer: Provide information as necessary regarding other agencies at the incident.

Incident Commander: Review any key messages and provide words of encouragement and motivation for

Planning Section Chief: Closing comments and any final instructions.

#### Other Meetings

#### **Mid-operational Briefing**

- Held at discretion of Branch/Group/Division.
- Opportunity for personnel to provide feedback on effectiveness of tactics and for Supervisors to provide personnel with any incident updates.

#### **Command & General Staff Meetings**

- Held on an as needed basis to discuss incident developments.
- Typically called by the Incident Commander.

### Appendix D: Mutual Aid Listing

- The following is a current listing of Memorandums of Understanding (MOU) Agreements that are currently in place for emergency management purposes.
- These agreements have been written for a period of five (5 years) ending in 2028 at which point they shall be reviewed by all parties and may be extended for additional periods of up to five (5) years.
- Assistance is subject to the terms, conditions & limitations within each agreement.
- Note: These Memorandums of Understanding are in addition to any existing fire service agreements.
- It is highly recommended that ICP or ICS personnel from other communities, organizations, and neighboring regions with which mutual aid agreements exist come together to train and most importantly exercise on a regular basis in order to be effective. Having additional personnel that can be called upon to assist can be beneficial if thought is given in advance as to how they will be integrated into the response.

MOU Signatory	Emergency Management Service/Resource	Review Date
Battle River School Division & Holden Charter School	<ul> <li>Use of facilities, outside of school year or where practical.</li> <li>Busses</li> <li>Bus drivers/operators</li> </ul>	
Wainwright & District	Trained, skilled & qualified personnel that have participated in ESS exercises or training and are competent in ESS tasks.	

### **Appendix E: Fit for Work Policy**



#### FIT FOR WORK POLICY

Beaver Emergency Services Commission Emergency Management Agency

Upon approval by the Beaver Emergency Services Commission's (BESC) Emergency Advisory Committee, the following policy will be added to:

- BESC Emergency Management Plan
- BESC Emergency Social Services Plan

#### 1. Purpose

This policy is to be used as a standard for those operating, working with, volunteering, or otherwise associated with the Beaver Emergency Services Commission (BESC) Emergency Management Agency and/or Emergency Social Services during both training and operations.

#### 2. Application

- **2. 1** The Agency has a zero-tolerance policy for any individual or group conducting operations or training, regardless of location, while under the influence of any substance; legal, or otherwise. This includes prescription medications, as well as any altered mental or physical status beyond an individual's control (pre-existing condition, fatigue, etc.) which would impede mental and /or physical performance. Doing so may deem an individual or group to be considered "unfit for work."
- **2.2** Furthermore, the Agency has a zero-tolerance policy of consuming alcohol, cannabis, or illicit substances in any premises which is being employed by the Agency during training or operations, regardless of local previous policies which may have been observed.
- **2.3** Any individual or group working under the umbrella of the BESC Emergency Management Agency found to be unfit for work will be immediately relieved of duty and must leave the premises regardless of whether it be for training or operations.
- **2.4** If the situation is one which affects the member's ability to perform their Agency duties while working under the umbrella of the Agency, and/or they are under the care of a doctor whom recommends or directs the individual to remove themselves from active duty, they are to report this up the chain of command or directly to the Incident Commander or their designate and remove themselves from active service. Prior to returning to active service, the member will be required to provide a doctor's declaration allowing them to return to active duty.

Signature of Approval	Printed Name	Date
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Appendix F: Emergency Volunteer Standard Operating Procedure

Procedure No:	Date of Issue:	
Page 1 of 4		Energety Division of
Procedure Title:	Emergency Management Volunteer Standard Operating Procedure	Sommer, S

1. Definitions

Authorized Volunteers: Volunteers or volunteer organizations that have been requested

through the Incident Command Post to assist in emergency or disaster operations. These include volunteers with specific professional expertise that are required for emergency functions or that have been specially requested and authorized to assist in

providing various resources.

Emergency: An emergency or disaster event that exceeds the day-to-day

operational capabilities of first responders to manage and/or requires additional coordination and support from BESC to plan,

respond or recover from.

Emergent Volunteers: Spontaneous individuals, groups or organizations that show up

(emerge) to assist in an emergency situation. These persons, groups or organizations are separate from and not affiliated with authorized volunteers or organizations that have been integrated

into incident operations.

ESS: Emergency Social Services. Provides for the basic needs of

evacuees/affected members of the public.

Vulnerable Person(s): Any person that is unable to care for themselves.

#### Purpose

**2.1** The Beaver Emergency Services Commission (BESC) Emergency Management Volunteer Standard Operating Procedure provides an outline for the management of volunteers during an emergency or disaster situation affecting the BESC Membership area which may include one or more of the following:

- Village of Ryley
- Village of Holden
- Town of Tofield
- Town of Viking
- Beaver County

This procedure is intended to guide the actions and decision-making of BESC appointed personnel to ensure volunteers are used as appropriate in order to contribute to their effective use while providing a safe working environment for all.

#### 3. Scope

- **3.1** This procedure outlines the requirements for use of authorized volunteers and emergent or spontaneous volunteers for BESC emergency/disaster purposes. It does not include:
  - Volunteer firefighters.
  - Private resident or business use of volunteers. Notwithstanding, BESC should try to inform the disaster
    affected public of their potential liability for injuries sustained by emergent, spontaneous
    volunteers/organizations which may include but not be limited to volunteers assisting with clean-up
    repairs, or other tasks on private property.

#### 4. Guiding Documents

- BESC Emergency Management Plan.
- BESC Emergency Social Services Plan.
- Incident Command Post Position Checklists.

#### 5. Pre-Identified Volunteer Procedures

- **5.1** In planning for use of and managing emergency volunteers BESC will make reasonable effort to:
  - a). Identify and train volunteers assigned to play a role in emergency response prior to the occurrence of an incident and may integrate them into the Emergency Management Agency, regular meetings, trainings, and exercises thereof.
  - b). Identify local volunteer organizations that may be requested to assist during an emergency ahead of time and integrate them into emergency plans, training, and exercises where appropriate.
  - c). Set meeting, training and/or exercise attendance and participation requirements for pre-identified volunteers, groups, and organizations.
  - d). Provide an orientation for any pre-identified volunteers.
  - e). Assign emergency roles to organizations and individuals ahead of time where possible.
  - f). Request current and clear criminal record and vulnerable sector checks of pre-identified volunteers that have been assigned Emergency Social Services (ESS) tasks in an ESS Centre at a regular frequency as determined by BESC.
  - g). Strive to keep municipal member employees in positions of trust or authority and to only use preidentified volunteers in these positions as a <u>last resort</u> and only if they have been provided training for the position assigned and have been properly vetted by BESC in advance of the emergency or disaster. Current, clear vulnerable sector checks and criminal record requirements must still be met.
  - i). All volunteers are required to know and abide by the vulnerable person guidelines as outlined in the BESC Emergency Social Services Plan. This is for the protection of vulnerable persons and volunteers alike.
  - j). Ensure the Director of Emergency Management or designate engages with pre-identified volunteers at least annually.
  - k). Update volunteer records at least once per year.

### 6. Emergent Volunteer Limitations:

- 6.1 Emergent or spontaneous volunteers must never be assigned tasks that may present situations for them to be one-on-one with evacuees or emergency affected individuals. This is for the protection of volunteers, evacuées, and emergency affected individuals.
- 6.2 Emergent or spontaneous volunteers must never be assigned a position of authority or power over any vulnerable persons which may include but not be limited to children, dependent adults, intoxicated individuals.
- 6.3 Emergent volunteers will not be utilized in Emergency Social Service (ESS) operations unless:
  - Able to do so without coming in direct contact with evacuees or affected members of the public being provided services at an ESS Centre. Examples include but may not be limited to set-up or take-down of an ESS Centre, assistance at a donations management centre.
  - Volunteers are part of the affected population receiving on-site services and can be provided proper supervision while assisting within the ESS Centre including eliminating opportunities for one-on-one contact with vulnerable persons while fulfilling volunteer duties.

### 7. General Volunteer Procedures:

- 7.1 All reasonable efforts will be made to ensure that volunteers involved in emergency work for BESC:
  - a) Are at least 18 years of age or older.
  - b) Complete a volunteer application, code of conduct and confidentiality agreement.
  - c) Sign in and out of each shift.
  - d) Come dressed for the task they've been assigned which may include special footwear or other safety equipment where not provided by BESC.
  - e) Ensure that any identification provided is clearly visible while on shift at all times.
  - f) Are held accountable for their actions.
  - g) Are encouraged to voice any concerns.
  - h) Follow all safety requirements for tasks assigned.
  - i) Abide by the code of conduct and confidentiality agreements at all times and may be dismissed for any

### 8. Volunteer Task Safety Procedures

- 8.1 In addition to the volunteer procedures and limitations as outlined in the previous sections, and in order to facilitate the safe use of volunteers BESC will make reasonable effort to ensure that:
  - a) Volunteer supervisors are municipal membership area personnel or subject matter experts with the knowledge and qualifications to supervise the applicable assigned volunteers and task(s).
  - b) Volunteers will not be placed or utilized in high-risk tasks or locations.
  - c) Safety orientations and briefings are provided for all volunteers prior to the start of each shift.
- 8.2 Volunteer assignments are based on the needs and requirements of the incident at hand. As such, it may not be possible to provide all volunteers with a volunteer opportunity.
- 8.3 BESC is committed to providing equal opportunities. Notwithstanding, for the safety of all personnel, volunteer job assignments may be assigned based on required skills or abilities of tasks required and matched to volunteers accordingly. This may include but not be limited to physical ability or specialized skills.
- 8.4 Volunteers are not considered employees and will not be provided with any benefits or collective agreements of employment with BESC.

#### 9. Volunteer Documentation Management

- **9.1** The proper management of information and records is paramount in protecting the privacy of volunteers and ensuring a smooth emergency recovery process. In order to help facilitate this, BESC will make efforts to:
  - c) Ensure resource requests for volunteers are documented and tracked through the Incident Command Post.
  - d) Maintain a log for all volunteers and hours worked for each.
  - e) Manage and store all volunteer records in a safe and confidential manner.
  - f) Following resignation or withdrawal of volunteers dispose of any personal confidential information of volunteers in a confidential manner.

#### 10. Responsibilities

- **10.1** Although it is commonly accepted amongst municipalities that volunteers utilized for emergency response purposes who are authorized by the municipality, or in the case of BESC, the Commission, with names and hours of work tracked will be covered under Workers Compensation; it is best practice, if use of volunteers for emergency purposes is anticipated, to request confirmation of such through direct conversation with Alberta WCB.
- **10.2** BESC is responsible to ensure that appropriate insurance coverage is in place for all volunteer placements and to ensure that the applicable insurance company processes all claims.
- **10.3** All volunteers and BESC appointed membership area personnel are required to abide by the volunteer expectations as laid out in this standard operating procedure.
- **10.5** It is the responsibility of all Incident Command Post sections utilizing volunteers to track each volunteer's hours per shift and provide a safety orientation at the start of each shift and ensure that volunteers are properly equipped with all safety equipment/clothing required.
- **10.6** A Volunteer Coordinator position and Volunteer Centre may be activated, to implement volunteer procedures as set forth within.

O' and a second	Drinted Name	Dete
Signature of Approval	Printed Name	Date

## Beaver Emergency Services Commission Emergency Social Services Plan



Created By:
BOLT FROM
THE BLUE

This plan and its supporting documentation have been developed for BESC and its member municipal partners to meet their needs.

Any portions of this plan shared or posted for viewing outside of internal BESC or BESC municipal partner areas shall be in a read-only format. Fees for unauthorized distribution of the plan in format other than read-only may apply.



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### **Definitions**

AB - Alberta

**Act** – Refers to the *Alberta Emergency Management Act Revised Statutes of Alberta 2000* and all amendments thereto unless stated otherwise.

**AEMA** – Alberta Emergency Management Agency. The provincial agency having jurisdiction for emergency/disaster preparedness, response, and recovery operations.

AHS - Alberta Health Services.

**Assisting Agency** – An agency that assists with the incident and directly contributes *tactical* resources to the jurisdiction responsible for the incident.

Asst. - Assistant.

BESC - Beaver Emergency Services Commission.

Cooperating Agency – Supports the incident or supplies assistance other than tactical resources.

**DDEM** – Deputy Director of Emergency Management means the person(s) appointed by the BESC Board who report to the Director of Emergency Management and can act in the capacity of the Director of Emergency Management is unable to do so.

**DEM** – Director of Emergency Management means the person appointed by the BESC Board to lead and organize Commission Members' emergency management programs.

**Division** – In ICS Divisions are used to divide operations by geographic location.

**Emergent or Spontaneous Volunteers** - Emergent/spontaneous volunteers are those that have not been preauthorized as part of BESC or assisting or cooperating agencies and incorporated into the overall response. They are typically individuals or organizations unaffiliated with current authorized incident resources that just "show up" to help.

**ESS** – Emergency Social Services are services that provide for the basic essential needs of victims, evacuees and/or affected residents as may be required.

Group - In ICS, a Group is used to divide operations functionally.

**Group Lodging** – Refers to lodging in which evacuees are grouped together, typically using cots in large spaces such as gymnasiums, etc. This type of lodging should only be used as a <u>last resort</u> and requires 24/7 staff with experience in group shelter management.

IC – Incident Commander. The person in control of the Incident Command Post (ICP) whose responsibility it is to oversee functions of the Incident Command Post which may include Emergency Social Services.

**ICP**- A location for carrying out coordinated emergency or disaster response activities including planning, logistical and operational requirements.

ICS – Incident Command System. The Incident Command System is a scalable management structure for responding to both planned and unplanned events. It is the North American benchmark by which government as well as industry, utilities and healthcare organize their personnel to respond to disaster incidents.

LEMR - The Alberta Local Authority Emergency Management Regulation 2020 and all amendments thereto.

BESC Emergency Social Services Plan v. 01/2023-2024 Approved by the EM Advisory Committee 2023-07-12 Minister - The Minister charged with the administration of the Alberta Emergency Management Act RSA 2000.

**NGO** or **NGOs** – Non-governmental Organization or Organizations.

**PESS** – Provincial Emergency Social Services (Alberta).

**R&I** – Registration & Inquiry This term is used throughout this plan to refer to the team tasked with Registration and Inquiry services using the Provincial Emergency Social Services Registration & Reception Centre Program (RRCP).

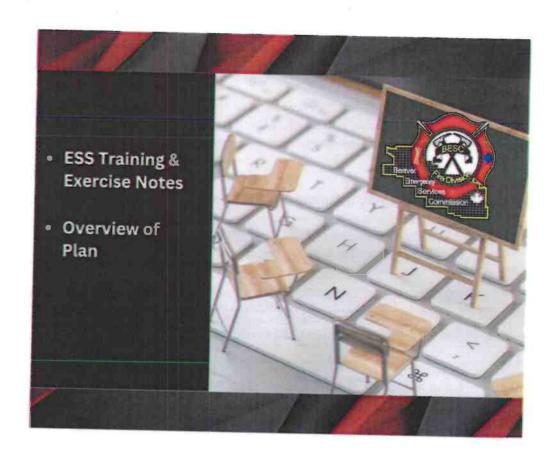
**Region/Regional** – Used interchangeably in this plan with *Membership Area* to refer to the boundaries of member municipalities of the Commission which includes the following:

- Village of Ryley
- Village of Holden
- Town of Tofield
- Town of Viking
- Beaver County

**RRCP** – Registration & Reception Center Program.

**SOLE** – State of Local Emergency.

## Part A: ON YOUR MARK



## 1. Annual Maintenance & Training



- ▶ BESC and the BESC Emergency Management Agency have a responsibility to ensure that the Emergency Response Plan and components of it are maintained and updated regularly. This includes the ESS Plan and other supporting documentation.
- > To be able to fully implement this plan, additional ESS personnel recruitment will be required and should be prioritized.
- A complete annual maintenance list can be found in the BESC Emergency Management Plan along with a training and exercise schedule. It includes ESS plan updates and training.



### 1.1 ESS Training & Exercise Notes

For this ESS plan to be implemented the following must be completed regularly as **part of ESS preparedness** in addition to the BESC *Annual Maintenance List* and *Training & Exercise Schedule* that can be found in the *BESC Emergency Management Plan*.

<b>CELEBRAT</b>	ESS Preparedness Actions for Successful Plan Implementation				
	Any assisting agencies from which ESS services are anticipated should be provided an opportunity to review their respective ESS Position Checklist annually and provide feedback.				
	To assign lodging:  □ Engage with hotels regularly.  □ Determine how room assignment will be tracked so that personnel know number and type of rooms vacant to able to continue assigning in real-time.  □ Determine if hotels will require any "proof" or paperwork of evacuees as they check-in.  □ Determine if memorandums of understanding will be required to ensure fair room rates.  □ Determine who will be responsible for up front costs of hotel accommodations.  See Lodging section 16. Lodging of this plan for more information.				
	<ul> <li>RRCP training must be conducted, and personnel complete any required practices regularly to provide Registration service.</li> <li>Paper copy RRCP forms should be kept on hand to use as a last resort. Available in ESS Forms File.</li> <li>RRCP Refresher Tips as provided in this plan should be reviewed by PESS annually. RRCP is an information technology-based system that is upgraded and improved regularly and as such may impact trained users of the system and delivery.</li> </ul>				
	The Pet section of this plan should be regularly reviewed by the organization that will lead and coordinate the Pet Team.				
	ESS exercises may be held in conjunction with or separately from ICP exercises and may include participants from neighboring regions with which BESC holds aid agreements for ESS.				

Any exercise should incorporate an ESS component including regular opportunities to set-up an ESS Centre and practice the functions within.

BESC appointed ESS personnel that hold leadership positions within the ESS Branch should be provided with ICS training up to at least 300 and other ESS support personnel offered the same opportunities for training. This is in addition to training available from Provincial Emergency Social Services as outlined in the BESC Emergency Management Plan Training & Exercise Schedule.

## 1.2 ESS Document Location & Maintenance

The following ESS documentation can be found in:

Document	Primary ICP	Secondary ICP	Primary ESS Centre	Secondary ESS Centre	BESC Hard Drive	Other
ESS Plan	$\checkmark$	<b>√</b>	<b>√</b>	<b>V</b>	<b>√</b>	
ESS Forms/Templates			<b>✓</b>	<b>✓</b>	<b>✓</b>	
Emergency Contact List	<b>✓</b>	<b>√</b>	<b>✓</b>	<b>√</b>	/	- 5
Preferred Vendor List	<b>√</b>	<b>√</b>			,	
Position Checklists			<b>✓</b>	<b>✓</b>		
			ESS Checklists	ESS Checklists		

## Contact info of municipal and BESC personnel assigned roles in the plan will be added to:

- > I Am Responding notification system.
- > Work Hub will be utilized for personnel to update contact information.
- Annual reminders to update contact information should be sent to all personnel.

#### 2. Overview

#### **Authority**

This Emergency Social Services Plan outlines the process and provides guidelines for Beaver Emergency Services Commission's delivery of ESS to its member municipalities. Beaver Emergency Services Commission (BESC) was established under Order in Council 137/2010 and is authorized by bylaw of each Membership Area to act on their behalf for all emergency management purposes which includes Emergency Social Services. This plan may also be utilized to provide Emergency Social Services to outside municipalities in the event that BESC is requested to provide host Emergency Social Services for evacuees from outside of the membership area.

The Alberta Emergency Management Act 2000 requires local authorities, or in the case of BESC, the Commission, to provide for the distribution of essential supplies, provision of essential services and the adequate care and protection of evacuated persons. Furthermore, the Local Authority Emergency Management Regulation 2020 (LEMR) sets out emergency management plan, exercise, and training requirements that each local authority in Alberta must comply with inclusive of Emergency Social Services as they pertain to emergency or disaster response.

#### Scope

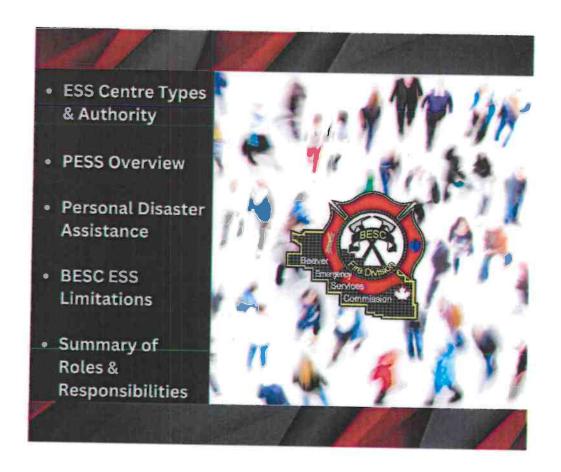
This plan is a sub-set to the BESC Emergency Management Plan. It is not a stand-alone plan, and the following documentation should be incorporated and help to further guide Emergency Social Services within the BESC membership area:

- BESC Bylaw No. 12-2022
- BESC Emergency Management Plan
- BESC Emergency Advisory Committee Terms of Reference.
- BESC Emergency Management Agency Terms of Reference.
- Incident Command Post (ICP) & ESS Position Checklists.
- ICS & ICP Forms and Templates.
- · ESS Forms and templates.
- BESC Emergency Contact List.
- Memorandums of Understanding or aid agreements for emergency services or resources.



- It is understood that personnel assigned a role from within the BESC Membership area may be expected to assist a municipality other than their own in support of BESC operations.
- The emergency social services plan being a sub-set of the BESC Emergency Management Plan may be activated partially or fully at any time as determined necessary by the BESC Board, Director of Emergency Management or Regional Emergency Manager.
- A State of Local Emergency is **NOT** required to activate the plan.
- Any incident that is type 3, 2, or 1 requires activation of a BESC ICP.

## Part B: GET READY



## 3. Overview of ESS Centre Types

Typically, a Reception Centre is set-up to respond to the needs of evacuees. However, there can be several different variables of a Reception Centre or ESS Centre and site depending on the nature of the incident and location. Below are different examples of ESS Centres.



This is not all-inclusive list and ESS personnel should be prepared to be *flexible* in how services are delivered.

> Group Lodging – should only be used as a temporary and <u>last resort</u>.

Reception Centre Type	Setting
Evacuee Reception Centre	<ul> <li>Reception Centre located separately from lodging:</li> <li>Used when evacuees have own mode of transportation.</li> <li>Used when group lodging is not required.</li> <li>May be used when more than one community is evacuated.</li> <li>May be used if lodging facilities available cannot accommodate both a Reception Centre and lodging in one location.</li> <li>Reception Centre located at same site as lodging:</li> <li>Used when high volume of evacuees is expected at one centralized lodging location.</li> <li>May be used in a host community when arriving evacuees do not have their own transportation and/or to decrease travel stress of evacuees with own transportation.</li> <li>In the event of group lodging group eating and/or sleeping area should be separate from the main Reception Centre Area and be assigned its own 24-hour security.</li> </ul>
Recovery/Welcome Centre	<ul> <li>Designated as a 1 stop location for evacuees that are returning home to access services and information.</li> <li>Many of the same organizations that are present at a Reception Centre may offer services at a Recovery Centre.</li> <li>Located in community in which emergency took place.</li> </ul>
Family Centre	<ul> <li>Typically, set-up to provide support and information to families following mass-casualty incidents.</li> <li>Ideally families are staying in a central location (ex: 1 hotel) so that the Family Centre can be set-up in 1 central location to eliminate need for additional travel and ensure a reinforced security perimeter around it.</li> </ul>
Reunification Centre	<ul> <li>May be set-up as support to or in response to another external organization's emergency to assist with reunification of family members following a disaster (ex: school incident, mass casualty incident).</li> <li>Security is especially important as these tend to be high-profile emergencies. Traffic and convergence control will be important to keep everyone safe and ensure those that require reunification services are prioritized.</li> </ul>

Warming Centre	<ul> <li>Ideally a location with back-up power that may provide some or all of the services within a typical Reception Centre depending on extent of incident.</li> </ul>
	<ul> <li>Provided as a location for residents to warm-up in the event of extended winter power outages.</li> </ul>
Cooling Centre	<ul> <li>Like a Warming Centre- ideally a location with back-up power that may provide some or all of the services within a typical Reception Centre depending on extent of incident.</li> </ul>
	<ul> <li>Provided as a location for residents to keep cool and re-hydrate in the event of extended summer power outages.</li> </ul>

## 4. ESS Centre Authority & Conflict Resolution

#### Local/Regional:

If the incident is local to BESC membership areas and ESS is being provided for residents of one or more member municipalities, authority for the ESS Centre and overall services belongs to BESC, even in incidents where provincial or external assisting agency support is provided.

#### External Assisting/Cooperating Agencies:

External agencies always remain in control and authority of their own personnel, however the agency delivering services is accountable to BESC for whom it is providing support and therefore is subject to their authority within the ESS Centre. This means that while BESC may not direct personnel, policies or procedures of an assisting or coordinating agency, it remains up to BESC to determine to what extent these agency services are needed.

#### Provincial:

The province may retain authority for ESS facilities in the following situations:

- Hosting- if a local or regional authority, such as BESC is hosting evacuees from outside of their own
  jurisdiction. See <u>Hosting & Local Evacuation: Designation & Notification Checklist</u> in this plan.
- Under a provincial State of Emergency.
- If authority for the incident is removed from the authority having jurisdiction by the Minister.

#### (I) Conflict Resolution:

- Professional conduct of BESC, and assisting or cooperating agency volunteers and personnel is always required.
- It should be anticipated that in any significant event there will be complaints from evacuees/residents regarding the attitude, behavior, or actions of one or more ESS Centre personnel.
- All complaints must be taken seriously. This will require conversations with the person lodging the complaint and the ESS Centre personnel in question.
- Often, complaints can be resolved through discussion, explanation and/or implementation of
  policies and procedures. However, there may be some instances in which ESS personnel are better
  suited to other jobs or may need to be dismissed.
- If the personnel are BESC appointed municipal member staff or volunteers BESC has the responsibility and authority to dismiss these persons from their position.
- If the personnel in question is that of an external assisting or cooperating agency the complaint shall immediately be brought to the attention of the personnel's supervisor. If a resolution cannot be agreed upon, BESC reserves the right to dismiss personnel or agencies from the ESS Centre at their discretion.
- If the ESS Centre is under the authority of the province, the appropriate provincial authority shall be immediately notified and requested to resolve the situation forthwith.

## 5. Alberta Provincial Emergency Social Services Overview

Courtesy of the Government of Alberta Provincial Emergency Social Services Framework (2016).

- Within Alberta Public Safety & Emergency Services, the Alberta Emergency Management Agency (AEMA) is the lead coordinating agency for provincial emergency management including coordination and cooperation of all organizations involved in preparedness and response in Alberta, this includes Provincial Emergency Social Services (PESS) and the PESS Working Committee.
- This Committee includes representatives from the NGO Council of Alberta and representatives from
  provincial and federal ministries to support delivery of ESS. When provincial ESS support is required,
  PESS will coordinate ESS support through Committee members as appropriate. Members understand
  their roles within ESS and can collaborate with each other in response.
- PESS exists to support local ESS operations, not to replace them.

## 5.1 NGO Council of Alberta Partner Organizations

Contact numbers for the NGOs listed below can be found in the BESC Emergency Contact List.

Adventist Community Services Disaster Response	<ul> <li>be found in the BESC Emergency Contact List.</li> <li>Donations management.</li> </ul>
Alberta SPCA	Psychosocial support.
	Pet/livestock avacuation
Billy Graham Evangelistic Association of Canada	Spiritual & emotional care.
Canadian Red Cross	Reception Centre Management.
	Congregate Lodging Management.
	Personal Disaster Assistance.
M	Registration & Inquiry.
Mennonite Disaster Services Canada	Clean-up & recovery assistance.
St. John Ambulance	Health related screening.
	Medical first aid/response.
	Healthcare support services.
	Assistance evacuating healthcare facilities.
0	Assistance with missing/lost persons.
Samaritan's Purse Canada	Response, recovery & clean-up, safety
T D-1:	equipment for volunteers.
Team Rubicon	Incident management assistance teams.
	Infrastructure support.
	Light demo.
The Oal Co	<ul> <li>Debris removal &amp; clean-up.</li> </ul>
The Salvation Army	Emergency Food Services.
	Emergency Social Services.
	Donations Management.
	Psychosocial care.
Model D	Recovery.
Norld Renew	Clean-up.
	Needs assessments.

### 5.2 Alberta Provincial Ministries & ESS Assistance

- Not an all-inclusive list.
- Requests for ESS services from the Ministries & organizations listed below should be made through your AEMA field officer and/or PESS.

Advanced Education	Maintains list of advanced education facilities that may be used for ESS purposes in emergency response.		
Agriculture & Irrigation	Expertise regarding animals in emergencies.		
Seniors, Community & Social Services	Income supports and employment services.		
Education	Liaise with school authorities and other ministries and agencies that support health and well-being of emergency affected students and their families.		
Environment & Protected Areas	Makes provincial parks available as emergency accommodation site for evacuees if requested.		
Health	Health sector supports related to ESS. Collaborate with Alberta Health Services to provide ESS supports, health information and programs.		
Health Canada, First Nations, and Inuit Health Branch (FNIHB) -Federal	During emergencies in First Nations communities, FNIHB provides communicable disease control, environmental public health, and nursing services. Provides the following to status First Nations individuals:  • Transportation to medical and dental appointments.  • Prescriptions.  • Access to crisis mental health services.		
Indigenous Relations	Plays coordinating role among AB ministries and other stakeholders to ensure ESS needs of First Nations, Metis settlements and other Indigenous communities are met.		
Indigenous Services Canada -Federal	Provide support and assistance at the request of First Nations communities in the delivery of emergency social programs.		
Infrastructure	Technical expertise pertaining to facility damage assessments.		
Jobs, Economy & Northern Development	Coordinates interpretation and translation services. Supports emergency management related negotiations with other orders of government. Also assists in ensuring Occupational Health & Safety standards are met including best practices for ESS personnel.		
Justice	If the severity of an emergency should increase and assistance from other enforcement agencies are required, then section 13 of the Peace Officer Act could be requested subject to requirements thereof.		
Housing & Community	Leads interim housing response. Implements Emergency Housing Framework as requested.		
Service Alberta	Provides support in procurement of emergency supplies if demand cannot be met by Community & Social Services or NGOs.		
Transportation & Economic Corridors	Provides support in movement restrictions, damage and impact assessment, safety, restoration, and recovery of transportation infrastructure.		
Treasury Board & Finance	Manages contingency funds for disaster management services.		

5.3 Provincial Emergency Social Services (PESS) Support

	PESS Response Support
	Technical guidance to help determine scope and scale of ESS needs.
Ø	Connecting local authorities with available provincial ESS resources.
Ø	Mobilizing and deploying provincial resources.
Ø	Working with the federal government to coordinate provision of supplies.
Ø	Activation of pre-existing provincial ESS agreements or requests for additional support as needed.
Ø	May deploy PESS staff to site if appropriate.
	<ul> <li>Assistance with ESS information dissemination including:</li> <li>Status of ESS being coordinated by the Government of Alberta.</li> <li>What services are available.</li> <li>Where and how to access these services.</li> </ul>
	PESS Recovery Support
Ø	May assist local authorities to coordinate recovery supports from various partner organizations.
$\square$	Assistance with transition to longer-term services including referrals, information and plans and technical expertise in ESS transition planning.

<b>V</b>	When to Request PESS				
	When BESC's ESS capacity has been or is anticipated to be exceeded.				
	Proactive notification is preferred. BESC does not have to wait until they have exceeded regional ESS capacity before contacting the PESS Emergency Coordination Centre (ECC).				
~	How to Request PESS				
	All PESS requests must be approved by BESC – Incident Commander and/or Director of Emergency Management. Note that ESS service provision is not free and BESC will be responsible for all costs associated with any requests.				
	All ESS resources must be tracked by member municipality as per the <i>Financial Guidelines</i> in the BESC Emergency Management Plan and this ESS Plan <u>Financial</u> <u>Guidelines</u> .				
	Requests for assistance from PESS can be made through your AEMA Field Officer.				
	If your Field Officer is not available, requests for PESS can be made directly through the Alberta Provincial Emergency Coordination Centre 24/7				
	The PESS Emergency Coordination Centre on-call duty officer will receive and process requests and if required will mobilize PESS and contact key partners for support requirements.				
	If the incident is severe enough, the PESS ECC will coordinate services directly with your local ESS representative (ex: ESS Branch Director)				

## 6. Personal Disaster Assistance (PDA)

- Personal Disaster Assistance (PDA) is available for emergencies <u>limited in size and scope</u> such as housefires but may be applicable to other types of personal emergencies.
- It is available free of charge from the Canadian Red Cross.
- However, if a significant number of household units and people are affected, it may be considered a municipal response in which the municipality, or BESC may be billed for services.
- Limited to the first seventy-two (72) hours following a personal disaster. It is intended to fill the gap where persons do not have access to insurance to cover immediate basic needs or to provide assistance between the disaster occurrence and the time it takes for insurance reimbursements to be activated, extending no longer than the first 72 hours following the emergency.

•	Types of emergency services that may be provided include:		
	Emergency shelter (hotel accommodation).		Emergency food (vouchers for grocery or restaurant).
	Emergency clothing (vouchers for emergency		Other essential supplies (ex: hygiene items).
	clothing).		

If a household is impacted in the region and may benefit from Personal Disaster Assistance, call the 24-Hour Line at: 1-888-800-6493. They will put the caller in touch with a Canadian Red Cross representative who will connect with the household in need to assess and provide services.

#### 7. BESC ESS Limitations

- Currently there is not capacity through BESC to provide ESS services without significant assistance from the province and neighboring municipal jurisdictions.
- There are approximately **12** dedicated BESC personnel from municipal member areas that have been assigned roles in the ESS Plan.
- Additional personnel will be required and with proper advanced training and background checks may be available from:
  - CALP Community Adult Learning Program (Beaver County).
  - Wainwright & District ESS personnel.
  - Other as identified by BESC.
- Specialized roles will be filled and supported by the respective assisting agency including functions of the Health Task Force and Pet Team.
- More than one ESS shift will be required for any operational period extending past 12 hours.
- Each Group, Team and Unit require more than 2 personnel, with several requiring *many* more to be efficient (ex: Registration & Inquiry, Pet Team, ESS Lodging, etc.).
- For any of the roles that require additional personnel support, a request may be made to PESS to coordinate additional and appropriately trained personnel.
- The ESS Branch Director reserves the right to re-assign personnel as they see fit to meet the needs of the incident.

In addition to the above limitations of just 12 dedicated personnel, it should be anticipated that at any given time there will be a personnel absentee rate due to holidays, illness, etc.

Any incident in which an ESS Centre is activated and anticipated to last longer than 1 operational period of 24 consecutive hours or more should necessitate a request of additional ESS personnel (ex: mutual aid, AEMA/PESS, Regional Incident Management Teams).

Any ESS requirements that the ESS Branch does not have capacity to meet will be passed to the ICP to address. This may include additional personnel, evacuee transportation services, etc.

## 8. Summary: ESS Roles & Responsibilities

## 8.1 ESS Embedded in Organizational Structure

- Appointed on-site to the ESS Centre is the ESS Centre Supervisor whose responsibility it is to
  oversee the operations within the Centre. The ESS Centre Supervisor reports to the ESS Branch
  Director in the Incident Command Post (ICP).
- The ICP is the nerve centre for coordination of operations, planning, information, logistics and financial
  matters pertaining to the emergency. The ESS Branch Director within the ICP is responsible for overall
  ESS plans and operations including the ESS Centre. The ESS Branch Director provides a single point
  of contact for the ESS Centre Supervisor to contact for additional resources and ensures that all
  emergency personnel are kept informed of emergency social services operations and requests. This
  ensures that rather than be kept separate, ESS is integrated into the overall emergency
  management structure for a more effective and coordinated response.
- Under the BESC structure and utilizing ICS, ESS is a Branch that falls under the Operations Section of the ICP organization. This integration reduces redundancy and duplication of roles within the ESS Centre, while streamlining, centralizing, and consolidating organizational structural roles at the Incident Command Post to maximize personnel capacity.

### 8.2 Potential Role Overlap: ESS & ICP

Because ICS was originally created for wildfire and ICP operations it did not consider accommodations for ESS or how it would be integrated into the overall structure. This presents the potential for duplication of roles and services between the ICP and ESS Centre, specifically within the Logistics Section and will vary from place to place. These positions have been identified below. Instructions for addressing potential duplication have been included in the applicable position checklists of those identified.

#### A. ICP & ESS Security Unit

The Facilities Unit within the ICP is typically responsible for arranging security at facilities. However, where security goes above and beyond facility security, it becomes an operational resource. **ESS facilities will require security**. There are several options for how ESS security will be provided.

- Current Default Option: ICP Facilities Unit (Logistics Section) organizes all incident facility security including ESS and arranges for security at these facilities.
- Alternative Option Where Additional Security Operations Are Required: ESS security
  requirements are anticipated to exceed standard facility security and it is determined a separate
  ESS Security Team is required to manage ESS security needs. In this case the Security
  function will fall under the Operations Section and report to the ESS Branch Director or
  Operations Section Chief.

#### **B. ICP & ESS Food Unit**

Within the standard ICS framework, the Food Unit within the ICP is *only* responsible for the food needs of incident personnel, *not* evacuees. However, for BESC purposes and efficient use of limited personnel resources, the Food Unit will provide Food Services for the ICP, field personnel – including ESS personnel AND evacuees as needed.

## 8.3 Volunteer Management

- Volunteer Management is the responsibility of a Volunteer Coordinator that falls under the Planning Section of the ICP.
- Instructions and guidelines for use of volunteers, implementation of a volunteer management plan and volunteer centre have been provided within the BESC Emergency Management Plan.
- Under that plan the Volunteer Coordinator and any associated Volunteer Centres will include volunteer considerations for both ICP <u>and</u> ESS operations.

to be one-on-one with evacuees or affected individuals. This is for the protection of both volunteers, evacuees, and affected individuals.

Emergent/spontaneous volunteers are those that have not been pre-authorized as part of BESC or assisting or cooperating agencies and incorporated into the overall response. They are typically individuals or organizations unaffiliated with current authorized incident resources that just "show up" to help.

All ESS personnel MUST have clear & current criminal record and vulnerable sector checks.

## 8.4 Summary ESS Personnel Positions

- The following personnel positions are summaries only and do not constitute full position checklists. Personnel should reference full position checklists, which can be found in the Primary and Secondary ESS Centres and with BESC.
- Where possible, all external ESS agencies should be given a copy of their position checklist for reference ahead of time. Additional position checklists should be kept with ESS supplies and handed out to the appropriate service provider with ESS go-kits at time of activation.
- Some or all the listed positions may be activated and will depend on incident scale & complexity.

### A. ESS Branch Director

- Reports to the Operations Section Chief within the ICP.
- Oversees all emergency social services operations and the provision of basic essential supplies/services to affected residents (ex: registration, food, lodging, health etc.).
- Is the point of contact in the ICP for ESS Centre Supervisors to ensure that ESS is integrated into the overall response.
- Who: BESC appointed personnel.

### B. ESS Centre Supervisor

- Responsible for overall effective operation and delivery of services within the ESS Centre.
- Respond to requests from ESS Centre service providers and where necessary contacts ESS Branch
  Director for assistance.
- Who: BESC appointed personnel.

#### C. Assistant Information Officer

- Reports to the Information Officer in the ICP.
- Responsible for ensuring that pre-approved information is provided, distributed, and updated regularly for evacuees. Determines distribution processes.
- Consults with ESS personnel to determine any gaps in information reported by evacuees.
- Who: BESC appointed personnel.

#### D. Assistant Safety Officer

- Reports to the Safety Officer in the ICP.
- Conducts ESS site inspections and ensures operations in all ESS facilities are being conducted according to Occupational Health & Safety Regulations.
- Who: BESC appointed personnel.

#### E. Assistant Liaison Officer

- Reports to the Liaison Officer in the ICP.
- ESS operations are likely to involve a wide range of agencies working together to meet the needs of
  evacuees. The Liaison Officer is responsible for liaising between these various agencies on behalf of
  BESC and reporting any significant information or concerns to the ESS Centre Supervisor and/or
  Liaison Officer in the ICP as needed.
- Who: BESC appointed personnel.

#### F. Registration & Inquiry (R&I) Task Force

- Register evacuees using standard and/or self-registration and may process inquiries about evacuees.
- Oversees Greeters, Waiting Area Coordinators and Runners.
- Who: BESC appointed and trained personnel. Anyone completing registration must have proper Registration & Reception Centre Program training. See <u>Registration & Inquiry</u> of this plan for more.
- Other/Additional Support: PESS

#### Standard Registration

- Registration & Inquiry personnel take info provided by evacuees and complete registration forms for them.
- Who: BESC appointed and trained personnel.
- Other/Additional Support: PESS

#### Self-Registration

- PESS may activate a phone number and/or app for evacuees to self-register on and/or paper or electronic copes of registration forms may be made available for evacuees to self-register. In this case, personnel may review forms to ensure information provided by evacuees is complete.
- Who: BESC appointed and trained personnel.
- Other/Additional Support: PESS

#### G. Greeters

- Welcome evacuees to the ESS Centre and provide information about the services available.
- Who: Trained ESS volunteers or other authorized non-profit personnel.

#### H. Waiting Area Coordinators

- Oversee Registration & Inquiry Waiting Area by managing line-ups, identifying any priority needs and interacting with evacuees waiting to register.
- May be assigned to help manage other potential bottle neck areas within ESS Centre in which evacuees must wait to access services.

o Who: Trained ESS volunteers or other authorized non-profit personnel.

#### I. Runners

- Relay messages between service providers.
- May help escort evacuees that require assistance to other services within the ESS Centre.
- Provide other basic support as needed to service providers.

Who: Trained ESS volunteers or other authorized non-profit personnel.

#### J. Childminding Team

- Provides a safe, supervised space for children while parents/guardians seek services within the ESS Centre.
- Who: BESC appointed personnel with current & clear criminal record & vulnerable sector checks or certified professional childminding personnel with clear and current criminal record & vulnerable sector checks. See <u>Childminding Area Guidelines</u> in this plan.

### K. ESS Recreation Task Force

- A Recreation Task Force may be appointed to organize and coordinate recreational opportunities for evacuees especially during extended duration evacuations.
- Who: BESC appointed authorized recreational staff and/or member municipality recognized and authorized community recreation providers.

#### L. Pet Team

- Ensures all pets and domestic animals are registered and provides lodging, and essential care of domestic animals.
- Pet services will be in a separate space with separate entrance or on a separate site from general ESS Centre and other services.
- Who: Local kennels & vets/CADRC
- See <u>BESC Pet Plan</u> for more.

#### M. Health Task Force

- Led by Alberta Health Services (AHS) includes Primary Health, First Aid, Public Health, and Mental Health services.
- Who: Alberta Health Services.

#### N. Primary Health

- Provide assessment, screening and triaging of medical needs and services.
- Assist evacuees with prescriptions, doctor's appointments, homecare, and referrals for medical aids (ex: walkers, glasses, hearing aids).
- Provide First Aid services if not already being provided by another agency.
- May work with the Lodging Group especially where any type of priority lodging is being assigned to evaluate evacuee lodging needs.
- Who: Alberta Health Services.

#### O. First Aid

- Provide first aid services to evacuees.
- This may be provided at a first aid service station or in smaller contained incidents, it may be sufficient to have adequate first aid supplies on hand and utilize other existing personnel within the ESS Centre that have first aid certification as needed.
- First Aid may be amalgamated into Primary Health.

 Who: Alberta Health Services/ St. John First Aid volunteers or other BESC appointed ESS personnel trained and currently certified with a minimum Standard First Aid certification and current, clear criminal record and vulnerable sector check.

#### P. Public Health

- Advise on any public health issues including potentially contagious/communicable illnesses and public health outbreaks.
- Provide public health services to evacuees which may include follow-up post-natal care.
- Inspect or monitor any evacuee food service and sanitation areas.
- Who: Alberta Health Services.

#### Q. Mental Health

- Interact with evacuees and provide information on coping with an emergency. May provide assessments, referrals, and other mental health services as appropriate.
- Who: Alberta Health Services. Local faith group leaders *may* support AHS mental health services **if** appropriate. AHS Mental Health is the lead authority regarding mental health services in the ESS Centre and any faith group leaders are subject to AHS Mental Health Authority. Clear and current criminal record and vulnerable sector check required of all mental health personnel.

#### R. Evacuee Lodging Supervisor

- Reports to the ESS Branch Director in the Incident Command Post.
- Oversees additional lodging personnel and assignment and provision of evacuee lodging.
- Secures and tracks available evacuee lodging.
- Oversees all lodging facilities which may be one of or a combination of commercial and group lodging accommodations. Ensures that billeting is **never** utilized as a means of accommodation.
- See Lodging section in this plan.
- Who: BESC appointed personnel with provision of additional services as needed from PESS and the NGO Council of Alberta.

#### S. Donations Management Unit

- Reports to the Logistics Support Branch Director in the Incident Command Post or in their absence, the Logistics Section Chief.
- Although physical donations will generally be discouraged in disaster situations, it should be anticipated that such donations may still be received.
- The Donations Management Unit should be located off-site of the ESS Centre and will be responsible for sorting and storing of donations as well as recycling or disposal of donations as appropriate. See **Donations Management** section of this plan for more details.
- Who: Local authorized second-hand store organization and/or authorized organization from the NGO Council of Alberta.

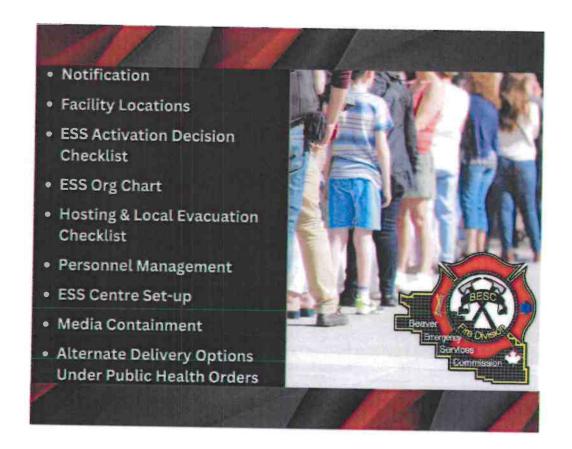
#### T. Ordering Manager

- May be appointed on an as-needed basis out of the Supply Unit in the ICP to provide on-site resource ordering at the ESS Centre.
- Who: BESC appointed personnel.

#### U. Receiving & Distribution Manager

May be appointed on an as-needed basis out of the Supply Unit in the ICP to provide on-site receiving and
distribution services at the ESS Centre, particularly if evacuees are being provided with supplies (ex:
hygiene kits, other essential items) to ensure fair and equitable distribution.

## Part C: SET....



## 9. Activation

#### 9.1 ESS Personnel Notification

- BESC will utilize I Am Responding for expeditious personnel callouts.
- Pre-established ICP & ESS groups will be created on the system and utilized as needed.
- A test message will be sent on the system regularly to all municipal ICP/ESS personnel.

	<b>\</b>	BESC ICP/ESS Personnel Notification Steps					
The lead on-site response organization will notify the Director of Emergency Man additional assistance is required.							
		The DEM will assess the situation and determine if the level of ICP and/or ESS support required and initiate partial or full personnel notifications to meet the needs of the incident.					
	The DEM will request a full or partial ICP/ESS callout using the <i>I Am Responding</i> system by activating themselves or delegating to other BESC personnel with access.						
	<b>V</b>	Internal Notification System Disruption					
		If the <i>I Am Responding</i> system is disrupted or otherwise not available for notifying personnel, the ICP/ESS Contact List will be utilized. To narrow the margin of error, this will be delegated as a responsibility to the Information & Liaison Officers to complete.					
	<b>V</b>	ICP/ESS Communications					
An ICP text and/or email system may also be used between the ICP, ESS Centre and/or inci site(s).							
		Notification to Assisting/Cooperating Agencies					
		Based on the incident briefing the ESS Branch Director will determine the types of ESS services required and activate additional callouts to assisting or cooperating ESS agencies, <b>beginning with PESS</b> .					
		The ESS Branch Director will determine if ESS mutual aid is required from neighboring jurisdictions with which aid agreements exist. If so, notify the Operations Section Chief of the need to activate and place a <i>priority</i> resource order for such.					
		If additional ESS personnel report to help from outside of the BESC area, preference should be given to keeping local and regional ESS personnel in ESS leadership positions including ESS Branch Director, ESS Centre Supervisor and Team/Unit Leaders.					



The ESS Branch may be partially or fully activated at any such time as deemed necessary.

Any time that BESC ESS personnel are activated the ICP must also be either partially or fully activated to provide coordinating assistance. ESS is a branch of the overall ICP. Therefore, this applies even in events which are limited to an ESS response.

## 9.2 ESS Facilities

	ESS Centre	Locations	
Community Facility	Location	Limitations	Capacity
Primary	Viking CARENA 5120 – 45 St.	Ice in part of year. No back-up power.	800 people
Secondary	Tofield Arena 4748 – 53 Ave.	Ice in part of year.	700 people -Concession, showers
Tertiary Locations	Viking Seniors Centre 5024 – 53 Ave.	No back-up power.	210 people -Kitchen on site
	Holden Complex (Arena) 5123 – 50 St.	No back-up power.	
	Ryley Community Hall 5103 – 49 St.	No back-up power.	400 people - Kitchen on site
	Kinsella Community Centre 305 King St.	No back-up power.	Capacity: 200 + -Kitchen on site -4000 sq. ft. gym -8900 sq. ft. hall total 600 seat outdoor riding arena
	Spilstead Community Hall 2502 Twshp. Rd 502	No back-up power.	Capacity: Approx 200 -Kitchen and
	Companion Anim	al Logotions	camping area on site
Local kennels/vets	See Emergency Contact List.	ai Locations	
Viking Curling Rink 4431-55 Ave.		Ice in part of year. No back-up power.	- 4 sheets of ice - Restaurant on-
Tofield Curling Rink 4748 – 53 Ave.		Ice in Oct. – March No back-up power.	- 3 sheets of ice - Concession
<b>Ryley Curling Rink</b> 5117 – 49 St.		Ice not in each winter. No back-up power.	- 3-4 ice sheet surfaceFull kitchen on-site -Potential year-round use.



Apart from alternate ESS delivery under public health orders, the ESS Centre must be made available to affected people as soon as the doors are unlocked. Affected persons shall not be left to wait in their vehicles or outside while ESS Centre set-up is complete.

### 9.3 ESS Activation Decision Checklist

These are only guidelines. Always use your best judgment and remember:

- Get big quick, you can always scale-down later.
- ❖ You have the option to activate partially or fully as needed.
- Coordinated communication is paramount.

If you answer "yes" to any of the following, a partial or full ESS activation is justified. If you are unsure, personnel can be put on stand-by until more information about the situation has been obtained.

Check if yes	Activation Decision Checklist
	Will or does the incident affect 25 or more people?
	Is this a high-profile event affecting multiple household units that requires significant multi-agency coordination to safeguard the privacy and security of those affected?
	Does the need for ESS have the potential to grow to affect significantly more people/households?
	Is more than 1 type of ESS essential service expected to be required?
	Will delivery of ESS require more than 1 external assisting agencies in order to be delivered?
	Is ESS or portions thereof expected to be required for more than 24 hours?
	Is 1 or more ESS centre likely to be required? (ex: multiple sites or member municipalities)
	Do any of the responding partner ESS organizations require additional personnel?
	OR
	Will there be a delay in the ability of partner or assisting AB NGO organizations to adequately respond in a reasonable amount of time? (ex: Health/ Canadian Red Cross/ The Salvation Army, etc.)
	Have other neighboring communities activated their ESS Branch in response to the same incident?
	Are current communications between responding ESS organizations or personnel disorganized and inefficient?
	Is it likely that ESS will be required to assist with re-entry or recovery operations once the incident has been contained?
1	If you've answered "no" to the above questions – ask yourself:
	Is the event a regular occurrence?
	Are ESS services in place and ready to be quickly activated if the incident gets worse?
in place no	f your answer is "no" the event is not a regular occurrence, and no ESS services are not ready to be quickly activated you should seriously consider activating ESS services by putting services on stand-by.

## 9.4 ESS Types & Triggers: Guidelines

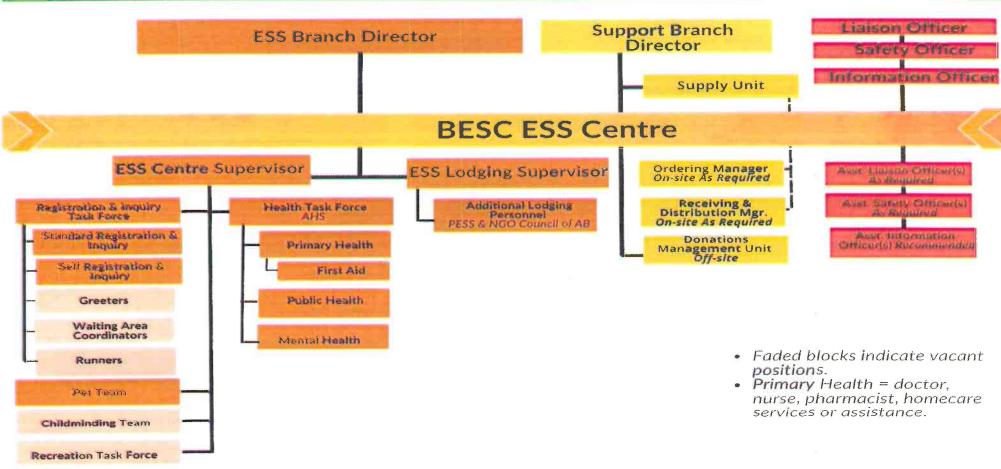
Any incident in which an ESS Centre is activated and anticipated to last longer than 1 operational period of 24 consecutive hours or more should necessitate a request of additional ESS personnel (ex: mutual aid, AEMA/PESS, Regional Incident Management Teams).

Туре	Incident Scope	ESS Services Required	ESS Personnel Activation
Type 4  Type 3	Limited to a single or several households.  25 people/households or less.	<ul> <li>Can be handled under normal day-to-day first responder operations.</li> <li>Limited evacuation length.</li> <li>Lodging recommended: friends &amp; family or commercial for limited evacuation size.</li> <li>24-hour ESS services <u>not</u> required</li> <li>Additional ESS services (healthcare, pets services, <u>not</u> required).</li> </ul>	<ul> <li>Canadian Red Cross Personal Disaster         Assistance may be notified if required (ex: housefire).</li> <li>Canadian Red Cross Personal Disaster         Assistance may be notified if the number of people affected falls within Personal Disaster         Assistance guidelines.</li> <li>Partial to full BESC ESS staff activation to provide additional support.</li> <li>Additional ESS staff (ex: trained volunteers assisting or cooperating agencies, etc.) may be put on stand-by.</li> </ul>
	25+ to 100 people/households.	<ul> <li>Extended duration evacuation (<u>more</u> than 24 hours).</li> <li>Commercial and/or group lodging assignment required for 25+ people.</li> <li>Additional ESS services required.</li> </ul>	<ul> <li>ESS Centre fully activated.         Municipal personnel including trained ESS volunteers, assisting &amp; cooperating agencies activated as needed.     </li> <li>ESS Mutual Aid Activated for surge capacity longer than 24 hours.</li> <li>PESS notified.</li> </ul>
ype 2-1	100 people or more.	<ul> <li>Extended duration evacuation, (ex: a week or more).</li> <li>Additional ESS services required.</li> </ul>	<ul> <li>Assistance requested from PESS.</li> <li>May require provincially or nationally sourced ESS assistance.</li> </ul>

### 9.5 BESC ESS Org Chart



## **BESC Incident Command Post**



## 10. Personnel Management

## 10.1 Personnel Shifts & Shift Changes

An incident extending past 12 hours will require multi-shift personnel sustainability for response operations to continue. Personnel shifts may be 8-12 hours in length, which may impact your operational periods.

<b>/</b>		Personnel Shift Guideli	200
	No personnel sh	ould work more than three 12-hour shifts or	vor 3 consecutive days will
	3,1011 1 01	more days of fest.	ver a consecutive days without
	☐ Monitor pers	onnel for signs of fatigue listed below.	
	Fit can i	ake up to 10 days for personnel to adapt to pig	ht shift schedules. If possible, and
	require	and operations reduce	the number of nighttime personnel
		with rest given, personnel working night shifts a	
		The state of the s	nd given rest periods during the day
	Enforce required	rest periods.	p and sleep patterns.
	☐ ESS personne	l should monitor themselves and others and be	alert to signs of montal auto-
	□ Some personn	el may need to be ordered to take rest or time	off. Any such matters should be
	schedules and to	lity of Team, Task Force & Unit Leaders within ensure that their respective Teams & Units are	the ESS Centre to develop staff
	- Consider moreasii	ig the hullipel of consecutive days personnel a	ork over the month of
	1	and and to respect all labor laws and together	NO.
	I asks mar require	neavy physical labor or significant concentration	on should be performed at the
	Table 1	MUCLE DOSSIDIE	
	from their workstat	personnel's daily scheduled shifts they are provion.	vided break and mealtimes <u>away</u>
	Consider how curre	ent municipal overtime/banked time policies or	lack of could no notice to
	personnel morale	and capacity.	lack of could negatively impact
<b>V</b>		Shift Change Guideline	S The state of the
		nel <u>prior</u> to the start of each shift.	
	Conduct one-on-o	one shift briefings as well as a group briefing	a (ev: ESS Contro Sumania
		MIN ECOCO I UIII HIGH SHIII BRAT SII INAAMINA	Group Supervisors/Team/Task
	Which occur	hift change briefings <u>are in addition to</u> Daily	or Operational Period Briefings
		refing template in the Appendices.	of each operational period.
1	Filler World		
$\check{\Box}$	Irritability	Signs of Fatigue	
_	Witability	Reduced alertness, concentration and/or memory.	Loss of appetite
		•	
	Headache	Refusal to take rests, breaks or scheduled	Tunnel vision
		time off.	
1	Giddiness	Increased accidents and/or loss of	Loss of personnel morale
		productivity.	Loos of personner morale

### 10.2 Where to Request Additional Personnel

- If additional ESS personnel are anticipated to be required place an order for personnel. See *Financial Guidelines*.
- Do not wait to make requests. Delays in requests will result in a delay in your ability to provide adequate ESS services, which will have a direct impact on the response.

Type of Personnel	Potential Sources
Trained ESS Personnel	<ul> <li>Mutual Aid</li> <li>Provincial Emergency Social Services (PESS)</li> <li>ESSNA Emergency Social Services Network of Alberta- request through AEMA</li> <li>Regional Incident Management Teams with ESS experience. Request through AEMA.</li> <li>NGO Council of Alberta Partners – review list of partners and request applicable partner through your AEMA field officer &amp; PESS, to meet type of ESS personnel/service required.</li> </ul>
Supplies	Request additional <b>Ordering Managers and/or Receiving &amp; Distribution Managers</b> to be appointed at ESS Centre. Request through Supply Unit. Additional Ordering and Receiving & Distribution Managers may be available through AEMA and/or provincially recognized All-Hazards Incident Management Teams.
Donations Management	If donations are small-scale, may utilize a community-based thrift store organization to sort and manage.  If donations have potential to be or are large-scale, request assistance from an experienced NGO Council of Alberta Partner through PESS (ex: The Salvation Army or Adventist Community Services Disaster Response).
Centre Set- up/Tear-down	If you require a significant number of people to quickly set-up or tear down ESS Centres by assembling or disassembling tables, chairs, costs, signage, etc. <a href="before">before</a> evacuees arrive or <a href="after">after</a> they depart consider the following sources. <a href="Note: Availability">Note: Availability</a> may depend on type of incident. <ul> <li>Public works staff.</li> <li>Volunteer firefighters.</li> <li>Volunteer groups (Lions Club, Elks Club, Ag Society, Faith Groups).</li> <li>Local Hutterite colonies.</li> </ul>



Span of control must not exceed 1 supervisor: 7 reports.

If additional teams are added, span of control can further be managed by any of the following options:

- Consolidating teams where logical to do so.
- Activating an ESS Branch Deputy Director.
- Dividing the ESS Centre into additional Divisions or Groups.

# 11. Hosting & Local Evacuation: Designation & Notification Checklist

## 11.1 Official ESS Centre Designation

- While a State of Local Emergency is not required for a local authority to submit response costs to the
  province for reimbursement under the Disaster Recovery Program, all ESS Centres must be officially
  designated and approved by the province for the local authority to submit any ESS costs for possible
  reimbursement.
- Resources from the Province and/or other assisting/coordinating NGO Council partners may not be provided to unofficial ESS Centres or facilities.

## When to request official designation as ESS Centre location:

- ➤ If BESC wants to set up an ESS Centre in response to the needs of another community outside of the BESC membership area but has not been requested to do so or given approval by the province.
- If any of BESC's member municipalities begin receiving a large influx of evacuees from a disaster outside of their jurisdiction and it is determined that ESS and BESC support is needed to better respond to the needs of evacuees and their impact on BESC member municipalities.

Official designation can be requested and <u>may</u> be granted but is up to the discretion of the province.

If a local authority is approved or delegated to host persons from another community, particularly any in which there is no existing emergency management mutual aid agreement; a written agreement should be created and signed by the Party Requesting Assistance and the Party Providing Assistance indicating:

- ☑ Resources to be provided.
- ☑ Services to be provided.
- ☑ Other expectations of the host community.
- ☑ Cost requirements including any limitations and process for cost reimbursement.

11.2 Local Evacuation & Hosting Checklist

<b>/</b>	Step 1: Hosting
	Ensure <b>copy of request to host</b> is provided in writing from applicable Provincial Department (AEMA/PESS).
	<b>Determine level of support that will be provided</b> from Province and any NGO Council partners including types of resources that will be provided, number of staff and anticipated arrival time.
	<ul> <li>Notify Director of Emergency Management, BESC Regional Emergency Manager, Advisory Committee and BESC municipal member Chief Administrative Officer(s).</li> </ul>
	□ Obtain required approvals.
	Notify BESC Emergency Management Agency. This should include all ESS team members, volunteers, and service providers that may be required.
	If group lodging is required, secure a facility with showers, kitchen, private rooms, space to quarantine and capacity required. Alternately, shower trailers may also be utilized.
	<b>If commercial lodging is being provided</b> obtain number and type of rooms available. See <b>Lodging</b> in this plan for more.
	□ Activate ICP- hold Briefing and begin Planning Cycle.
	□ Identity ESS objectives, strategies & tactics.
	Plan to staff all ESS positions to assist any assisting or cooperating NGO Council partners.
	<b>Secure transportation-</b> if evacuees are being bussed in. Evacuees will require transportation around the host community to access various services.
	<b>Identify and plan for self-evacuated people</b> . Only those in the specified evacuation zone are eligible for services. <b>Costs of evacuees that have self-evacuated will not be covered</b> under the provincial disaster recovery program.
	Identification for evacuees required (ex: wristbands).

~	Step 2: Hosting & Local Evacuation
	Notify RCMP that additional services will be called upon as needed and request regular daily walk-throughs of ESS facilities.
	Security will be required immediately. Appoint security at key entrances and if providing group lodging, in sleeping area where evacuee belongings are stored.  > Provide a direct RCMP phone number to Security and ESS Centre Supervisor.
u	If hosting, determine who the appointed community liaisons are and request their presence in ESS Centre. These people may represent their community within the ESS Centre and will be an indispensable resource in ensuring strong relationships and reducing any conflict between both the hosting community and the evacuated community. If there are none appointed, make a request for such.
	Assess number of hotel rooms available including for special needs/priorities.
	Secure Primary Healthcare to have scheduled doctor/pharmacist/nurse services on site for duration of evacuation (may be just for few hours a day, etc.).
	Coordinate as many recreational facilitators from community clubs as possible (Cold Lake required 60 recreational programmers split into shifts over 2 weeks for 700 people).
	recreational schedule for all evacuees including adults- working with other authorized recreational community partners as appropriate.
	<ul> <li>Set-up information area at all ESS Facilities including all Lodging facilities (hotel and/or group shelters) to be updated at least <u>daily</u>.</li> <li>Provide daily incident situation updates, recreational opportunities, shuttle, and other service information.</li> </ul>
	If needed, make requests for use of charging stations and portable cell towers for evacuee use from telecommunications company through Supply Unit.
	ALL PERSONNEL, INCLUDING PRE-VETTED VOLUNTEERS MUST HAVE CURRENT, CLEAR CRIMINAL RECORD AND VULNERABLE SECTOR CHECKS IN ORDER TO PROVIDE SERVICES.

~	Step 3: Hosting & Local Evacuation
	Ensure Food Unit of ICP Logistics Section provide snacks throughout day in addition to meals.
	Determine if separate food services might be requested (ex: cultural/traditional). If yes, advise Food Unit in ICP Logistics Section as separate cooking facilities may be required as per food safety requirements and consultation with Public Health Inspector.
	personal and bed sheets.
	Ensure ICP creates an Evacuee Transportation Plan including a plan for any evacuees that do not return on last daily shuttle.

## 12.ESS Centre Activation & Set-up

### 12.1 ESS Centre Activation Checklist

The ESS Centre Supervisor will oversee set-up of the ESS Centre.

Alberta Health Services (AHS) recommends that each municipality request a Public Health Inspector to assess chosen/pre-designated Reception Centres (ESS Facilities). With any ESS Centre activation an inspection by a Public Health Officer should be anticipated. Public health considerations that Inspectors will assess have been included in the following checklist. Courtesy of Reception Centre: A Guide For Municipalities. By Alberta Health Services (2018). Available here: <a href="https://www.albertahealthservices.ca/assets/wf/eph/wf-eph-reception-centres-municipalities.pdf">https://www.albertahealthservices.ca/assets/wf/eph/wf-eph-reception-centres-municipalities.pdf</a>

~	Walk-through 🖺
	The ESS Centre Supervisor will complete a walk-through of the facility with the facility manager and make note of any existing damages and facility conditions.
<b>/</b>	Go-kits & Supplies =
	Each function should have its own emergency go-kit with supplies for set-up. External organizations may add items to these go-kits or bring their own additional kits with them.
	A general supply kit for use by all ESS providers should be stocked with office supplies and large, clear signage.
<b>V</b>	Information Technology 🛚
	Although a facility phone may be available there will not be phones for individual service providers. Notify ESS providers to bring cell phones, laptops & chargers.
	Ensure Alberta Health Services (AHS) has been notified when an ESS Centre is activated to request health services (mental health, primary health, public health). See Emergency Contact List.
<b>/</b>	Security & Identification <sup>○</sup>
	Security will be an immediate need to ensure that people are not left to wait outside and most importantly to ensure the safety of all and respect the privacy of all affected residents. It should be anticipated that RCMP resources may be heavily involved in the response and not immediately available to assist with ESS Centre security.
	Professionally contracted security should be an initial priority request for the ESS Centre. It may take time to get contracted security in place. An interim solution until they arrive would be to appoint ESS personnel as Security in addition to their own roles.
	Security should include both male/female representation.

П	All personnel must be identified Vests at the second
	organizational chart are highly recommended for easy visibility. However, external assisting
	organizations that have their own personalized identification (ex: Organizational ID cards or branded
	clothing) will also be admitted.
	Security will turn away any personnel that is unable to properly identify themselves and their
	agency.
	All ESS Centre personnel will be required to sign-in and out of each shift. Security will manage
	sign-in/out sheets.
	Signage   ☐
	Signage i
	□ Large signage posted on all exterior doors indicating no media allowed.
	indicating no media allowed.
	Consider posting more signage with similar wording to discourage evacuees/impacted
	public from taking videos/photos in the Reception Centre.
	Large signage throughout ESS Centre posted indicating each service station as well as location of
1	washrooms.
1	Icons used where some at 4 4 4
	Icons used where appropriate to describe type of service at each station for those not fluent in
	and also make it easier for persons under extreme stress to identify what convice is
	being offered.
П	Signage indicating that for the protection of account
_	Signage indicating that for the protection of everyone, persons presenting or self-reporting with cough/cold symptoms/ fever/diagraps or real
	with cough/cold symptoms/ fever/diarrhea or rash may be asked to don a mask until assessed by health personnel.
	Signage requesting evacuees/personnel to use hand sanitizer at entrance to facility as well as at
_	the beginning of any snack/food location.
	Signage in washroom areas to use the liquid soap provided.
	Out of bound signage for any non-evacuee area (Ordering Manager, ESS Centre Supervisor
\$ <del></del> 5	Room, personnel break room).
	Parking signage for bus off-loading and handicap spaces posted.
/	
	Waiting Area FITH
u	If it is anticipated that affected residents will begin arriving before the ESS Centre is ready to
	start providing services, consider establishing one or more waiting areas for people.
<b>/</b>	
	General Service Provider Requirements
	No less than 2 tables and 4 chairs required for each service provides with
	registration & inquiry (R&I) WIIO WIII require more
	Tables to be spaced 6 feet apart if possible. Not only does this second f
_	to prevent flu spread in congregate areas, but also helps to ensure evacuee confidentiality at
	each service provider.

	Use stanchions or tape to mark floors to prevent crowding and help organize line-ups especially if high volume of evacuees may arrive at once.
<b>/</b>	General Sanitary Requirements
	Disposable masks available for anyone presenting with symptoms of illness. Stock each service provider area with some masks. Masks must be supplied in such a way as to prevent people from touching more than 1 at a time (consider using tongs and having personnel distribute).
	Hand sanitizer- at facility entrance/in living areas/at beginning of food service lines or snack areas.
	Tissues (Kleenex) available near hand sanitizer at each station so people can cover coughs and sneezes.
	□ 1 toilet/every 20-25 people. □ Washrooms for each sex. □ Gender neutral washrooms.
	□ Facilities for changing diapers and safe disposal of used diapers established if the ESS Centre is not already equipped with such.
	□ Breastfeeding areas.
	1 handwashing sink/ 10 people.
	1 shower/50 people or 1/30 people in hot weather.
	Three to four 50 to 100-liter trash cans /100 people.
	Facilities must be cleaned daily or more often as needed- this should be arranged through existing janitorial staff.
	If laundry services are required, consider local laundromat vouchers and/or laundry trailer rentals.
	Other Public Health Criteria:  Occupancy rates not exceeded.  Safe/adequate air flow & ventilation.  Pest control.  Sharps disposal.  Safe food handling, procedures, and distribution met.  Guidelines for cleaning/disinfecting of toys and child play areas implemented.
	If Providing Group Lodging:  ☐ Isolation areas for communicable disease.  ☐ Congregate/group sleeping space 3.5 sq meters per person and at least 1 meter between cots - more depending on special needs and other public health measures.
<b>V</b>	Information Area ◀ᢀ
	Only authorized and official information should be provided to evacuees to prevent misinformation.  > Any distributed information must first be approved by the Information Officer and/or the authority leading ESS response operations if hosting evacuees.

	TV/Radio/Information Board at ESS Centre and/or Group Lodging: Provide TV and or radio in quiet space in ESS Centre. Information Board- post officially updated information regularly.
	Let evacuees know where to find these updates by posting signage.
	Hotel Information Boards:
	Create Information Boards in hotel lobbies if evacuees are staying in hotels.
N.	Evacuee Newsletters:
	<ul> <li>If evacuees will be out of their homes for an extended period, consider creating a weekly evacuee newsletter with information about weekly evacuee services and official updates about the disaster.</li> </ul>
	Newsletters can be distributed door-to-door at hotels, in ESS Facilities or group lodging.
	Designated Official Social Media Sources of Information:
	Make computers available for evacuees to use to reach family/friends and receive updates.
	If hosting, the host community may issue updates via social media of Mayor, Chief or other elected official or community social media page.
<b>/</b>	Personnel Rest Area
	An ESS personnel rest area should be provided and include comfortable seating and refreshments.
	The room should be quiet and allow ESS personnel a break away from the main Reception area.

#### 12.2 ESS Centre Layout & Service Provider Locations

Location and set-up of reception centre is important to make it easy for evacuees who may be under increased stress to navigate and for personnel to be able to work together efficiently.

Subject to Change: Service provider locations are dependent on type of incident.

ESS Centre Supervisor	Will spend time in main Reception and Service Provider Area, but will also require office space to coordinate, organize and support activities of all service providers.
Security	Located at each entrance/exit being used.
	Located in group lodging area and at all entrances/exits in use.
<b>经</b> 类的价值	Ensure Security has direct line to RCMP.
Greeters	Located just inside ESS Centre doors.
Waiting Area Coordinators	Located after greeters in registration and other high demand service waiting areas.
R&I	Typically, this is the first service provider evacuees see.
	Distance between the waiting area and each table at this provider area must be
	separated far enough from each other to ensure privacy for each
	registrant/household.
	May set-up both Standard and Self-Registration areas.
Lodging	The Lodging Group includes not only securing, set-up and overseeing accommodations, but also assigning lodging to evacuees. There are several ways in which initially assigning lodging may be accomplished.
	Options:
	The Lodging Group may pair personnel up with Registration & Inquiry personnel.  Reason being, many of the same questions will be asked by each and it saves evacuees from having to wait in another line for lodging.
	Lodging may provide Registration & Inquiry with available lodging information to be
	<ul> <li>able to both register and assign lodging in the registration &amp; inquiry area.</li> <li>Lodging is a separate service provider table set-up following Registration &amp; Inquiry.</li> </ul>
	In any case, a representative from Primary Health should be available to help ascertain evacuee health needs as they relate to lodging because R&I and Lodging cannot ask health questions for privacy reasons (ex: priority types of rooms, accessible, with refrigerator, etc.)
Primary Health	<ul> <li>Assign floater or make personnel from Primary Health available to the lodging assignment area. Primary Health can help ascertain evacuee health and lodging needs that R&amp;I and/or Lodging cannot for privacy reasons.</li> </ul>

First Aid	<ul> <li>Located near entrance so evacuees requiring immediate first aid/health needs can be easily escorted to health.</li> <li>First Aid if provided as a separate service should be located near a room with sink for sanitary and privacy reasons.</li> <li>An additional private room should be made available for Health Services if additional services/consultations will be provided. It should have access to handwashing and toilet facilities and have a clear and designated pathway for emergency services (EMS), delivery of supplies and removal of medica waste.</li> </ul>
Mental Health	<ul> <li>Mental Health should have access to a separate quiet room for privacy.</li> <li>Personnel may mingle amongst evacuees in ESS Centre.</li> </ul>
Public Health	Located near other health services.
Food Services	Grab-n-go snacks may be provided in ESS Centre, but full meals should be served in area separate from the main reception area.
Receiving & Distribution	<ul> <li>Managed out of the Supply Unit at the ICP but may appoint Receiving &amp; Distribution Manager to the ESS Centre.</li> <li>May require significant space.</li> <li>Located in main reception area but does not need to be near the entrance.</li> <li>Provision of clothes is unlikely. However, in event clothing is required, supplies should be located near rooms that can provide privacy for changing and are gender separate.<sup>1</sup></li> </ul>
Ordering Manager	<ul> <li>Should be in a clearly defined <u>separate room</u> – accessible only to personnel.<sup>2</sup></li> <li>The Ordering Manager <u>does not</u> take orders from evacuees, but only processes approved orders as requested by authorized ESS personnel.</li> <li>Managed out of the Supply Unit at the ICP but may appoint Ordering Manager to the ESS Centre.</li> </ul>
Childminding Area	<ul> <li>Ideally located in space adjacent but separate from main ESS Centre area. If this cannot be accommodated, use existing walls within the space to create protective and manageable space for supervision of children. Additional partitions may be required.</li> </ul>
Group Lodging	<ul> <li>Located separately from main ESS Centre- whether in same facility or not.</li> </ul>

<sup>&</sup>lt;sup>1</sup> In most cases, evacuees will have brought some clothing with them. Where there is need, gift cards or vouchers may be provided instead through PESS.

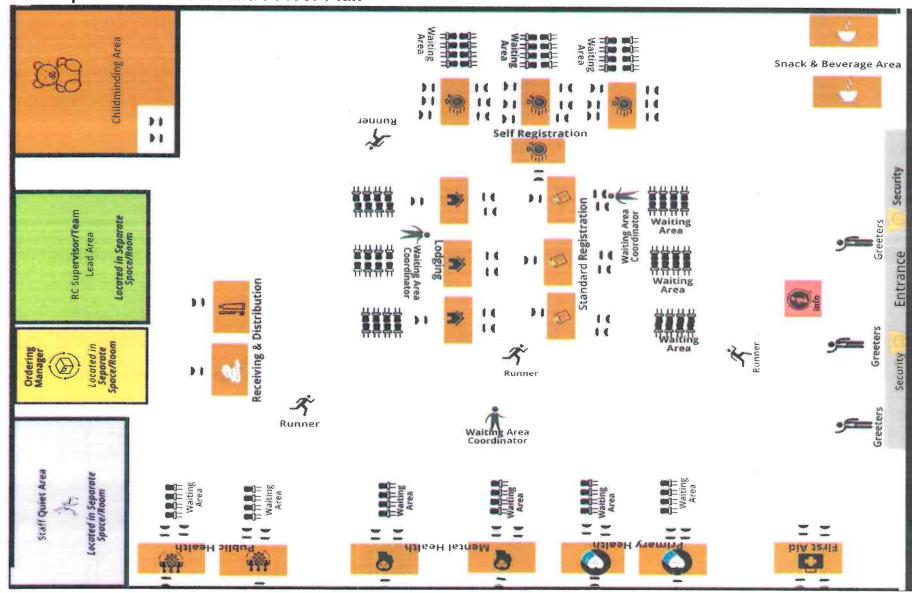
<sup>&</sup>lt;sup>2</sup> If separate rooms are not possible, consider curtaining off sections to create separate rooms and visual boundaries. Mark any out of bound areas.

Pet Services	<ul> <li>Generally located off-site.</li> <li>Large area capable of managing numerous kennels ideal. Area that can be easily cleaned (ex: concrete floors).</li> <li>Facility with outdoor area where animals can be walked.</li> <li>A supervised Pet Holding Area may be required if evacuees are being bussed with pets direct to ESS Centre. Ideally, evacuees will be able to register their pets with Pet Care prior to arriving at the ESS Centre.</li> </ul>
Donations Management	<ul> <li>Located off-site.</li> <li>Large area with room to sort donations.</li> <li>Facility with overhead door in event trailers of donations are received or loaded.</li> </ul>

# 12.3 Media Containment

<b>/</b>		Requirements
	e	ledia are not allowed to be in ESS Centres. This is <u>paramount</u> to ensure the confidentiality of vacuees/disaster affected persons.
	M	ledia shall not enter any ESS Centres unless <u>all</u> the following conditions have been met:
		Evacuees/disaster affected persons are not present (ex: in off-hours).
		ESS Centre personnel have been supplied notification.
		All confidential information has been removed from sight (ex: forms, information boards, phone numbers, personnel contact information, etc.).
		Arrangements for media tours have been coordinated through the Information Officer and Liaison Officer and approved by the Incident Commander.
		Media are chaperoned by the Information Officer (or Asst. Information Officer) and/or Liaison Officer (or Asst. Liaison Officer).
		In all cases it is best to ensure that cameras are not recording, and photo opportunities are only allowed in <u>pre-approved designated</u> areas.
<b>/</b>		Notice to Media
		Large visible signage should be posted advising that the media is not allowed entry to the ESS Centre along with an explanation for why (to protect and respect the privacy of evacuees/affected public).
		Consider posting more signage with similar wording to discourage evacuees/impacted public from taking videos/photos in the Reception Centre
		Media Requests
	Off	personnel are approached by the media: Request contact card or information from the porter or other media personnel and let them know you will forward it to the Asst. or Information ficer forthwith. Do not share the Information Officer's phone number or make it public.
u	"We inci and	dia Holding Statement: The following media statement may be used by any incident sonnel if approached by media.  The have activated our emergency response plan and have personnel actively responding to the ident. Updated information will be provided by the Information Officer through local radio stations on the Beaver Emergency Services Commission website.
	kee	ormation can also be found on Alberta Emergency Alert as it becomes available. Our goal is to p residents as informed and as safe as possible throughout the incident."

#### 12.4 Sample Generic ESS Centre Floor Plan



# 12.5 Reception Centre Hand-out

These may be handed out by Greeters to evacuees/affected persons arriving at the ESS Centre OR projected on wall/screen OR pre-printed on posters to reduce touch points and additional ESS Centre paper waste. Review and revise before distribution.

# Welcome to the Reception Centre

## **Important Information for Evacuees:**

- All evacuees are encouraged to register.
- Registration is a first step to access other services within the Emergency Social Services Centre.
- Please wait your turn.
- Personnel will work as quickly as possible.
- Please self-report if you are experiencing cough/fever/diarrhea/rash or other cold/flu like symptoms.
- Services offered are on a first come-first serve basis- however \*priority situations may cause people to be bumped.
- \*Priority situations are considered critical safety/medical issues.
- We appreciate your patience and understanding.

Our personnel will work hard to make your time here as comfortable as possible. If you have questions or concerns, please ask one of our Emergency Social Services personnel.



### 13. Alternate ESS Delivery Options Under Public Health Orders



- Disasters may occur simultaneously with other disaster events such as pandemics, creating a need to deliver ESS in more socially distanced ways for the protection of both evacuees and personnel.
- As technology continues to progress and access to technology and knowledge in its use progresses there may be alternate options for streamlining delivery of ESS, reducing the capacity required for personnel (including volunteers). Technology including use of phones, cell phones and computer not only offer options for streamlining services but for providing services remotely as may be required in future pandemics or public health crises.
- Any such approaches must be careful not to exclude needs of the most vulnerable or isolated residents and additional protocols should be put in place to ensure effective delivery of services to all evacuees.

# 13.1 General Protective Measures

~	Personnel
	Consult with Public Health Agency/Authority having jurisdiction.
	All evacuees and personnel must to wear any required personal protective equipment (ex: face masks/shields) and maintain social distancing.
	All personnel are required to take their temperature and record it at shift sign-in.
	All writing utensils for sign-in to be used only once unless adequately sanitized between use. Used pens to be put in labelled <b>container</b> , collected, and sanitized each day.
	Personnel whether indoor or outdoor should be kept as separate as possible to facilitate social distancing. This may be achieved through use of physical barriers such as plastic shields/screens or arrangement of furniture such as tables and chairs to prevent people from getting too close.
<b>V</b>	Evacuee & Distancing Protective Measures
	Communicable disease emergency testing/screening of evacuees at ESS Centre or Lodging may occur as needed and under authority of public health. Screening may include forehead temperature readings.
	Any screening should be conducted in an area separate from the ESS Centre prior to entry of persons.  > Post signage before entry to screening area explaining the requirement to be health screened.
	Designate a quarantine hotel location or if not possible an isolation area of individual rooms for those testing positive for the communicable disease in question. Consult with public health.  > Ensure any isolation rooms are well ventilated.
	Identify close contact protocol and contact tracing requirements as per Public Health.
	<ul> <li>Appoint personnel to monitor traffic flow in and out of building as well as ongoing occupancy to ensure it meets any public health occupancy limitations set (consider use of clicker counter).</li> <li>If needed, post information at entrances about maximum number of people that can be in the facility or spaces in the facility (ex: washrooms) at one time.</li> </ul>
	□ Post other public health measure information in visible locations around facility.
	Mark or arrange any seating in ESS Centres to allow for required physical distancing.  > Use tape markings on the floor to indicate proper physical distancing when for line-ups or waiting areas.
	Designate travel paths so people do not have to pass each other closely.  ➤ Consider use of separate entry and exit doors to help control traffic flow.

<b>\</b>	Cleaning
	<ul> <li>Ensure cleaning of service provider stations and documentation after each individual/family use (tables, pens, chairs, computers).</li> <li>➤ Consider providing pens for individuals/families to use and then keep or providing a separate container for used pens to be sanitized.</li> </ul>
	Ensure common touch surfaces are cleaned and disinfected regularly (doorknobs, railings)  Ensure any publicly accessed items such as phones, computers, tablets, and chargers are cleaned between uses.
	Any dining tables must be cleaned and sanitized after each use.
	Provide access to handwashing stations and/or hand sanitizer in all public areas/common touch locations (ex: doors, laundry facilities, etc.)
	Remove all common items that cannot easily be cleaned (toys, newspapers)  > Suspend provision of ESS Centre Childminding services.
<b>V</b>	Other ESS Facilities
	□ <b>Decentralization</b> will be key. Consider the need for multiple and/or mobile ESS facilities and services to reduce the number of people congregating at one time.
	☐ Some commercial lodging facilities may be set aside to be used as "quarantine" hotels or lodging for those confirmed ill and that require lodging.

# 13.2 Alternate ESS Service Delivery For Those With Own Modes of Transportation

~	Drive-thru
	Consult with Public Health Agency/Authority having jurisdiction.
市	☐ Create multiple traffic lanes at the ESS Centre.
7	☐ Implement traffic control methods
	☐ A back log of vehicles blocking traffic outside of the Facility parking lot on to main reads a bould
1	be anticipated and measures put in place to mitigate.
	Create queues so that evacuees remain in their vehicles while they register and obtain lodging
-	assignment.
	- F00 0 ·
	ESS Centre personnel may organize themselves into task forces so that vehicles only have to stop
	once to get all services needed (ex: Registration/Lodging/Primary Health/Supply Unit/Public Health) OR may organize themselves into separate stations.
	Note that separate service stations may require significantly more space.
	□ Signage, traffic signs, and pop-up tents to protect personnel from weather will be required.
	If the weather is cold, personnel will need to be provided adequate rest and warm-up breaks in a
	heated facility capable of accommodating social distancing.
<b>V</b>	Online & Telephone
	If evacuees with their own modes of transportation do <u>not</u> require lodging, they may be requested to
	simply phone in to a hotline to register or to register via app.
<b>\</b>	Online & Hotels
	If the evacuation is relatively contained and there are enough commercial lodging spaces available,
	evacuees may be asked to register online or through telephone and affected neighborhoods assigned specific hotels.
	escono notolo.
_	Proof of evacuation such as providing registration number to the hotel would be required and ESS personnel would need to follow-up by phone with evacuees. However, it could reduce the number of people required at an ESS Contro and half to the second reduced to the number of the num
	poople required at all EGG Centile and nelp to prevent long line-line at facility by allowing average
	requiring lodging to go directly to lodging facility.
	Note: It would be necessary to ensure equitable constant.
Ч	Note: It would be necessary to ensure equitable access to types of hotels. For example, if certain neighborhoods are afforded 5-star hotels over other neighborhoods who are assigned 2-star hotels.
	Other ways to possibly assign commercial loading more equitably might be been decreased as a second
	most develorly affected fielgriporniouds of by initial of last name if damages are spread evenly amongst l
	neighborhoods.
	May require ESS personnel (such as Primary Health) at hotels to determine room needs to avoid
_	priority rooms such as wheelchall accessible being assigned to those without whooleheld as well-
	over those with them.
	Evacuees at hotels that have outstanding priority
_	Evacuees at hotels that have outstanding priority needs (ex: sanitation/clothing etc.) are given a hotline number to arrange. Supplies or vouchers for supplies may be bagged, labeled with evacuee
	names and room number, and dropped at hotel.

13.3 ESS Delivery For Those Without Modes of Transportation

<b>V</b>	Bussed to ESS Centre
	Consult with Public Health Agency/Authority having jurisdiction.
	<ul> <li>□ Bus evacuees to the ESS Centre to register.</li> <li>□ All evacuees are required to don appropriate personal protective equipment (ex: masks) prior to boarding the bus.</li> <li>□ Bus seats are marked or taped off to ensure social distancing requirements are met.</li> </ul>
	Priority lanes at ESS Centre are designated for busses carrying evacuees.
	Evacuees, unless members of the same household, disembark bus individually to obtain services outside with all social distancing requirements in place.
	Evacuees then board the bus again for drop-off at assigned lodging facility.  OR
	May board other busses that make a shuttle loop between designated hotel(s) and ESS Centre.
<b>V</b>	Direct to Lodging & Task Forces
	Evacuees without or unable to utilize their own modes of transportation are bussed directly to:
	<ul> <li>□ Designated evacuee hotel.         AND/OR</li> <li>□ Designated pick-up point where they've requested family/friends that they are staying with to pick them up (if possible, under public health guidelines).</li> </ul>
	ESS personnel (ex: primary health) or task force may be at each hotel to address additional needs and assign hotel rooms according to need.
	Other outstanding priority needs (ex: sanitation/clothing etc.) are given a hotline number to arrange.
	Supplies or vouchers for supplies may be bagged, labeled with evacuee names and room number, and dropped at hotel.
>	Isolated Residents Able to Remain At Home
	If residents are able to shelter in place, but do not have own modes of transportation regular wellness checks may be completed by phone and recorded for each household (ex: daily).
	If telephone services are interrupted, newsletters and daily in-person wellness checks may be provided to those residents able to remain in their homes.  Where members of the household cannot be reached by telephone an in-person wellness check may be required.
	ESS personnel wearing appropriate PPE and identification may be required to knock on doors. Social distancing by maintaining space between personnel and homeowner must be followed.

Personnel will check on residents, record needs and either make referrals or address needs by returning with supplies required by household resident (grocery hampers, prescriptions, other supplies).

<b>V</b>	LAST RESORT – GROUP LODGING
	During a communicable disease emergency or pandemic situation, group lodging should only be used as a <u>last resort</u> . Consult with Public Health Agency/Authority having jurisdiction. If congregate lodging is unavoidable:
	<b>Utilize smaller shelters</b> over larger shelters (ex: fewer than 50 people) in which households can be separated into their own living areas.
	Note that this may affect ICP operations that may also be using additional facilities to accommodate decentralization of ICP personnel.
1 1	Supply a stock of clean PPE for each household – including child size masks.  Provide cleaning supplies to each household and implement a requirement for each to regularly clean and sanitize their own living space.
	Only toys that can be disinfected should be supplied and they should be assigned to 1 household at a time. No sharing of toys between households.
	Create a waste management plan in consultation with public health.
	In consultation with Public Health decide if self-quarantine requirements are necessary after evacuees have stayed in group lodging and are able to return home. If so, work with other service providers/businesses to coordinate services for such which may include delivery of groceries, etc.

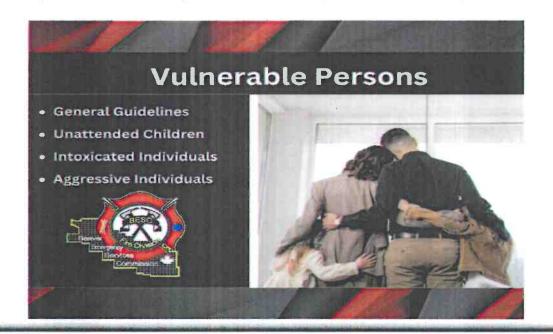
## Family & Friends

- If evacuees are permitted to stay with family/friends during a communicable disease emergency, the potential for disease spread should be anticipated.
- They should be made aware of potential risks that asymptomatic persons could present to family & friends they choose to stay with. Especially any family/friends that may have pre-existing health conditions or that are more vulnerable to communicable disease infection (ex: elderly or young).

# Part D: GO!



#### 14. Vulnerable Persons





All ESS volunteers require a current, clear criminal record and vulnerable sector check.

Spontaneous or emergent volunteers shall not ever be assigned tasks that may present situations for them to be one-on-one with evacuees or disaster affected individuals. This is for the protection of volunteers, evacuees, and disaster affected individuals.

Emergent or spontaneous volunteers must never be assigned a position of authority or power over any vulnerable persons.

Emergent volunteers will not be utilized in Emergency Social Service (ESS) operations unless able to do so without coming in direct contact with evacuees or affected members of the public being provided services at an ESS Centre.

Spontaneous & emergent volunteers refers to those volunteers that are not affiliated with an authorized organization that has been integrated into the incident response or recovery. These volunteers are typically individuals or organizations who have <u>not</u> been requested as an incident resource but rather just emerge to help.

# 14.1 Requirements For Working With Vulnerable Persons

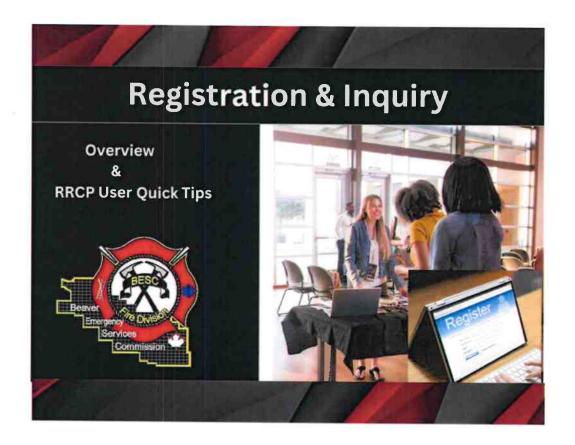
(I) A vulnerable person is anyone not capable of caring for themselves and may include any unattended child or adult dependents and/or anyone under the influence of drugs or alcohol.

	All Vulnerable Persons
	At no time shall a vulnerable person be supervised by less than 2 people. Supervision by 3 people is ideal to allow ESS personnel to switch off during breaks, etc.
	Vulnerable persons should be reported to the ESS Centre Supervisor. In cases where the person has been separated from their caregiver, the Supervisor will immediately notify the ICP.
<b>/</b>	Unattended Children & Dependents
	All unaccompanied minors shall be reported immediately to the ESS Centre Supervisor. Request them to notify the ICP and the appropriate Child & Family organization/agency having jurisdiction for further instructions.
	Complete a registration form for the child/dependent as best as possible.
	Notify First Aid in case there are any unknown allergies or medical issues.
	Use caution at meal and snack times (stay clear of common allergen foods such as nuts, fish).
	Follow the instructions of the appropriate Child & Family organization or authorized social service organization having jurisdiction regarding release of the dependent to an arriving guardian or family member.
	<ul> <li>A guardian claiming an unattended dependent must provide adequate identification. Identification and contact number for guardian <u>must be recorded.</u></li> </ul>
<b>V</b>	Cooperative Intoxicated Person
	If the person has sober friends or family that are of legal age and capable of caring for the person,
	they shall be allowed to do so. These should be friends/family that the intoxicated person has self-identified.  > Be careful not to put the person in a situation that could further increase their risk and vulnerability.
	Be careful not to put the person in a situation that could further increase their risk and vulnerability.  Record the contact information and address or temporary emergency address of the sober
	Be careful not to put the person in a situation that could further increase their risk and vulnerability.  Record the contact information and address or temporary emergency address of the sober family/friend.
0	<ul> <li>▶ Be careful not to put the person in a situation that could further increase their risk and vulnerability.</li> <li>Record the contact information and address or temporary emergency address of the sober family/friend.</li> <li>Ensure that if the person is leaving the ESS Centre that a sober ride is provided to them, and the friend</li> </ul>
	Be careful not to put the person in a situation that could further increase their risk and vulnerability.  Record the contact information and address or temporary emergency address of the sober family/friend.  Ensure that if the person is leaving the ESS Centre that a sober ride is provided to them, and the friend or family member has agreed to supervise them until they have sobered up.  If the intoxicated person does <i>not</i> have any sober friends or family that can assist, they shall also be
	<ul> <li>▶ Be careful not to put the person in a situation that could further increase their risk and vulnerability.</li> <li>Record the contact information and address or temporary emergency address of the sober family/friend.</li> <li>Ensure that if the person is leaving the ESS Centre that a sober ride is provided to them, and the friend</li> </ul>
	Be careful not to put the person in a situation that could further increase their risk and vulnerability.  Record the contact information and address or temporary emergency address of the sober family/friend.  Ensure that if the person is leaving the ESS Centre that a sober ride is provided to them, and the friend or family member has agreed to supervise them until they have sobered up.  If the intoxicated person does not have any sober friends or family that can assist, they shall also be accompanied by 2- 3 persons as set out in the requirements for All Vulnerable Persons above.  Note that if the person falls asleep, they still must be supervised by 2 persons to ensure that they do not choke or suffer any other medical distress.
	Be careful not to put the person in a situation that could further increase their risk and vulnerability.  Record the contact information and address or temporary emergency address of the sober family/friend.  Ensure that if the person is leaving the ESS Centre that a sober ride is provided to them, and the friend or family member has agreed to supervise them until they have sobered up.  If the intoxicated person does not have any sober friends or family that can assist, they shall also be accompanied by 2-3 persons as set out in the requirements for All Vulnerable Persons above.  Note that if the person falls asleep, they still must be supervised by 2 persons to ensure that they

<b>/</b>	Aggressive Persons & Aggressive Intoxicated Persons
	Understand that in an emergency, emotions may run high. Use your communication skills to deescalate the situation.
	No less than 2 ESS Centre personnel are required at all times
	Security shall be made aware of the situation and monitor closely.
	Staff persons accompanying any aggravated persons shall be senior ESS Centre personnel with the authority to handle the situation as well as to ask the individual to leave if sober (Ex: ESS Centre Supervisor).  > If there are additional professionals available from Alberta Health Services Mental Health, they may provide support to the extent they feel comfortable.
	If the person is intoxicated and there are no sober family or friends who can assist, RCMP shall be called.

If at any time, the **safety** of yourself, other personnel and/or other evacuees becomes a concern, RCMP shall be called. **If unsure, call the RCMP.** 

# 15.Registration & Inquiry



#### 15.1 Overview

- Registration is used to register evacuees. Registration is voluntary though strongly encouraged.
- Registration helps to track evacuees and registration is an evacuees' proof that they indeed live in
  the evacuated area(s) and are entitled to the services made available for evacuees which may include
  lodging and other emergency services.
- Inquiry can be conducted by the same volunteers that conduct registration services. Inquiry is used less
  often now in Canadian disasters especially with the widespread use of cell phones and social media.
  However, inquiry allows friends/family of evacuees to call to inquire as to their safety and welfare. For
  safety and privacy reasons, no information is provided to the inquirer. Rather, the information of the
  person inquiring about the evacuee is provided to the evacuee and they can decide if they wish to contact
  the inquirer.
- Evacuees may choose to restrict their information.
- (Page 1) BESC will use the Registration & Reception Centre Program (RRCP) available for municipalities to use through the Province of Alberta to provide registration & inquiry services. Data gathered is accessible and made available to the municipal authorities having jurisdiction. Data is stored in a cloud-based application.
- Electronic registrations forms will be used, with paper RRCP forms only used as a <u>last resort.</u>

  Paper forms increase workload of all personnel and decrease efficiency.



#### RRCP System Capability Highlights:

- Ability to activate an app and phone number for evacuees to register remotely. 310-0000 call centre staff are trained to enter Albertan's basic information directly into the RRCP system.
- The app is called My Alberta Emergency Registration System (MAERS).
  - Both the app and phone number will require activation at the Provincial Emergency Coordination Centre level upon request from BESC. Registrations received via phone and through the app will be added to the community's RRCP cloud-based registry by Provincial Emergency Coordination Centre /PESS personnel and local administrators.
  - Pets although they can be registered on RRCP, will require <u>additional</u> registration at the Pet Centre where more information about the pet can be gathered.
  - Registration in the initial hours of an emergency can be a real bottleneck creating long line-ups at ESS Centres. Surge capacity through a request of additional RRCP authorized users and/or remote registration through phone and app should be seriously considered and if possible, tested as part of preparedness.

### 15.2 RRCP User Quick Tips

Best Practice: Request PESS to review this section annually for up-to-date information. For additional information see the RRCP User Manual.

# 1. How Information Is Entered:

- Directly entered into RRCP by municipally authorized personnel.
- Entered into the *My Alberta Emergency Registration System* App (MAERS) by affected (evacuated individuals) who choose to self-register.
- For Albertans without internet access, 310-4455 call centre staff are trained to enter the Albertan's basic information directly into the RRCP system. This number can only be used for registration purposes at time of incident. Notify PESS prior to use.
- If Albertans are unable to access the MAERS system, they can call 310-0000.

#### MAERS URL: emergencyregistration.alberta.ca

# 2. Logging In:

- The Registered User is the conduit between the Local Administrator and the Albertan (Client) who is registering in the RRCP.
- Approved users will receive their login information and passwords from a Provincial Administrator.
- Using <u>Google Chrome</u>, go to: <a href="https://RRCP.gov.ab.ca">https://RRCP.gov.ab.ca</a>. IT issues are minimized if opened in Google Chrome.
- Enter assigned Username and assigned Password.
- As a Registered User you will have access to the following in RRCP:
  - ☑ My settings
  - ☑ Facility (search and display map).
  - ☑ Client (Registry search, add/edit existing registered persons or animals. Cannot delete registered persons or animals once entered).
- If you are an Authorized Registered User or Local Administrator in the Region, you can:
  - Add a new facility into the RRCP. However, the Provincial Administrator <u>must</u> be contacted to link the new Facility to the correct Region.
  - ☑ Export and extract reports from the system.
  - ☑ Add staff, clients, household members.

Contact the Provincial Administrator to add RRCP users and other Local Administrators.

# 3. Information Required & Collected:

Mandatory fields are denoted by a red asterisk (\*). Fields identified with a red asterisk must be completed to allow information to be saved or to move on to another task within the RRCP.

## Best Practices: Registered Users/ Local Admin

#### A. Obtain the following information:

- Clients complete Legal Name
- Physical and Mailing Address at time of evacuation
- Date of Birth (DOB)
- Age

BESC Emergency Social Services Plan v. 01/2023-2024

- Household Members (including companion animals).
- Location of stay during evacuation (Facility name).
- Duration of stay while evacuated (Check in/out).
- Email
- Phone Number (including contact number while evacuated, ex: cell).

# B. Carrying out specific processes to ensure communities are able to obtain eligible funding:

Ensure transferring and checking in/out individuals or households occurs when appropriate.

# 4. Searching & Entering Information:

# A. To search for an existing Client and ensure duplicate entries are not created, to verify and/or correct data on an existing User:

- Under: User Module, Click: User Search
- Under: Client Registry Click: Registry Search
- Enter the name in the Search field.

#### B. To edit existing Clients' information:

- Under: RRCP Modules, Click: Client
- Under: Client Registry Module, Click Registry Search
- The Search Registry Clients window appears.
- Enter the search criteria according to Best Practices

# C. To add a client including registering a client, household member or associated animals:

- As per Search For a Client, from the Navigation menu:
- Under: RRCP Modules, Click: Client
- Under: Client Registry Module, Click: Registry Search
- The Search Registry Clients window appears.
- Enter the search criteria according to Best Practices.
- Under Client Registry Click: Add. The New Shelter Client Form appears.
- Review the *Privacy Statement* with the Client who may choose NOT to share their info with a 3<sup>rd</sup> Party. In this case, ensure the box is checked.
- Case Number: Provided Local Authority.
- Check-in Information (date & time) auto populates.
- Complete other information required.
- Once Save is clicked, a System Message will appear if successful.
- Before entering new Users, Staff or Clients, to eliminate duplicates complete a search 3 ways (first name only, last name only, full name).

# If information or an entire client file requires a deletion, please contact the Provincial Administrator.

#### D. To view existing client:

- As per Client Search, from the Navigation menu:
- Under: RRCP Modules Click: Client
- Under: Client Registry, Click: Registry Search
- The View Details window is the default window to appear.

## E. To View Timeline on Client File (Clients' location, duration, check-in/out, transfers):

As per Search For a Client, from the Navigation menu:

- Under: RRCP Modules, Click: Client
- Under: Client Registry Module, Click: Registry Search
- The Search Registry Clients window appears. Enter the search criteria according to Best Practices.
- Click the Timeline Tab.

#### F. Check-in/Out/Transfer Client/Household:

As per Search For a Client, from the Navigation menu:

- Under: RRCP Modules, Click: Client
- Under: Client Registry Module, Click: Registry Search
- The Search Registry Clients window appears. Enter the search criteria according to Best Practices.
- Click the appropriate Check-In/Check-Out or Transfer tab.
- You can only ever check in one person at time.

Individual = Check In, Out, Transfer

INDIVIDUAL Household = Check in, Out, Transfer HOUSEHOLD

#### Regarding Self-Registry on MAERS:

- Clients will be in a MAERS HOLDING FACILITY.
- The User will need to TRANSFER the individual or HOUSEHOLD Client from the HOLDING FACILITY and CHECK THEM INTO (As a Household OR Individual) into the new facility.
- Users Should NOT be checking clients out of the MAERS HOLDING FACILITIES or it will give them a
  false timeline and cause issues with DRP and other reporting.



**NOTE:** The action of "Checking In/Out" a client ensures the duration the client stayed at a facility is captured with a system time/date stamp. DRP submissions require this information. There is no limit for a client or member of the household (or entire household) to be checked in and out of a facility. It is important to check in/out the correct individual(s).

# 5. Trouble Shooting:

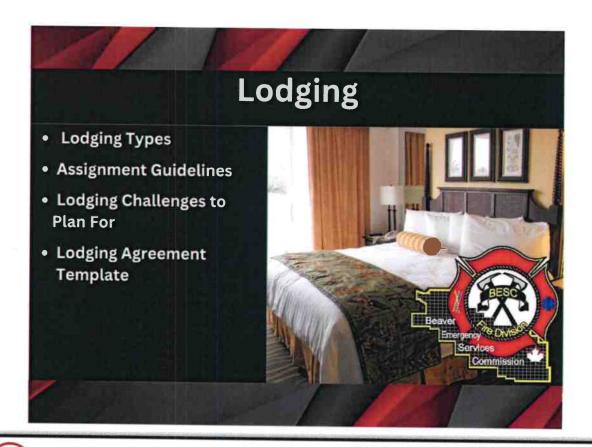
- Ctrl + F5 will refresh the screen (Useful during an activation when an abundance of data is entered simultaneously, or if the internet is "slow" or "laggy").
- If RRCP is not displaying or "doing" what the user is anticipating: log out of RRCP, clear the browser cache / cookies, log back in and try again.
- If the 2nd attempt is still not displaying or "doing" what is anticipated, please take a screen shot to include in a detailed email identifying the issue. This will allow the Provincial Administrator and IT to investigate / rectify the issue. Subject line: RRCP Issue / Query.
- RRCP is accessible on mobile, tablet or PC.
- If the Wi-Fi is "out", consider hot spotting a mobile device.
- Before entering new Users, Staff or Clients, to eliminate duplicates complete a search 3 ways (first name only, last name only, full name).
- Remember spelling errors and typos will affect the search outcome.
- If someone else has already entered the individual with a spelling error / typo, and a search is done on full name only (in a different way than originally entered) the individual will not appear. Searching the three ways will mitigate duplicate entries.
- Only use Chrome as your browser.

# 15.3 RRCP Evacuee Registration Form



- Electronic input is preferred. Paper copies should only be used as a <u>last</u> resort- as it increases time and workload of personnel.
- For PDF Fillable Paper Copy of RRCP Evacuee Registration Form See the ESS Forms File from BESC OR request from PESS.

# 16.Lodging



Type of lodging used will be determined based on cost, number of evacuees and types of lodging facilities available. This will be decided by the ICP and/or the province as to how evacuees will be lodged.

Disasters exacerbate existing vulnerabilities within a community, meaning those with little or no resources (ex: social networks, financial supports) often end up with no choice but to utilize the provided group or commercial shelters, these are often the most vulnerable community members.

#### 16.1 Types of Lodging

#### 1. Friends & Family

Evacuees are generally encouraged to stay with friends and family first.

#### 2. Commercial Lodging

Commercial lodging is the next best option to family & friends.

- It reduces the number of ESS personnel required, allows evacuees to maintain their autonomy and reduces potential for communicable disease spread as compared to group lodging.
- Campgrounds may also be utilized if the weather is mild, and evacuees are equipped with their own campers/RVs.
- However, provision of food may be better delivered in the form of vouchers or cash cards for groceries
  rather than prepared and catered meals to campgrounds. It will also still be important to ensure that any
  evacuees camping have access to proper sanitation and hygiene facilities including showers,
  washrooms, and laundry facilities.
- If hotels will be used- it is recommended that special needs are lodged centrally within the same hotels if possible. This will make provision of services more efficient for these evacuees.
- Hotel task forces may be made-up of personnel from the ESS Branch. Typically, these include a health representative and other services as determined. Task forces can visit each hotel daily to tend to evacuee needs and provide information and services.

#### 3. Combination Lodging

Where there is a shortage of commercial lodging it may be necessary to utilize a combination of lodging including family & friends, commercial and group lodging.

 In this case commercial lodging may be prioritized by health needs on advisement regarding health needs from Alberta Health Services with commercial lodging being reserved for those with special needs.

## 4. Group Lodging

- If determined that group lodging will be used, PESS will be requested to coordinate NGO Council
  Partner agencies with group shelter expertise (ex: Canadian Red Cross) to staff, manage and
  operate the group lodging facility. However, this does not exclude the local ESS Branch from
  assisting with set-up or tear-down of a group lodging facility.
- A group lodging facility requires significant personnel and must be staffed 24 hours per day.
- Families should be lodged together. While single evacuees may be lodged separately.

It should be anticipated that regardless of cot set-up, evacuees will often move and rearrange cots into family or friend groups for greater personal and property protection. This should be allowed if it does not violate safety or fire codes.

#### 16.2 Lodging Assignment Guidelines

<b>/</b>	General Considerations
	Will the potential damage/impact caused by lodging evacuee in the chosen type of lodging facility outweigh those of being placed in an alternative type of facility?
	If the evacuee is placed in a hotel, are they capable of caring for themselves and/or will any special support services they need be available at a hotel (ex: homecare, etc.)?
<b>V</b>	Special Considerations
	Some things to consider on a case-by-case basis are listed below.  These are not questions you can ask due to The Freedom of Information and Protection of Privacy Act, but evacuees may self-volunteer this information.  Accessibility- Will the evacuee be able to get around the assigned lodging facility easily and safely
	for example cots are often set up in rows with narrow aisles running between- not always convenient for those in wheelchairs or with walking aids). Would providing other types of lodging alleviate this challenge?
	Other Special needs - Not all special needs are visible - never assume. We want to provide lodging that the evacuee is comfortable with and that is safe for each evacuee's circumstance. Other special needs might include special medical needs (ex: is the person on routine dialysis or have a compromised immune system? Do they require specialized medical equipment? Or bed rest? In these cases, commercial lodging might be best).
	Special family situations - For example, single parent families with young kids that may be difficult to safely take care of and keep an eye on in a large group facility.  > Or families in which the second generation is the care provider for the first generation.
	Effects of lodging an evacuee in the same facility with other evacuees - There may be rare situations in which lodging an evacuee within the same facility as other evacuees would have a negative effect on those other evacuees.
	Hostile/Violent situations – Unfortunately, depending on the incident, some evacuees may want to lay blame for the incident on other evacuees. In this case, for their own safety, it may be better to lodge those being assigned blame in separate lodging for their own safety.

Billeting is NEVER acceptable regardless of who the host or guest may be. It shall not be utilized as a means of accommodation! Billeting puts both the host and the guest at increased risk.

Ensure any commercial lodging to be used is not booked for other events or rooms are not prebooked for other guests in the near future so evacuees do not have to be re-located. This occurs more often than expected and presents significant challenges in relocating evacuees to adequate alternate facilities.

# 16.3 Lodging Challenges to Plan For

<b>/</b>	Commercial Lodging
	☐ Hotel Costs: Determine who will pay up front for rooms. Options:
	Evacuating Community
	• BESC
	• Evacuees
	A combination thereof
	Identify process for evacuees unable to pay for rooms. Evacuees may not have credit cards or other means of paying. In this case, who and how will rooms be paid for? Is there potential for
	it to put evacuees who have nowhere else to go at risk? There should be a conversation between BESC, the municipality and AEMA.
	□ If nothing is identified in advance, any costs incurred by the hosting community may be billed back to BESC and/or the evacuated municipality.
	Note: If evacuees have house insurance, their house insurance might cover the cost of evacuation lodging.
	Vouchers- or other evacuee proof of identification may be required for hotel rooms, restaurant meals, laundry services, etc. where costs are being covered by BESC and/or the municipality. A
	sample BESC lodging voucher template is provided in section 16.5 Sample Lodging Voucher
	<u>Template</u>
	If evacuees register online, there may not be an opportunity to provide a voucher. In this case
	evacuee information may need to be sent to the hotel to verify evacuee information. All FOIPP
	protocols must be followed.
	Damages to hotel rooms and evacuees subsequently evicted from commercial lodging with no place to stay. This may be partially mitigated by implementing a lodging agreement with evacuees at
	time of registration and lodging assignment. See Lodging Agreement 16.4 Lodging Agreement.
	Inability to fulfill room requirements- particularly for families.  > Hotel rooms offer limited sleeping space and larger family suites are generally limited.
	This can make it difficult to assign appropriate sleeping space for families with a significant
	number of children or other family members. Cots too are often in short supply at hotels and cannot always be accommodated.
	Room occupancy is often exceeded as families stay together outside of assigned rooms
	which may present fire and safety hazards.
	Evacuees may invite guests to their rooms for informal get togethers which can create <b>noise and other lodging complaints.</b>
	Special room requirements such as refrigerators in rooms for storage of medicine, wheelchair accessible rooms and pet friendly hotels for service animals are often in short supply.
	vacant rooms and unclaimed belongings - sometimes evacuees will leave hotel rooms having never checked out which increases costs while having a hotel room go unused. In other cases
	evacuees may leave personal belongings behind that go unclaimed.  Pet friendly hotels can exacerbate allergies for some evacuees who may need to stay at a hotel in which there are not a read a hotel in
]	which there are no pet accommodations.

<b>\</b>	Group Shelter
	Laundry facilities including for bed sheets, linens, and towels as well as personal items.
	Shower facilities and showering accessibility for those with mobility challenges.
	Extended nights spent on cots can present or aggravate evacuee physical heath ailments.
	Safety.
	Secure storage of personal belongings and theft.
	Wear and tear to facilities.
	Isolation space- ex: communicable diseases.
	And potential for increased contagious illness spread.
	Further disruption to evacuee lives including inability to express or share intimate moments with romantic partners.
	Increased potential for conflict as not all community members may get along with each other.
	Other impacts on evacuees including reduced quality of sleep (ex: noise and lighting remains on in overnight hours for safety reasons).

#### **16.4 Lodging Agreement**



- By signing this agreement, I hereby accept responsibility for my actions and the actions of any family or household members listed on my registration form while staying within assigned evacuee lodging.
- In the event that my family/household members or myself are asked to leave a lodging facility due to
  unacceptable behavior or damages to premises, I hereby acknowledge that neither my household
  members nor myself will be provided additional or alternate accommodations and that it will be our sole
  responsibility to make arrangements for our own lodging including any costs associated with such
  lodging.
- Furthermore, if assigned commercial or hotel lodging, I understand that if there are damages caused to
  the hotel room by my actions or those of any household members staying in the room or guests I may
  allow in, it is my responsibility to pay for any and all repairs.

Name of Evacuee:		Registration Number:		
	(Printed- First and Last Name)	giotiation Hamber.		
Date:	Evacuee Signature:			



# 16.5 Sample Lodging Voucher Template

Peview prior to use.

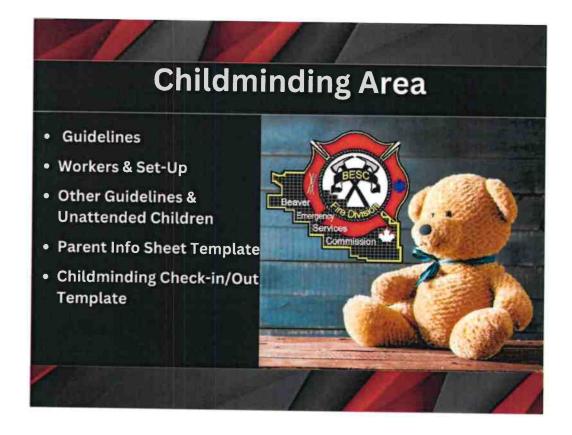
The following lodging accommodations	0	Insert name of household head(s)
with Registration #	for	maanla ku Da
	101 Ins	people by Beaver Emergency
Services Commission for Emergency Sc	ocial Services purposes i	in response to the current
Inse	rt type of emergency incident	emergency inciden
Number of Rooms:	<del></del> :	Pet Friendly Room Required: Yes No
Room Type:		
Commercial Lodging Name:		Wheelchair Accessible Room Required: Yes No
3 - 3		Other Requirements:
*1		
Note to Evacuee: You may be request	ed to show your match	ning Registration number upon check-in.
The following lodging accommodation		
The following lodging accommodation		
The following lodging accommodation		
The following lodging accommodations h	ave been assigned tofor	Insert name of household head(s)  people by Beaver Emergency ert # of persons
The following lodging engages at the second	ave been assigned tofor	Insert name of household head(s)  people by Beaver Emergency ert # of persons
The following lodging accommodations havith Registration #	ave been assigned tofor	Insert name of household head(s)  people by Beaver Emergency ert # of persons
The following lodging accommodations havith Registration #Services Commission for Emergency Soc	ave been assigned tofor	Insert name of household head(s) people by Beaver Emergency ert # of persons n response to the current
The following lodging accommodations havith Registration #  Services Commission for Emergency Social Insert	ave been assigned tofor	Insert name of household head(s) people by Beaver Emergency ert # of persons response to the currentemergency incident.
The following lodging accommodations havith Registration #  Services Commission for Emergency Social Insert	ave been assigned tofor	Insert name of household head(s) people by Beaver Emergency ert # of persons n response to the currentemergency incident.  Pet Friendly Room Required: Yes No
The following lodging accommodations havith Registration #	ave been assigned tofor	Insert name of household head(s) people by Beaver Emergency ent # of persons  n response to the current emergency incident.  Pet Friendly Room Required: Yes No Wheelchair Accessible Room Required: Yes No

Note to Evacuee: You may be requested to show your matching Registration number upon check-in.



# 17. Childminding Area Guidelines

Information courtesy of Justice Institute of BC 2009



17.1 Childminding Workers & Set-up

	A Set-up				
Y	Childminding Workers				
	All childminding workers must have a current and clear criminal record check and				
	vulnerable sector check.				
	Personnel must have valid Standard First Aid & CPR certificate and/or Emergency				
	Child Care First Aid & CPR or equivalent				
	For the safety of children and workers, there must always be at least 2 adults proport with abildren at				
	all times. At no time will any child be left alone with an adult				
	Only children aged 2 and over and <b>not</b> in diapers will be accepted in the children diagrams. Only				
	Children with contagious illnesses will not be permitted in the childminding area				
	There will be absolutely no bathing or changing of any children by Childminding Warkens				
_	and odder, the parenty dardial should be notified, and/or if the child is capable, opening and to				
	change themselves in a private area.				
	Medications will not be distributed by childminding workers unless it is a vital emergency medication				
	(ox. initiate) of Li i-i en) that the parent/duardian has noted and provided instructions for all				
	childminding check-in form.				
<b>\</b>	Childminding Area Set-Up				
	If you plan to provide a child-minding area – coordinate with the governing body for				
	childcare services in Alberta to ensure all appropriate measures and guidelines are implemented.				
	☐ A childminding area will not be set-up upless there is at least 2.4				
	The state of the s				
	If it makes more sense and you have the capacity to set-up 2 smaller childminding areas, you may do so (ex: younger children/older children).				
	1				
	☐ For worker to child ratios consult the governing body for childcare services in Alberta.				
	1 person is responsible for attending the check in/out deal of the				
	1 person is responsible for attending the check-in/out desk at all times. This desk shall never be left unattended.				
	Try to set-up an area that is close to washrooms, water, etc. but away from high people traffic				
	areas.				
k	Location will ideally have visual physical boundaries, if not, be sure to create / add some. The				
	space should not be accessible for people to just walk into without having to go past the				
	check-in/out desk.				
	Ensure a planned escapologit route has been been been been been been been bee				
	Ensure a planned escape/exit route has been identified and communicated to staff.				
J	Wash and disinfect surfaces at minimum, on a daily basis or as recommended by public health.				
	in stracks will be served, all snack items should be posted at check-in/out area as that				
	parents/guardians can review them.				

<b>V</b>	Check-In
	All children must be checked-in to the childminding area (unless unattended- see checklist below).
	All parents/ guardians are required to read and sign the parent information sheet as well as fill out the check-in sheet for their child.  > Ensure check-in sheet is completely filled out.
	All information should be filed (ex: alphabetized file box) and kept confidential.
	Secure a wristband to the child's wrist that indicates the child's name, age, guardian/parent, and tracking number. Secure another wristband with the same information on the parent/guardian's wrist.
	<b>Let parents/guardians know</b> it must be the same person picking the child up as dropping them off and that their <b>wristbands must match up</b> .

#### 17.2 Other Guidelines & Unattended Children

<b>V</b>	Other Guidelines
	Children needing to use the bathroom will be attended by at least two adults, if the washroom is in a separate room and if the child is not old enough to do so on their own.
	If children are suffering obvious distress from the incident, let the parent/guardian know and make gentle referral to mental healthcare through Alberta Health Services if present or providing services in the ESS Centre.
<b>/</b>	Unattended Children
	If an unattended child is brought to the childminding area, notify the ESS Centre Supervisor, and request them to notify the appropriate Child & Family services organization agency having jurisdiction for further instructions.
	Notify First Aid in case there are any unknown allergies or medical issues.
	Use caution at meal and snack times (stay clear of common allergen foods such as nuts, fish).
	Follow the instructions of the appropriate Child & Family organization regarding release of the child to an arriving guardian or family member.
	A guardian claiming an unattended dependent must provide adequate identification. Identification and contact number for guardian must be recorded.

# 17.3 Parent Information Sheet: Childminding Area

Peview and revise before distribution.

- Your children are welcome to remain in our Childminding Area for the time required for you to access
  the services of the Centre <u>ONLY</u>. Abuse of this time allotment may prevent the admittance of other
  children into the area and result in loss of permission to use childminding area again.
- Children must be age 2 or over and must not be in diapers. Children in diapers will remain with their parents.
- Children with contagious illness will not be permitted for the safety and health of other children within the childminding area.
- Childminding workers will uphold a safe and appropriate ratio of workers to children and may refuse entry for reasons such as space and worker capacity.
- o All staff in the childminding area have a clear criminal record and vulnerable sector check.
- o All children must be signed in before entering. Guardian and child will each receive an identification wrist band.
- o Children must be signed-out upon pick-up and corresponding wrist band must be shown to match.
- No medication will be distributed by any childminding worker unless the parents/guardians stipulate the
  use of emergency equipment such as inhaler or Epi-Pen; in these cases, this information and
  instructions must be provided to the Childminding Worker at time of check-in and documented on the
  Check-In Form.
- Snacks may be provided, please ensure snacks are suitable and any allergies reported to childminding workers and noted on Childminding Check-In Form.
- o Parents/guardians are responsible for ensuring their own children are fed regular meals.
- o Please provide childminding workers with any other information that may be useful.

# Childminding Area Rules- Please review these with your child!

- Stay in the childminding area.
- Listen to the Leaders/workers.
- Keep hands and feet to yourself.
- Respect others.

#### **Behaviour Management:**

 In the event of unmanageable behaviour, parents may be asked to retrieve their child and keep them in their care.

By signing below, I acknowledge that I ha listed within.	ive read and understood the	above and agree to the terms
(Parent/Guardian Name-Printed)	(Signature)	(Date)

# 17.4 Childminding Check-In/Out Sheet

To be filled out by Childminding Worker (except special needs and pick-up signature)

Childminding Area Location:	Date:	Page: of
	(Please Print)	

Child's Name	Child/Parent Wristband Identification Number	Time of Drop Off	Special Needs (allergies, behaviour, etc.)	Parent/Guardian Name	Parent/ Guardian Cell or Emergency Phone Number	Time of Pick Up	Parent/Guardian Signature (at pick-up)
				A			

# 18.BESC Pet Plan

# Pet Plan

- Limited & Mass Scale Evacuation Resources
- Pet Shelter Locations & Services
- Personnel Safety Requirements
- Animal Care: Exotic & Ill Animals
- Pet Shelter Guidelines: Setup/Inspections/Pet Registrations/Release/ Deactivation
- Pet Facility Supply List
- Templates:
   Registration/Departure/
   Cleaning & Care/Personnel
   Sign-in





- An Emergency Pet Plan is intended for domestic animals including canine and feline and where appropriate shelter and care may be given to miscellaneous companion animals that do not pose a risk to other animals or personnel where personnel possess the expertise to care for the special needs of those animals.
- Where possible, efforts will be made for pets to stay with their owners. This can reduce costs, human resources required and stress on both animals and owners. However, this may not always be possible, especially in situations in which group lodging is utilized.
- For information on livestock evacuation and care please see the BESC Emergency Management Plan.

# 18.1 Limited to Mass Scale Pet Evacuation Resources

#### **Limited Scale Pet Evacuation:**

Where there are insufficient numbers of pets to justify setting-up an entire pet shelter facility, local kennels and veterinarians may choose to shelter pets within their current facilities, foster pets out to available and approved foster homes and/or partner with other area approved animal rescue organizations to provide pet sheltering and care services in neighboring areas.

#### Mass Scale Pet Evacuation:



Not all animal rescue organizations or their personnel are as well-intentioned as they appear. Some may have ulterior motives. In previous Canadian disasters, some animal rescue organizations presented themselves as helping in the emergency pet response by caring and providing shelter for pets. However, these organizations then sold the pets to buyers and pets were not reunited with their families.

Only known, recognized and reputable assisting organizations should be approved to assist, and any unauthorized organizations swiftly reported.

Companion Animal Disaster Response Capability (CADRC) – Provides additional emergency companion animal support working with the Province of Alberta including logistics and operations and includes participation and collaboration between the following organizations:

•	Alberta Veterinarian Medical Association (ABVMA)		perta Animal Rescue Crew Society (AARCS)
•	Alberta Veterinary Technologist Association (ABVTA)	• An	imal Emergency Task Force
•	Alberta Society for the Prevention of Cruelty to Animals (AB SPCA)	• Em	nergency Social Services Network of perta (ESSNA)
•	Alberta Animal Disaster Response Team (Canadian Animal Task Force (CATF)		MA (PESS)
•	Personnel are trained in ICS and have experience managing emergency pet shelters and animal intake. Through their partners they can also provide safekeeping programs during emergencies for evacuated families to care for their pets temporarily.		

#### CADRC may provide the following types of support:

- Direct Support Refers to support provided to an impacted community.
- Close Support Refers to regional support operations.
- General Support Refers to assistance provided in support of Province-wide ESS operations. A
  facility that has the capacity for large numbers of canines, felines, avian and exotic companion animals
  and has ready access to an existing network of veterinary practices including specialty care, referral
  hospitals and laboratories. The magnitude of such a facility is indicative that only major urban centres
  will be used for such requirements.

#### The basic timings related to the CADRC, and its capabilities are:

Direct support to affected Local Authority	24 hours after activation.	
Close support facility operational	48 hours after activation.	
General support facility operational	72 hours after activation.	

The information above, has been provided by PESS within the Companion Animal Disaster Response Capability Operations Plan.

#### 18.2 Calculating Number of Animals That Will Require Care

According to a 2011 IPSOS –REID study and a 2016 Canadian Animal Health Clinic study, approximately 35-41% of Canadian households owned at least 1 dog and 38% of households owned at least 1 cat. Reports show this number to be accurate as of 2019, however the number of pet owners is steadily increasing.

Applying these numbers to the total of 3, 739 occupied dwellings in the region:

Dogs: 3739 x 41%= 1533 dogs Cats: 3739 x 38%= 1421 cats

However, emergency pet shelter planning assumes that only 15-20% of the population being evacuated will require emergency lodging and 30% of evacuees will be bringing a pet with them. In the unlikely event the entire region had to evacuate:

3739 occupied dwellings x .20= projected 748 households with pets.

748 x .30 = 224 cats/dogs plus other companion animals.

#### The above estimates are variable and may:

- Increase based on the fact that even those evacuees who do not need to be provided lodging, may still require lodging for their animals.
- **Decrease** The above numbers are calculated based on the *entire* BESC Region which would require a vey large-scale incident to affect this many households.

## 18.3 Emergency Pet Shelter Locations & Services

ATTAINED THE TAIL	Emergency Pet Services
Temporary Pet Supervision Area	For evacuees arriving at an ESS Centre who need to access services before they and their pet can reach their lodging location. A temporary pet supervision area may be provided to curtail evacuees from bringing animals inside the main ESS Centre area to ensure the safety of both people and pets.
Emergency Pet Sheltering	In the event that evacuees are not able to keep pets with them in lodging.
Pet Supplies	Even if evacuees are able to keep their pets with them, it should be expected that they will require additional pet supplies that they may not have had time to pack prior to evacuation.
Transport of Loose Pets	During an evacuation animals may be frightened and hide, resulting in animals left behind. In an extended emergency of this nature, it may become necessary to rescue and transport animals left behind if safe to do so. Such operations will require coordination through the ICP.
	Pet Shelter Locations
Limited Domestic Animal Sheltering	<ul> <li>WHARF (Whitecourt Animal Rescue Foundation) located in Edmonton, with personnel in Tofield.</li> <li>Beaverhill Veterinary Services – Tofield</li> <li>Hastings Lake Animal Hospital- Tofield</li> <li>West Wind Veterinary – Tofield</li> <li>Viking Vet Clinic</li> <li>Prairie Rose Kennels – Tofield</li> <li>Paws A While Kennels – Tofield</li> <li>Blue Moon Resort – Tofield</li> <li>Country Lane Pet Boarding – Tofield</li> <li>Regal Retreat Pet Boarding – Kinsella</li> </ul>
Mass Group Domestic Animal Sheltering Locations	<ul> <li>Viking Curling Rink</li> <li>Tofield Curling Rink</li> <li>Ryley Curling Rink</li> <li>The above are incident and weather dependent and may not be suitable in very warm or cold conditions. All except Ryley have ice in Oct./Nov- March.</li> </ul>
CADRC	In large or prolonged evacuations, provincial assistance will be required through CADRC which may choose to set-up animal shelters as required in larger urban centres to meet animal health needs.

- > The pet facility must be able to maintain adequate ventilation and comfortable temperature for animals (cool in summer, warmer in winter).
- > Floors and walls that can easily be cleaned and sprayed down such as cement floors are recommended.

18.4 Pet Shelter Personnel Safety Requirements

<b>V</b>	General Control of the Control of th
	All personnel involved in rescue, evacuation and sheltering of animals must ensure proper disease and bite prevention methods are exercised. This includes smart animal handling behaviours as well as using protective equipment such as catch poles, gloves, and safety glasses where necessary.
	Current tetanus and rabies vaccine for all pet facility personnel is recommended.
	All pet facility staff shall wear clearly marked identification.
	All staff and volunteers are required to log into and out of each shift. No staff or volunteer should work more than 3 consecutive 12-hour shifts.
>	Bite Case Protocol
	All bites shall be immediately reported to an Emergency Pet Shelter supervisory staff member.
	□ Staff shall ensure that treatment of bites and injuries are available to affected persons through coordination with BESC.
	Health care providers who tend to a person bitten by an animal known to be a potential carrier of rabies may report the name, age, and sex of that person to the public health authority as may be required by healthcare protocol.
	Any animal that bites a person should be quarantined for 10 days, or until relinquished to owner. If the shelter closes prior to 10 days, the owner should arrange for pick-up of animal.

# 18.5 Animal Care Guidelines: Exotic & III Animals

<b>V</b>	Exotic Animals
	The pet facility will endeavor to shelter all animals in need, however, there may be certain kinds of exotic animals with special care requirements (special food, shelter temperatures, etc.) that cannot be accommodated.
	There may also be pets which may pose a risk to pet facility workers or other pets. In this case, alternate arrangements may be made for their care with service providers that have personnel experienced with exotic pet handling and care.
<b>V</b>	Sick or Injured Animals
	Animals that present with visible illness or symptoms may not be allowed into the shelter or may require a vet referral.
	A pet care facility worker/volunteer has the right to turn away any animals that they feel are unhealthy or may pose a significant risk to other animals within the facility.  The following are reasons for veterinary referral including but not limited to:  Lethargy Hair loss Vomiting Diarrhea Ocular or nasal discharge. Physical injury. Neurological symptoms, difficulty while moving, presence of chemical or biological contaminant on the animal.
	Vets and vet technicians have the authority to make medical decisions, such as if an animal needs to be transported off-site to be cared for or given additional medical attention.  Licensed vets or vet technicians may treat animals left in the care of the emergency pet shelter if their condition requires it.

## 18.6 Emergency Pet Shelter Guidelines

<b>/</b>	Facility & Kennel Sizes Required
	Approximately 10 square feet of space will be required for one large carrier.
	The carriers used should be plastic or metal that can house an animal with food and water bowls and in which the animal can stand up, move around, and lie down comfortably.
	Recommended kennel sizes for cats and small dogs (up to 20 lbs.) are at least 25 in x 20 in x 18 in.
	• Larger dogs (20 to 70 lbs.) at least 42 in x 28 in x 30 in.
	Giant breed dogs at least 75 + pounds will require larger carriers.
<b>\</b>	Emergency Pet Facility Layout
	The pet facility will be set-up with a large registration table at the main entrance staffed by several people.
	All other entrances must be secure, meaning they are not accessible to anyone, other than personnel.
	☐ Kennelling areas should be separated into Cat, Dog and Miscellaneous Pet spaces as appropriate.
	Misc. pets must only include those pets for which the shelter is capable of providing adequate care and that do not pose a threat to workers or other animals at the facility.
	□ Provide signage in all areas including Registration/Check-in & Check-out, Play Area, Quarantine, Walking Area, Veterinary and Morgue.
	☐ If a morgue is provided at the facility <b>DO NOT</b> mark the morgue as such- simply mark it as "Area 3" or another <u>non-descriptive</u> title.
	Indoor cordoned play area(s) may be set-up for personnel and owners to socialize with animals and
	for animals to get exercise.  > 2 personnel are required in an exercise/play area at all times for a ratio of 2 staff: 1 animal.  > May provide several traffic cones for male dogs to urinate on.
	☐ Ensure there is ability to hook up hose to clean and spray kennelling, play and registration areas down regularly (cement floor is best).
	Any furniture in the pet facility should be able to be easily cleaned and hosed down (including all tables and chairs).
	Provide a space outside for pets to be walked by owners/staff on leash if possible.
	A small separate room or rooms should be set- aside, if possible, for any pets in quarantine.  Another small room should be set aside for any veterinary referrals.
	A light towel or other fabric may be draped over kennels or cages to help relax animals

<b>/</b>	Inspections	
	A vet or vet technician should be requested to complete an inspection of the facility once it's been set-up to ensure that it meets animal health and welfare regulations.  If possible, a vet or vet technician may also be requested to be present during high-traffic registration hours to assist with intake and animal health assessment at intake. A vet or vet technician should complete regular inspections as long as the shelter stays open.	
	The pet facility must be staffed <u>24 hours/day</u> with <u>no less than 2 staff</u> on duty at any given time.	
	All animals should be checked at minimum, hourly.	

<b>/</b>	Registration of Pets at Pet Facility
at th	Although the Registration & Reception Centre Program (RRCP) used to register evacuees e ESS Centre allows for evacuees to register pets, it does not collect enough animal information it capable of streamlining to a Pet Facility at this time (2023).
This choo	means that pets will need to be registered separately at the Pet Shelter and evacuees may use to register them again on the RRCP system at the ESS Centre.
The I	
	Assess animal for any signs of injury or illness that should be referred to vet.
	Assign the animal the next available registration number according to the numbering system you are using.
	□ This number may also serve as the animal's cage/kennel number.
	□ Print animal registration number on card for owner and give to owner- they need to provide this number AND their documented phone number in order to pick-up their animal or sign it out for visits.
	<ul> <li>Ensure the owner includes in owner information anyone else who may pick up the animal (ex: spouse). This person must also be able to provide animal and owner assigned numbers.</li> </ul>
	Fill out as MUCH information as possible on the form. The more information the easier it will be to reunite animals with owners (some animals look alike- we want to make sure the right animal goes home with the correct owner!)
	Be sure to get as many phone numbers as possible for the owner.
J	Ask for a recent picture of the animal and owner. If no picture available, with owner permission one may be taken and stored with animal registration.

	□ Electronic record storage is highly recommended using electronic formats for registration sheets and to store and file pet photos with owner information. Be sure to back-up any electronically stored documentation.
	☐ If using paper records, keep each animal's documentation together in its own file.
	Instruct the owner that once the evacuation order has been lifted or decision has been made to
	close shelter, how long they will have to pick up their pets. After that point, the animal may be
	fostered, or adopted out as deemed necessary.
	If the animal did not come with its own cage/ kennel, assign one. ALL cages/kennels must be large
_	enough for the animal to stand-up and turn around in.
	☐ Attach tag to kennel/cage where it <u>cannot</u> be chewed on by animal- if the cage/kennel belongs
	to the owner make a note of this on the registration forms and on the tag.
	□ Put personal pet supplies next to cage/kennel (ex: food/ pet treats).

	Visitation Guidelines
	Owners will be allowed to visit their pets upon provision of their documented phone number <u>and</u> pet's assigned registration number.
	If the owner would like to take their pet out for the day, etc. ask how long the pet will be gone and inform the owner of any set shelter hours.
	Record date and time pet was checked- out and checked back in along with pet and owner's name and registration numbers.
	Owners may also wish to visit their pet on-site- in the visiting area.
	All owners must have pets on a leash (including cats) if they are going to be out of their kennels, cages, crates.
	All owners are required to clean-up after their pets.
<b>V</b>	Animal Return & Check-out Guidelines
	Ensure owner provides the correct animal registration number and their own documented phone number.
	Inform the owner of any additional information (ex: pet's behaviours in shelter, any concerns, etc.).
	Return pet supplies with pet.
	Ensure owner has printed their name, signed, and dated the departure portion of their animal's registration form. See <i>Departure Form Template</i> here 18.8 Pet Shelter Registration Form Templates or available from BESC.

~	Unclaimed Animals
	The Emergency Pet Shelter will make efforts to identify owners of stray/lost animals. If owners cannot be found, representatives will attempt to foster or adopt out the animals according to established procedures.
<b>/</b>	Release & Disposal Guidelines
	Animals that die or are dead on arrival should be seen by a vet or vet technician, before being stored.
	Attempt to make contact and notify owner. Request owner to identify pet.
	If owner wishes to claim pet's body, make a note on the animal's registration form, and have the owner sign and date the form under "Animal Departure".
	If the owner does not wish to make their own arrangements for the animal's body, make a note on the registration form in this regard and have the owner sign the form under "Animal Departure".
	Notify the Pet Facility Manager of any unclaimed, deceased animals. The local veterinarian should be the lead authority for organizing proper disposal of the body unless the CADRC is managing emergency pet services.
	☐ The nearest BESC member municipality's public works department will remove and dispose of dead animals at the request of, local veterinarian, or CADRC.
	If the required disposal response is greater than the region's ability to deploy staff and resources, a request for assistance can be sent to the province through the ICP. They will attempt to arrange for assistance from the province for disposal and approval of any disposal sites. Dead animals should be disposed of within 48 hours.

Pet Facility Deactivation Guidelines
The building must be inspected by the facility manager and should be left in the same condition in which it was lent prior to activation. The facility manager should sign-off on final condition of facility after take-down and final cleaning of pet facility has been completed.
All towels, blankets laundered.
All cages/crates/carriers/kennels cleaned, disinfected, and returned.
Ensure that Pet Care Team Leader turns over all closed files and records to Documentation Unit, as well as list of items to be re-stocked.



A list of suggested Pet Team Functional Roles can be found in the ESS Position Checklist Document under the Pet Team Leader Checklist. They include the following:

Supplies Triage Registration & Reclamation Personnel

Animal Care Waste Management

## 18.7 Pet Facility Supply List

	ltem
	Buckets
	Cat Food
	Catch poles
	Collars
Ī	Crates
	Dishes
	Disinfectant
	Dog Food
	First Aid kit
	Forms for tracking lost/found/strays
	Garbage bags
	Hand sanitizer
	Handling Gloves
	Hard Copy of the BESC Pet Plan and all Emergency Pet Shelter forms.
	Heavy Contractor bags- black for disposal of dead animals.
I	Leashes
I	Letter size plastic sheet protector envelopes
Ī	Litter
,	Alternate Litter:
	• Dirt
	• And
	Shredded newspaper
l	Litter boxes
ľ	Microchip Scanner
F	Paper Towel
F	Pens, pencils
ŀ	Permanent Markers
F	Photocopier
F	Plastic bags (sandwich for poop pick-up)
F	Registration Cards (samples to be photocopied)
F	Rubber gloves
S	Safety glasses
S	Signage
S	Spray bottles
k	Kennel Tags
	ape
	owels, sheets, tarps
V	Vater hose & nozzle/pressure washer
	Pog Runs
	Alternate dog runs: fencing from contractors.
Δ	Alternate dog surfaces to get them off of ground: Plastic bread trays, wooden palle

## 18.8 Pet Shelter Registration & Form Templates

Review prior to use.



#### TO OWNERS:

**Emergency** Pet Facility Assigned Pet Registration Number

- Owner must be able to provide their documented phone number given at time of registration in order to reclaim their animals.
- Photo ID may be requested.
- Owners may be asked for the registration number of their animal.

#### BY SIGNING THIS FORM YOU:

- Acknowledge and release the local authority including the Beaver Emergency Services Commission, Beaver County, Town of Tofield, Town of Viking, Village of Ryley, Village of Holden, and any assisting or cooperating agencies and Emergency Pet Shelter personnel of all liability.
- Acknowledge and agree that while personnel will do their best to maintain a clean shelter to prevent disease transmission that some pets in the shelter may not have been vaccinated and there is no guarantee that your pet will be protected against disease transmission.
- You agree to make all reasonable efforts to have your pet picked up by an authorized person within the designated timeframe following a rescind of the evacuation order, Failure to do so may result in the animal becoming the property of the local authority having jurisdiction.

Name of owner(s) print:  Owner Information	— Dog Cat Other:
Permanent Address:	
Emergency Address:	Age: Wearing a Collar: Yes / No Collar Color:  ID Tag: Yes / No Tattoo: Yes / No Microchip: Yes / No
Cell Phone Number:	Tag Number: Microchip Number: Microchip Number:
Emergency Phone Number if different or in addition to cell phone:	Female Male Unknown:
Picture of Animal & Owner Provided	Spayed Neutered
Yes (attach to pet's file or this form) No	Name:
Signature of Owner:	Breed:
signature of Owner:	Color: Distinguishing Marks:
Date:	Aggressive to People: Yes / No Ears (Circle): Erect /Flopped /Cropped
	Tail (circle): Long /Short /Stubby /Bushy /Curly /Docked
	If Cat (circle): Claws Intact / Declawed

Review prior to use.



**Emergency Pet Facility Assigned Pet Registration Number** 

When complete, attach this form to the original pet registration form.

Reunited Wit	h Owner
Owner's Name	(print):
Owner's Signat	ure:
Date:	
Time:	
Ji oster care	
Name of Foster (	orint):
Foster Address:	
Foster Phone Nul	mber:
Other Departur	re (indicate):
Reason (indicate	):
	Technician Signature (print):
Date:	

Pet Shel	lter C	leaning & Care Sc	hedule			Log #
Dog C	Cat	Bird Other	M/F	Spayed/Neutered		20g #
Date Arrived	1	Breed		Color		
Special Diet	or Othe	r Requirements				
				ope on Outside of Cag		
Note: Wal	lk= Mini	mum 15 minutes except	in extreme heat or cold		gements to exercise the animal	indoors or sheltered from
Da	te	Time Walked (Indicate AM /PM and if the animal urinated or had bowel movement)	Time Fed	Time Cage Cleaned	Comments	Caretaker Initials
						=

# **Emergency Pet Facility Personnel Sign-In Sheet**

## PLEASE PRINT. Indicate Time as on 24 Hour Clock.

Name	Pet Facility Position	Contact Info	Check-In Time & Date (24 Hour Clock)	Check-Out Time & Date (24 Hour Clock)
				(21 Hour Glock)
				-

## 19. Donations Management

# Donations Management

- Donations Messaging
- Donation Procedure Recommendations
- Donation Sorting Guidelines
- Donation Centre Set-up & Demobilization
- Donation Supply List





- Donations management within this section refers to the organization and distribution or disposal of <u>unsolicited</u> tangible items.
- Typically, the public will not be asked for donations. Instead needed supplies and resources will be requested through the proper resource ordering and procurement procedures in the ICP.
- However, it is recognized that in significant disaster events, items may be donated for use in disaster response or recovery despite best efforts to redirect donations and will require significant coordination.
- Donations management aims to organize, inventory, distribute, redirect, or dispose of donated items in an organized and efficient way.

# 19.1 Donations Messaging

Messaging regarding donations should be limited to pre-approved messaging issued by the Information Officer and/or Assistants with input from the Donations Management Unit Leader.

1	Public Donations M.
	Public Donations Messaging
	Donors often don't understand the challenges that unsolicited donations create for emergency personnel. Information and Liaison Officers should be up front about donation management challenges and explain to the public alternative ways in which they can better support those affected by the disaster.
	Publicize any donation management procedures if donations will be accepted.
	In general, monetary donations should be answered
	In general, monetary donations should be encouraged over other types of donations.  ➤ Monetary donations can often be more quickly disbursed, do not require as much space, equipment, and other resources to manage and are the most beneficial for affected persons by providing them monetary resources to get exactly what they need rather than pick and choose from donations that may be in less than excellent condition nor meet their specific needs.
<b>/</b>	Evacuee Donations Messaging
	If physical donations are made available to evacuees outside of any donations management system (ex: from stand-alone groups or individuals) <b>evacuees should be made aware that use of such donations is at their own risk</b> . Evacuees must be made aware of any potential public health effects acceptance of these donations could have (ex: soiled or used clothing/linens).
	<ul> <li>Donation messaging and procedures for affected residents should focus on:</li> <li>Safe distribution.</li> <li>Equitable distribution.</li> <li>Ensuring that where practical any unmet needs that can be met by donations are met.</li> </ul>

### 19.2 Donation Procedure Recommendations

A significant influx of donations can create delays in getting useable donations out to beneficiaries. In recent years various software applications have been utilized to create donation wish lists and registries in response to major disasters. This helps to reduce unwanted donations and focus donations on those most needed. Below are general donation policies that should be **publicized** and **enforced** to the public and potential donors.

<b>√</b> sa	General Donations
	Repayment, publicity, or tax write-offs for unsolicited goods will not be provided.
	Donations that have marketing or other potential financial kickbacks or conditions including various marketing ploys attached to them will not be accepted.
	Expired items will be disposed of and any requiring special accommodation (ex: refrigeration) will not be accepted.
	<ul> <li>Establish and publicize list of prohibited items which should include but may not be limited to:</li> <li>Wet/mildew items.</li> <li>Soiled items.</li> <li>Drugs including medication.</li> <li>Chemicals &amp; flammables.</li> <li>Weapons.</li> </ul>
	Corporate donations must label all goods with company name and contact and include a detailed inventory with all shipments.
	Out of season donations will be redirected (ex: winter coats in response to summer disaster).
	Donations of volunteer service will not be accommodated through the Disaster Donation Centre but should be redirected to any established Disaster Volunteer Coordinator or Centre or reputable assisting/cooperating non-profit agency to be matched with volunteer opportunities.
	Items that do not meet announced or advertised expectations where donations are requested will not be accepted.
	Any packaging requirements for safety of donation management personnel and intended recipients such as labelling items and packing so that items in boxes/bags are clearly visible.
	Donations will not be allocated to a specific person or group.
<b>V</b>	Monetary Donations
	Cash donations whether online or other will <b>not</b> be the responsibility of Donations Management.
	Refer public to make monetary donations to reputable and authorized non-profit organizations that are assisting with the response. Be sure to make and publicize a complete list of these organizations for equitable donation opportunity.
	<ul> <li>Determine if cash card donations will be useful.</li> <li>Any cash cards must indicate the dollar value of the card in permanent marker.</li> </ul>

Work closely with authorized non-profits to ensure that any disaster donation funds do not compete with other non-profits or voluntary agencies that are assisting.
All receipting for donations will be the responsibility of the benefactor organization that receives the cash donation.
BESC will not accept public cash donations unless a donation tracking, accountability, and distribution process subject to financial audit has been established ahead of time.

## 19.3 Donation Sorting Guidelines

- The following should be integrated with any incident waste management plans and/or protocols including proper and safe disposal of expired and/or toxic materials.
  - > Sorting Guidelines should be evaluated by the Safety Officer and additional requirements may be added to align with all Occupational Health & Safety Requirements.

<b>\</b>	Donation Sorting Guidelines		
	1. Don puncture proof gloves.		
	2. Carefully empty bag/box on to sorting table.		
	3. Check for anything that may cause health & safety risk or injury.		
	4. <b>NEVER</b> stick hands in containers/bags/boxes where complete contents of container or bag is not visible.		
	5. Remove any broken, sharp, or soiled items and dispose of according to waste management/recycling guidelines.		
<b>/</b>	Contactless Donation Guidelines		
	Request donors to sort their own donations into:		
	Clothing & fabrics.		
	Electronics.		
	Small items- household appliances, toys.		
	Large item (if accepting large donations) such as furniture.		
	Create designated drop-off locations for each category.		
	Ensure proper social distancing between category drop-off locations.		
	And/or request donors make appointments to drop off items.		
	Depending on public health guidelines, items may be left to sit for several days. If this is the case, ensure that donations are protected from weather and pests.		

## 19.4 Donation Centre Set-up

<b>\</b>	Location & Services
	Determine best location for the Donations Centre. It should be a reasonable distance away from other emergency facilities and clearly marked. This should be arranged by the Logistics Section (Facilities Unit).
	Determine Donations Management Centre personnel. These positions may be delegated to local agency representatives or ESS organizations.  The Salvation Army & Adventist Community Disaster Response are NGO Council of Alberta Partner Organizations that specialize in Donations Management.
	<ul> <li>Determine if a hotline will be activated to screen donation offers and provide other donation information. If yes, create a pre-approved script for hotline personnel that includes: <ul> <li>Donation procedures and guidelines.</li> <li>Any current needs/donations required and amount.</li> <li>Other organizations to which donations that the Facility is not currently accepting can be made.</li> </ul> </li> <li>Hotline personnel should be kind but firm about any donation policies.</li> </ul>
	Establish Donation Centre and hotline hours.
	Determine security needs. Ex: Additional lighting/monitoring through surveillance equipment and/or in-person controls and security.  > In person security may be required when donations are being stored outside.
	Ensure pest management and control protocols are in place. Consult with Environmental Public Health if needed.
<b>/</b>	Assess Needs
	<ul> <li>Request a needs assessment from ESS providers and if applicable ICP to determine if there are any specific donated goods required, or outstanding needs that can be met through donations.</li> <li>Create a needs list of any identified items</li> </ul>
	Obtain the names of all organizations that accept any donations that cannot be used, are leftover or otherwise need to be re-routed. This list should include:  Regional and non-regional organizations, with regional organizations given priority.  Large organizations that have space in storage and warehouse locations.
<b>/</b>	Management & Personnel
	Arrange for care of Donation Centre personnel including provision of snacks/meals/refreshments and access to first aid supplies.

Organized Offloading Area
Organized Loading Area
Secure Temporary Storage Spaces and Containers
<ul> <li>Sorting Area</li> <li>This area may be broken down by type of donation or into several subsets of sorting such as:</li> <li>Initial Sorting - sorting based on condition of goods/items.</li> <li>Secondary Sorting - based on type of goods/items.</li> <li>Final Sorting - where certain types of goods are further sorted prior to packing for distribution or disposal.</li> </ul>
Packing Area
Hotline Area – if activating donation hotlines. Located in quiet area away from other main sorting, packing, and loading areas.
Administrative Area – office or other quiet space away from main sorting, packing, and loading areas.

## 19.5 Donation Centre Demobilization

#### **Donations Centre Demobilization**

Demobilization should occur when amount of donations begins to ease, and BESC has the capacity either through its own personnel or agreements with other local organizations such as second-hand and recycling organizations to manage donation intake, sorting, and distribution.

It is time to demobilize donations if local businesses can provide items to ensure that donations do not compete or impede the economic recovery of the community.

If you are unsure or donations continue to arrive, assess the local regional capacity.

Contact regional organizations before contacting other organizations to determine if there is a long-term need or capacity to accept remaining donations.

A list of suggested Donation Centre Functional Roles can be found in the ESS Position Checklist Document under the Donations Management Unit Leader Checklist. They include the following:

Inventory & Tracking Packing

Loading Area
Donations Hotline

Sorting

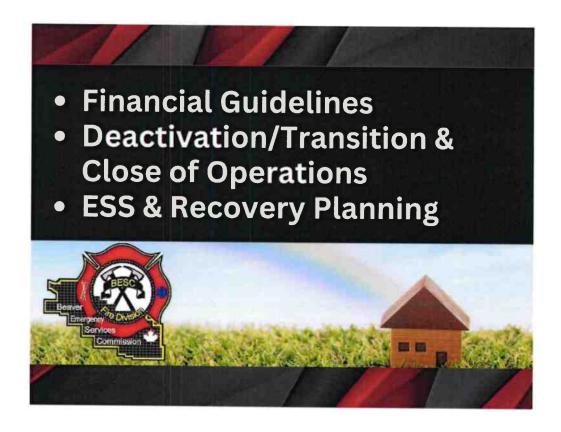
## 19.6 Donation Centre Supplies

The following is a basic list of supplies required for donation management centres. It is not all-inclusive.

t is not	all-inclusive.
<b>/</b>	Donation Management Facility Basic Supplies
THE	Equipment
	Forklifts
	Pallet Jacks/Motorized Dollies
	Manual Dollies
	Shrink Wrap Equipment
	Ramps
	Trucking transportation for distribution or disposal of donations.
<b>\</b>	Facility Amenities
	Flood lights
	Overhead Door(s)
	Ramp/loading area
	Significant outdoor space for outdoor storage.
	Portable Fencing
	Dumpsters
	Recycling Bins
	Sanitary facilities & supplies for personnel.
	Packing & Sorting Supplies
-	Portable Fencing
-	Shrink wrap Twine
	Packing tape
	Boxes - various sizes
	Bags - waterproof
	Empty trailers/storage containers.
	Totes- various sizes.
	Tables to sort items.
	First Aid Supplies
	Markers
	Labels
<b>V</b>	Other Office Supplies
	Personnel identification
	Gloves including the following:
	Nitrile
l I	Leather work gloves
	<ul> <li>Puncture proof gloves - must be used in initial sorting.</li> </ul>
	Large signs to indicate different areas of donation centre and grounds.
	Sorting & disposal procedures posted, and personnel made aware of them.
	Safety procedures posted.

	<ul> <li>Sign indicating where first aid supplies are located posted, and personnel made aware of first aid supplies.</li> </ul>
	Injury procedures posted including with first aid kit and personnel made aware of required procedures. If unsure must consult with the Safety Officer. These should align with all Occupational Health & Safety requirements.
	Pens, pencils, highlighters
	Paper
	File Folders
	ICS Form 214 Activity Logs to be completed by all personnel.
	Shift briefing forms.
	Personnel shift sign-in/out sheets
<b>/</b>	IT Supplies
	Telephone(s). More than one with call waiting capability if setting up donation hotline.
	Laptop(s) for tracking & spreadsheets.
	Printer

#### 20. Financial Guidelines



## 20.1 Financial Guidelines

The following Guidelines require further review & updating once discussions have occurred with municipal member Councils and BESC to further determine cost recovery processes.

Request For Proposal processes may be suspended during emergency operations.

	The second secon
	Financial Guidelines
<b>_</b>	Agency Administrator & BESC Advisory Committee Responsibilities
	Upon incident notification, the Agency Administrator (Regional Emergency Manager)
Ī	will consult with the Incident Commander to assess the extent of the disaster and anticipated resources required over the next operational period in order to ascertain an
	approximate cost projection.
	The Agency Administrator will communicate extent of anticipated resources to the
	BESC Advisory Committee (Board) who will determine any budgetary requirements of
	the ICP or implications including whether a single or multi-agency ordering point will be required.
	The Agency Administrator will keep the BESC Advisory Committee (Board) apprised of
	infancial updates throughout the incident.
	Emergency Funding: In the event of a declaration of a State of Local
	Emergency, any costs in excess of 10% of the annual operating budget will be requisitioned in the quarter following, based on the Shared Use Agreement formula.
/	Sign-off Authority
	Command & General staff (Officers & Section Chiefs) in addition to the ESS Branch
	Director will have authority to sign off on resource request orders of subordinates
	before they are submitted to the Supply Unit.
	If the incident expands to the point that Command & General staff sign-off on resource
	requests becomes cumbersome, a request may be made to the Agency Administrator for each Command & General Staff position to further delegate signing authority to
1	other Branch Directors, Group or Division Supervisors and Unit Leaders within their section.
	1
	o In this case, it will be the responsibility of the Section Chief to further divide up the
	sum attributed to their section into their section's Branches, Groups, Divisions or
<b>/</b>	Units if they so choose and delegate any additional authorities for resource approval.  General Resource Request Requirements
	Property Resource requests must indicate for which affected membership area
_	they are required. If this is not possible, a multi-agency ordering point should be utilized
1	to accurately keep costs separated and tracked by each member municipality. See next
	section for Multi Agency Ordering Point Guidelines.
	Resource Requests received via phone or radio require a hard/electronic convert
-	Resource Request Form ICS 213 RR to be completed by the person on receiving and of
1	The priorie of radio call followed by verification of information entered with the person making I
	the request.
	cancel the order as may be required
	Operations should check with the Resource Unit first to ensure required resources
	are not already available, before placing a resource order.
<b>V</b>	Supply Unit & Procurement Unit Responsibilities

	Where resources require additional procurement support through leases, contracts or other
	agreements, the Procurement Unit will negotiate the details of such agreements and then
	Logistics Section (Supply Unit) will place the order.
	Consumables may be purchased as needed to maintain sufficient inventory without
_	prior additional approval unless the expense exceeds the Supply Unit's budgetary
	limitation as may be set by the Logistics Section Chief.
-	o <u>Consumables include:</u>
	Standard personal protective equipment (gloves, safety glasses, ear plugs,
	masks, hard hats, vests).
	<ul> <li>Office supplies - this does not include furniture or equipment.</li> </ul>
	<ul> <li>Standard sanitation supplies and/or services such as hand sanitizer, toilet paper,</li> </ul>
	soap, and cleaning of washrooms and other incident facilities.
	Once orders have been completed, copies of RR 213s or the processed resource
	request should be posted forthwith on any applicable ICP virtual platform so that
	requestors can ascertain the status of the resource request and for the Resource Unit and
	any Status Check-in Recorders to determine incoming and authorized resource requests.
<b>_</b>	Finance/Admin Section Responsibilities
	If 80% of costs are reached prior to the anticipated burn rate, Finance/Admin will notify
	the Incident Commander.
	Finance/Admin will be responsible to report expenditures and cost projections for the
	next operational period to the Incident Commander daily or at more frequent intervals as
	requested.

#### 20.2 ESS Costs

### Alberta Disaster Recovery Program (DRP)

The AB Disaster Recovery Program (DRP) is a financial assistance program for municipalities and individual residents affected by disasters including extreme weather events.

#### ESS costs may be eligible for reimbursement under this program.

A State of Local Emergency is not required for reimbursement eligibility. However, appropriate documentation of all costs is required.

#### Assisting ESS Agency Costs

Assisting ESS agencies including non-profit disaster organizations and NGO partner organizations may come with their own costs for services. Proper tracking of their costs will also be required.

It is imperative that the Finance/Admin Section ensure that each of these partner organizations be aware that if they plan to submit a bill, all their costs must be appropriately tracked with adequate back-up documentation.



- For Multi-Agency Ordering Point Guidelines- see the BESC Emergency Management Plan.
- An Ordering Manager may be requested out of the Supply Unit in the ICP to report on-site at ESS Centres for quicker processing of orders if necessary. ALL order requests will flow through the Supply Unit.
- If there is a need for distribution of supplies, a Receiving & Distribution Manager may also be ordered out of the Supply Unit in the ICP to distribute and track items on-site at the ESS Centre. This includes distribution and tracking of items as may be provided to evacuees.

## 21. Deactivation/Transition & Close of Operations

#### 21.1 Deactivation & Transition Planning Guidelines

- After the initial response phase, services required at the ESS Centre may decline and number of evacuees/affected persons seeking services may also decline. Some services may then be deactivated, and hours of operation may be shortened.
- > Deactivation may occur when all evacuees return home or when there are no longer enough evacuees utilizing services to continue full ESS Centre activation.

<b>/</b>	Partial - Full Deactivation Guidelines
	Evacuees/affected persons must be given reasonable notice and notified of any changes in hours or deactivations.
	ESS personnel should ensure there is a plan in place for any remaining evacuees/affected persons requiring services and communicate this plan to them.
	A phone number with a contact person that can refer remaining evacuees/affected persons to services should be designated, posted, and distributed to any remaining evacuees
	ESS personnel will be notified of any partial or full deactivation by the ESS Branch Director and Group Supervisors.
	Transition Planning Guidelines
	Determine positions to be scaled down first. In general, all leadership positions such as section chiefs and command staff should be the last to be scaled down. Consider a bottom-up deactivation approach.
	Ensure that each section is kept updated of changes to incident staffing levels as this will have direct impacts on incident planning, logistics and operations.
	Consider keeping any personnel within a reasonable response time to the ESS Centre on- call if needed.
	All ESS personnel being demobilized should complete a summary report of any current projects or items for follow-up which will be submitted to their immediate supervisor. This may include use of an ICS From 214 Activity Log and/or Shift Briefing – see <i>Appendices</i> and BESC ESS Forms File.
	Ensure that all ESS agency contacts are maintained.
	Provide staff with adequate time off if required and encourage use of employee mental health supports.
	Section Chiefs will be responsible for reducing staffing levels within their own sections based on incident activities required in each. This shall be coordinated with the Demobilization Unit.
	Personnel should make a copy of any notes they themselves took, especially notes taken on Activity Logs before submitting copies of all original documentation to the Documentation Unit. This will ensure personnel have copies of their own position logs to refer to should questions arise at a later date.
	All internal and external staff must submit written and electronic documentation generated during response including photos, maps, emails, and wall displays to the Documentation Unit before demobilizing. Consider distributing flash drives to demobilizing personnel for this purpose.

<b>/</b>	Facility Deactivation: Public Facilities			
	Public Emergency Facility Deactivation			
	Determine if gradual or immediate deactivation is most appropriate. This will depend on the needs and number of those affected and the emergency response			
	Provide advance notice of closure dates and/or times.			
	Referral services for any remaining public that still require assistance should be made readily available, announced, and posted.			
	Close of Emergency Response Operations			
	walk-through of all facilities used for emergency response, noting any damages that occurred throughout response operations.			
	Complete take-down and clean-up of all facilities including appropriate sanitation requirements.			
	Inventory and re-stock supplies in both the ICP and ESS facilities including any position specific go-kits.			
	Debrief(s) scheduled for all personnel (including volunteers). Debriefs may be held in a large group or smaller separate sub-groups.			
	Referral and psychosocial support information made available for all personnel to obtain (anonymously if possible) for significant period of time following the incident. Note that often symptoms of mental health or psychosocial concerns are not visible until months after an incident.			

See the BESC Emergency Management Plan for Post Incident Guidelines including debriefings and corrective action reports.

## 22.ESS & Recovery Planning

See the BESC Emergency Management Plan for Recovery Planning including Recovery considerations with ESS implications.

- Remember that recovery can extend multiple years and that psychosocial impacts may not immediately be obvious. However, as recovery wears on and subsequently the impact of the disaster on people's lives, things such as depression and domestic violence may begin to emerge many months following the actual incident event.
- Disasters tend to affect those most vulnerable those who have less access to resources whether that be financial stability, emotional support networks or other. For this reason, it's important to ensure that Recovery Plans include plans for helping organizations that typically respond to these types of needs get back to normal operating capacity as quickly as possible so that they can help respond to the needs of the community and the community's most vulnerable (ex: food banks, domestic violence shelters, etc.).

# 23. Appendices

## 23.1 ESS Personnel Shift Sign-in/Out

Date:	ESS Facility Location:	
	Please Print Legibly	

If you have fever/flu symptoms- notify your supervisor and stay home.

Position Title	Agency	Contact Number	Fever or Flu Symptoms Yes/No	Sign-in Time (24 Hour Clock)	Sign-out Time (24 Hour Clock)
				6	
			n.		
				Symptoms	Symptoms Time Yes/No (24 Hour



# 23.2 Shift Change Briefing Template

Date:	Time (24-hour):
Position 7	Title:
Incoming	Personnel Name:
	Personnel Name:
Shift High	
• Ind Doo	cument anything created such as plans, maps, messages etc. icate where copies of each can be located ex: shared drive, posted in ESS Centre, filed with cumentation Unit, etc. cument any key developments pertinent to your position.
Items Not 0	Completed:
	The state of the s

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ems Requiring Follow-up:		
v a		
y Additional Information:		
ave briefed my incoming shift relief:		
-	(Outgoing personnel signature)	-
ave received and understand the shift brief a	s presented:	
	(Incoming personnel signature)	

--> Retain a completed copy for your records and submit original to the Documentation Unit for filing.