



# MUNICIPAL EMERGENCY PLAN

# BYLAW

## SECTION 1.1 - NOTIFICATION

## SECTION 1.2 - ACTIVATION

## SECTION 1.3 - EOC PROCEDURES

## SECTION 2.1 – MANAGEMENT PROCESS

## 2.2- CONTACT LISTS


**BY-LAW NO. 450-11**  
**A BY-LAW OF THE VILLAGE OF HEISLER**  
**IN THE PROVINCE OF ALBERTA**  
**"MUNICIPAL EMERGENCY MANAGEMENT BYLAW"**

WHEREAS the Council of the Village of Heisler is responsible for the direction and control of its emergency response and is required, under the Emergency Management Act, Chapter E-6.8, Revised Statutes of Alberta 2000 (current as of March 25, 2010), to appoint an Emergency Advisory Committee and to establish and maintain a Municipal Emergency Management Agency; and

WHEREAS it is desirable in the public interest, and in the interests of public safety, that such a committee be appointed and such an agency be established and maintained to carry out Council's statutory powers and obligations under the said Emergency Management Act;

NOW, THEREFORE, THE COUNCIL OF THE VILLAGE OF HEISLER DULY ASSEMBLED, ENACTS AS FOLLOWS:

1. This By-law may be cited as the Municipal Emergency Management By-law.
2. In this By-law,
  - (a) "Act" means the Emergency Management Act, Chapter E-6.8, Revised Statutes of Alberta 2000;
  - (b) "Council" means the Council of the Village of Heisler.
  - (c) "disaster" means an event that has resulted or may result in serious harm to the safety, health or welfare of people, or in widespread damage to property;
  - (d) "Emergency Advisory Committee" means the committee established under this By-law;

567 

- (e) "emergency" means a present or imminent event that requires prompt co-ordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;
  - (f) "Minister" means the Minister charged with administration of the Act;
  - (g) "Municipal Emergency Management Agency" means the agency established under this By-law; and
  - (h) "Municipal Emergency Plan" means the emergency plan prepared by the Director of Emergency Management to co-ordinate response to an emergency or disaster.
3. There is hereby established an Emergency Advisory Committee to advise Council on the development of emergency plans and programs.
4. There is hereby established a Municipal Emergency Management Agency to act as the agent of Council to carry out its statutory powers and obligations under the Act. This does not include the power to declare, renew, or terminate a state of local emergency, nor the powers contained in Section 12 of this By-law.
5. Council shall
- (a) by resolution, appoint 2 of its members to serve on the Emergency Advisory Committee; which will consists Councillor and Deputy Mayor.
  - (b) provide for the payment of expenses of the members of the Emergency Advisory Committee;
  - (c) by resolution, on the recommendation of the Emergency Advisory Committee, appoint a Director of Emergency Management
  - (d) ensure that emergency plans and programs are prepared to address potential emergencies or disasters in the Village of Heisler.
  - (e) approve the Village of Heisler's emergency plans and programs; and
  - (f) review the status of the Municipal Emergency Management Program and related plans and programs at least once each year.



6. Council may
  - (a) by By-law borrow, levy, appropriate and expend, without the consent of the electors, all sums required for the operation of the Municipal Emergency Management Agency; and
  - (b) enter into agreements with and make payments or grants, or both, to persons or organizations for the provision of services in the development or implementation of emergency plans or programs, including mutual aid agreements and/or regional plans and programs.
  - (c) on the recommendation of the Emergency Advisory Committee, appoint one or more Deputy Director(s) of Emergency Management" who shall do those things required of the Director of Emergency Management in that person's absence;
7. The Emergency Advisory Committee shall
  - (a) review the Municipal Emergency Management Program and related plans on a regular basis; and
  - (b) advise Council, duly assembled, on the status of the Municipal Emergency Management Program and related plans and at least once each year.

*[NOTE: Except for Paragraphs (a) and (b), the individuals listed in Section 8 are only suggestions for potential members of the Agency. The Act does not specify any duties or responsibilities for the Agency other than carrying out the local authority's powers and duties under the Act. The agency assists the Director of Emergency Management in carrying out those duties set out in Section 9. Where the municipality wishes to include any of the suggestions mentioned, the actual title of the person should be listed (e.g. Section 8(c) would read "the Manager" of the [type of municipality] of [municipality name]).*

8. The Municipal Emergency Management Agency shall be comprised of one or more of the following:
  - (a) the Director of Emergency Management;
9. The Director of the Emergency Management Agency shall



- (a) prepare and co-ordinate the Municipal Emergency Management Program and related plans for the Village of Heisler;
- (b) act as director of emergency operations, or ensure that someone is designated under the Municipal Emergency Plan to so act, on behalf of the Municipal Emergency Management Agency; and
- (c) authorize and co-ordinate all emergency services and other resources required during an emergency; or
- (d) delegate duties and tasks as necessary to ensure conformance with paragraphs (a), (b), and (c).

***[NOTE to 10: The Municipal Government Act under section 203 allows the delegation of it's powers, to a committee composed of a member or members of council, the chief administrative officer, or a designated officer. This is not necessarily the Emergency Management Committee established under Section 3 of the By-law. Some councils delegate the power to declare a state of local emergency to a committee of one, the Mayor, or in his/her absence, the Deputy Mayor or Reeve, and/or to a committee comprised of any two members of council. If Council wishes to delegate the power to declare a state of local emergency, delete Section 11 and specify the person or the number of members needed to form this committee in Section 10 (e.g. "any two members of Council" or "the Mayor or" or "the Mayor or, in his or her absence the Deputy Mayor or, and in his or her absence any two members of Council". If Council does not wish to delegate this authority, delete Section 10.***

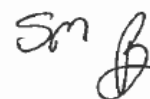
- 10. The power to declare or renew a state of local emergency, the powers specified in Section 12 of this By-law, and the requirement specified in Section 15 of this By-law, are hereby delegated to a committee comprised of Councillor and Deputy Mayor. This committee may, at any time when it is satisfied that an emergency exists or may exist, by resolution, make a declaration of a state of local emergency.
- 11. When a state of local emergency is declared, the person(s) making the declaration shall
  - (a) ensure that the declaration identifies the nature of the emergency and the area of the Village in which it exists;



- (b) cause the details of the declaration to be published immediately by such means of communication considered most likely to notify the population of the area affected; and
  - (c) forward a copy of the declaration to the Minister forthwith.
- 12. Subject to Section 15, when a state of local emergency is declared, the local authority making the declaration may do all acts and take all necessary proceedings including the following:
  - (a) cause the Municipal Emergency Plan or any related plans or programs to be put into operation;
  - (b) acquire or utilize any real or personal property considered necessary to prevent, combat or alleviate the effects of an emergency or disaster;
  - (c) authorize or require any qualified person to render aid of a type he or she is qualified to provide;
  - (d) control or prohibit travel to or from any area of the Village
  - (e) provide for the restoration of essential facilities and the distribution of essential supplies and provide, maintain and co-ordinate emergency medical, welfare and other essential services in any part of the Village of Heisler.
  - (f) cause the evacuation of persons and the removal of livestock and personal property from any area of the Village that is or may be affected by a disaster and make arrangements for the adequate care and protection of those persons or livestock and of the personal property;
  - (g) authorize the entry into any building or on any land, without warrant, by any person in the course of implementing an emergency plan or program;
  - (h) cause the demolition or removal of any trees, structures or crops if the demolition or removal is necessary or appropriate in order to reach the scene of a disaster, or to attempt to forestall its occurrence or to combat its progress;

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- (i) procure or fix prices for food, clothing, fuel, equipment, medical supplies, or other essential supplies and the use of any property, services, resources or equipment within the Village for the duration of the state of emergency;
  - (j) authorize the conscription of persons needed to meet an emergency; and
  - (k) authorize any persons at any time to exercise, in the operation of the Municipal Emergency Plan and related plans or programs, any power specified in Paragraphs (b) through (j) in relation to any part of the municipality affected by a declaration of a state of local emergency.
13. When a state of local emergency is declared,
- (a) neither Council nor any member of Council, and
  - (b) no person appointed by Council to carry out measures relating to emergencies or disasters,
- are liable for anything done or omitted to be done in good faith while carrying out a power or duty under this By-law, nor are they subject to any proceedings by prohibition, certiorari, mandamus or injunction.
14. When, in the opinion of the local authority declaring the state of local emergency, an emergency no longer exists in relation to which the declaration was made, the local authority shall, by resolution, terminate the declaration.
15. A declaration of a state of local emergency is considered terminated and ceases to be of any force or effect when
- (a) a resolution is passed under Section 15;
  - (b) a period of seven days has lapsed since it was declared, unless it is renewed by resolution;
  - (c) the Lieutenant Governor in Council makes an order for a state of emergency under the Act, relating to the same area; or
  - (d) the Minister cancels the state of local emergency.





16. When a declaration of a state of local emergency has been terminated, the local authority who made the declaration shall cause the details of the termination to be published immediately by such means of communication considered most likely to notify the population of the area affected.
17. This bylaw rescinds all previous Municipal Emergency Management Bylaws.



This Bylaw comes into force on the day it is finally passed.

Read a first time this 7<sup>th</sup> day of April, 2011.

Read a second time this 7<sup>th</sup> days of April, 2011.

Read a third time and finally passed this 7<sup>th</sup> day of April, 2011.

#### VILLAGE OF HEISLER

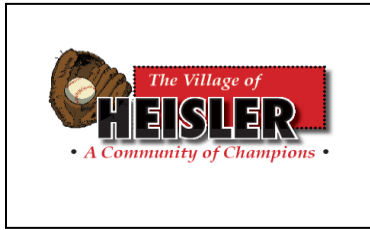
X  X	X  X
Sean Maciborski Mayor	Brenda Loesch CAO

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## **SECTION 1.1**

### **NOTIFICATION**



Policy No. 1300

# MUNICIPAL NOTIFICATION OF EMGERCENCY EVENT POLICY

**POLICY:** This policy is to ensure timely and effective emergency management in the Village of Heisler.

**PURPOSE:** The Village of Heisler recognizes the need to develop guidelines for municipal notification of emergencies affecting the village.

**DEFINITIONS:**

**PROCEDURE:**

1. General:

- a) Municipal notification of emergencies shall be:
  - i) Proactive;
  - ii) Based on event criteria;
  - iii) Practices by All First Response Agencies of the Village; and,
  - iv) Developed as part of the Municipal Emergency Plan.

2. Responsibilities:

- a) The Director of Emergency Management and the Deputy Director of Emergency Management shall establish, distribute and exercise these municipal notification procedures.

3. Process:

- a) See Schedule 1 First Responder Assessment – Notify Municipality of Event

**RELATED DOCUMENTS & LEGISLATION:**

Emergency Management Act, Revised Statutes of Alberta 2000, Chapter E-6.8

**Council Approved** \_\_\_\_\_

**Motion #** \_\_\_\_\_

**Responsibility:** Administration

**Next Review Date:** June 2015

## Schedule 1 – First Responder Assessment – Notify Municipality of Event

### ASK:

1. Is there need/potential need to evacuate residents beyond site?
2. Is there environmental/property damage or potential damage critical?
3. Does incident require more resources than are available locally or through mutual aid?
4. Will this event likely attract media beyond local media or require public information?
5. Are regulatory/governmental/industrial agencies required?

**YES** to any **ONE** of the questions

**NO** to **ALL** questions

Proceed with standard first responder procedures if necessary  
call mutual aid

### NOTIFY MUNICIPALITY BY CALLING DEM

Amanda Howell - Cell: 780-678-7063 Home: 780-889-3721

In **DEM** absence, call DDEM

Kelvin Tetz - Cell: 780-336-5265 Home: 780-889-3927

Other alternatives

Dennis Steil - Cell: 780-781-3006 Home: 780-889-0002

Sven Bernard - Cell: 780-881-5678

**DEM/DDEM COLLECT DATA ON NOTIFICATION SHEET**

**DEM/DDEM**

**PROCEED TO EOC ACTIVATION DECISION CHART**

## EVENT REPORT FORM FOR MUNICIPAL DIRECTOR OF EMERGENCY MANAGEMENT

### CALLER INFORMATION

Name of Caller:			
Position:		Agency:	
Location:		Date and Time:	
Call Back Phone Number(s)			

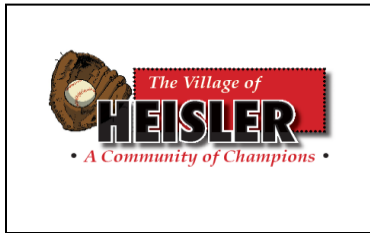
### EVENT INFORMATION

Type of Emergency and Details	
Incident Location:	DLS _____ - _____ - _____ - _____ W _____ M
Generic Directions:	
Nature of Incident:	
Municipal Impact:	
What is at Risk:	
Contact at Incident:	
Level of Impact:	
Notifications Requested:	



## SECTION 1.2

## ACTIVATION



Policy No. 1301

# ACTIVATION OF MUNICIPAL EMERGENCY OPERATIONS CENTRE POLICY

**POLICY:** This policy is to ensure timely and effective emergency management in the Village of Heisler.

**PURPOSE:** The Village of Heisler recognizes the need to develop procedures to activate the municipal Emergency Operations Centre (EOC) in order to facilitate the emergency coordination procedures within the Village.

**DEFINITIONS:**

**PROCEDURE:**

1. General:

- b) The activation of the municipal EOC to facilitate the emergency coordination procedures shall be:
  - v) Proactive;
  - vi) Based on event criteria; and,
  - vii) Developed as part of the Municipal Emergency Plan.

2. Responsibilities:

- b) The Director of Emergency Management and the Deputy Director of Emergency Management shall establish and exercise these municipal activation procedures as part of the emergency plan.



3. Process:

- b) See Schedule 1 DEM/Municipal Assessment – Activate Emergency Plan

**RELATED DOCUMENTS & LEGISLATION:**

Emergency Management Act, Revised Statutes of Alberta 2000, Chapter E-6.8

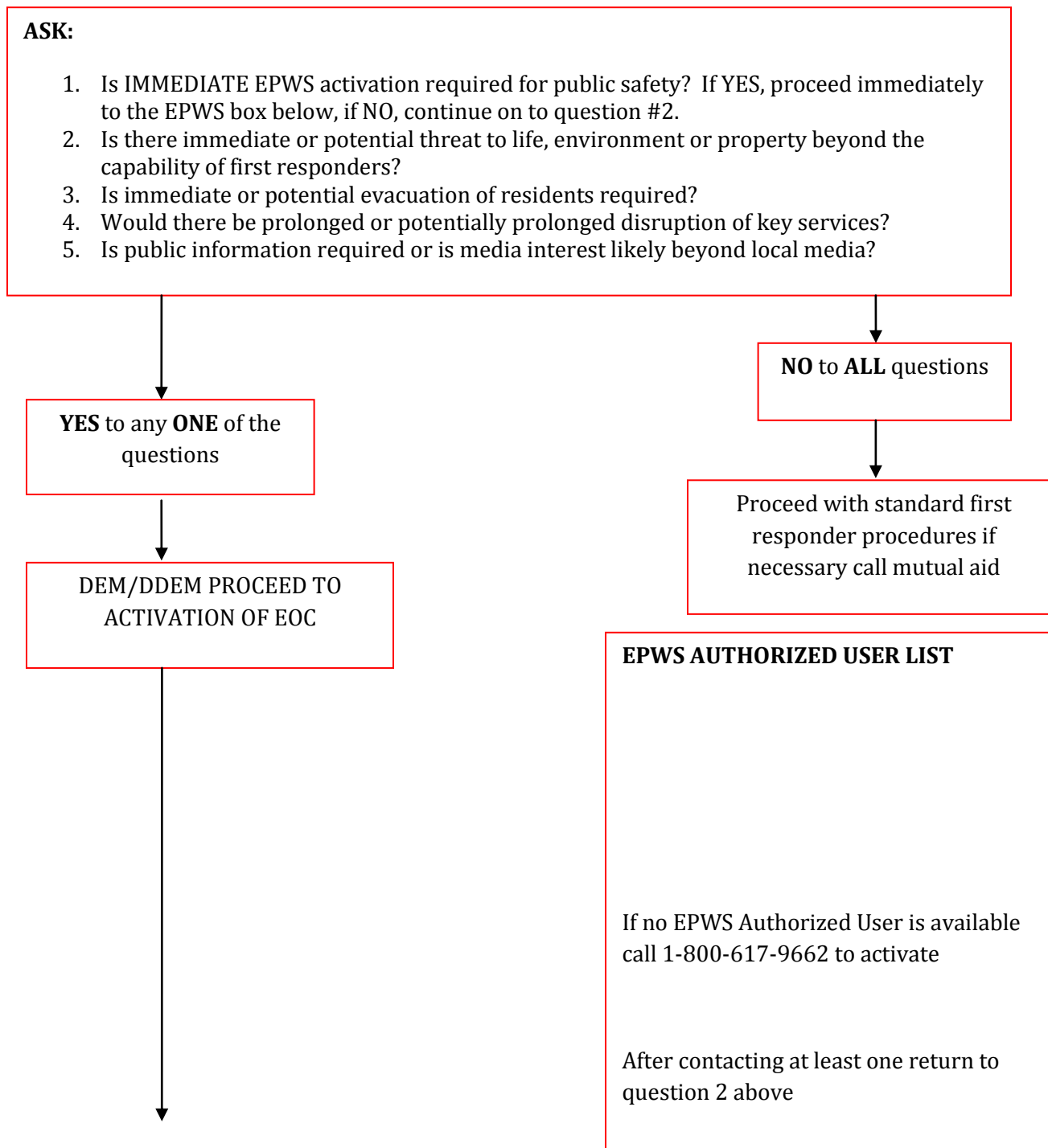
**Council Approved** \_\_\_\_\_

**Motion #** \_\_\_\_\_

**Responsibility:** Administration

**Next Review Date:** June 2015

## Schedule 1 – DEM/Municipal Assessment – Activate Emergency Plan



**DEM/DDEM ACTIVATES EOC** (Delegates as many of the following duties as possible)

1. Immediately assembles EOC team – use “EOC ACTIVATION CALL LIST” below and assign fan out call order
2. Opens up and prepares the EOC facility – See Section 3.1
3. Starts first coordination/support procedures
4. Identifies/assigns job responsibilities to EOC team members as they arrive
5. If required, appoints Site Manager and sets site perimeters
6. If required, suggests to declare “State of Local Emergency” (See Sole Procedure)
7. Facilitates EOC Operation

**FAN OUT CALL ORDER**

- Call any one (1) of councillors and assign remainder of Council
- Call Chief Administrative Officer and assign administration assistance

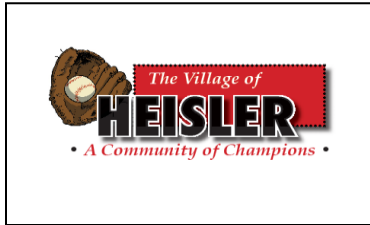
**EOC ACTIVATION CALL LIST**

NAME	FUNCTION	HOME PHONE #	CELL # OR OTHER
Amanda Howell	Director of Emergency Management (DEM) AND Chief Administrative Officer	780-889-3721	780-678-7063
Kelvin Tetz	Deputy Director of Emergency Management (DDEM) AND Deputy Mayor	780-889-3927	780-336-5256
Dennis Steil	Mayor	780-889-0002	780-781-3006
Sven Bernard	Councillor		780-881-5678
Calvin MacAhonic	Public Works Foreman	780-608-0265	780-781-0494
Nadine Massong	Admin Assistant	780-889-3908	780-678-4425



## **SECTION 1.3**

### **EOC PROCEDURES**



Procedure No. 1302

## EMERGENCY OPERATIONS CENTRE START-UP PROCEDURE

**GOAL:** To coordinate emergency operations effectively, the municipal EOC must be activated early and proactively and EOC operations must start quickly and effectively. The DEM needs to make an early decision regarding who will assemble in the EOC, activate the fan-out and ensure the EOC is opened up and operations started.

### Procedures

#### DEM/Deputy DEM/Designate

1. The DEM contacts the Site Manager or First Responder Agency Chief, confirms the event notification, receives a situation report and documents the report.
2. The DEM makes an initial public safety assessment and facilitates action if necessary (e.g. if EPWS activation or evacuation beyond site is warranted).
3. The DEM briefs the EOC staff and begins the first planning cycle as soon as first EOC agencies are operational.
4. Public Information Officer, if applicable, prepares first media briefing and attends DEM briefing of elected officials.

#### Operations Office/Deputy DEM/Designate:

5. EOC is opened up, sign-in procedures followed and EOC log procedures are started.
6. EOC is made operational (e.g. phones and communications are set up, agency tables are set up, agencies start log procedures, centre table with maps is set up).
7. Initial notification is completed.

**EOC Agencies/Staff/Council:**

8. Initiate contact with respective site agencies and notify contacts. This first contact establishes communication means (e.g. radio, cell phone, other) and site or event contact person. This initial call should confirm that the EOC agency becomes the dispatch for resources required by site agencies from this point forward.
9. Report to DEM and include in EOC log and agency log.
10. Start agency resource list, which resources are at site, which are staged and which are available at what expected time of arrival.

**DEM/Deputy DEM/Operations Officer/Designate**

11. Confirm or appoint Site Manager, including confirmation of perimeters.
12. Confirm staging area.
13. Confirm site support procedures (e.g. highway detours, agency notifications such as government and industry agencies, regulatory agency notifications, etc.).
14. Confirm site PIO activities
15. Assess Declaration of State of Local Emergency requirement and request Council member to declare if required.
16. Continue with EOC operations and planning cycles.
17. Ensure financial procurement procedures are followed.

**Council Approved \_\_\_\_\_****Motion # \_\_\_\_\_****Responsibility: Administration****Next Review Date: June 2015**

## **COUNCIL RESPONSIBILITIES DURING AN EMERGENCY MAY INCLUDE, BUT ARE NOT LIMITED TO:**

<b>COMPLETE</b>	<b>TASK</b>
-----------------	-------------

- |                          |  |
|--------------------------|--|
| <input type="checkbox"/> | Authorize “Declaration of State of Local Emergency”.           |
| <input type="checkbox"/> | Authorize “Termination of State of Local Emergency”.           |
| <input type="checkbox"/> | Approve extraordinary emergency response measures.             |
| <input type="checkbox"/> | Conduct media information and briefings.                       |
| <input type="checkbox"/> | Conduct public information sessions if required.               |
| <input type="checkbox"/> | Host dignitaries and officials.                                |
| <input type="checkbox"/> | Receive regular updates during event.                          |
| <input type="checkbox"/> | Be involved in executive decisions or senior event management. |
| <input type="checkbox"/> | <b>Do not micro-manage EOC!</b>                                |



Procedure No. 1303

# DECLARATION OF STATE OF LOCAL EMERGENCY (SOLE) PROCEDURE

## Schedule 2 – Declaration of State of Local Emergency (Sole)

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

1. Inadequacy of existing legal authority to respond effectively to the emergency.
2. Potential inadequacy of existing legal authority to respond effectively.
3. Provision of liability protection for all agencies involved in emergency response.

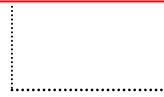


**Contact authorized Council members to declare.**

(as per Section 10 of the Municipal Emergency Management Bylaw)



See EOC Call List –  
Resource Section



**Fill out “SOLE” form and have it signed:**

4. Fill out the attached form including date and time of declaration.
5. Have the form signed by the authorized individuals. If Council members have declared “in absentia” by phone, sign and date the document list the means of council and obtain Council member signature(s) as soon as possible.
6. Enter declaration into Municipal Register as soon as feasible.



**Make public announcement of declaration.**

Use the attached form and contact the agencies listed in resource section to make the declaration public and/or post it in public domain (e.g. front door)



**Council Approved** \_\_\_\_\_

**Motion #** \_\_\_\_\_

**Responsibility:** **Administration**

**Next Review Date:** **June 2015**

## **Declaration of a State of Local Emergency**

Whereas an emergency exists in the

**Village of Heisler**

Due to (description)

Therefore, the Council declares that a state of local emergency exists in the

**Village of Heisler**

Time:

Date:

Signature(s):

**Fax to: Alberta Emergency Management Agency (AEMA)  
At 780-422-1549 or 780-427-1044**

**Public Announcement following the  
Declaration of a State of Local Emergency**

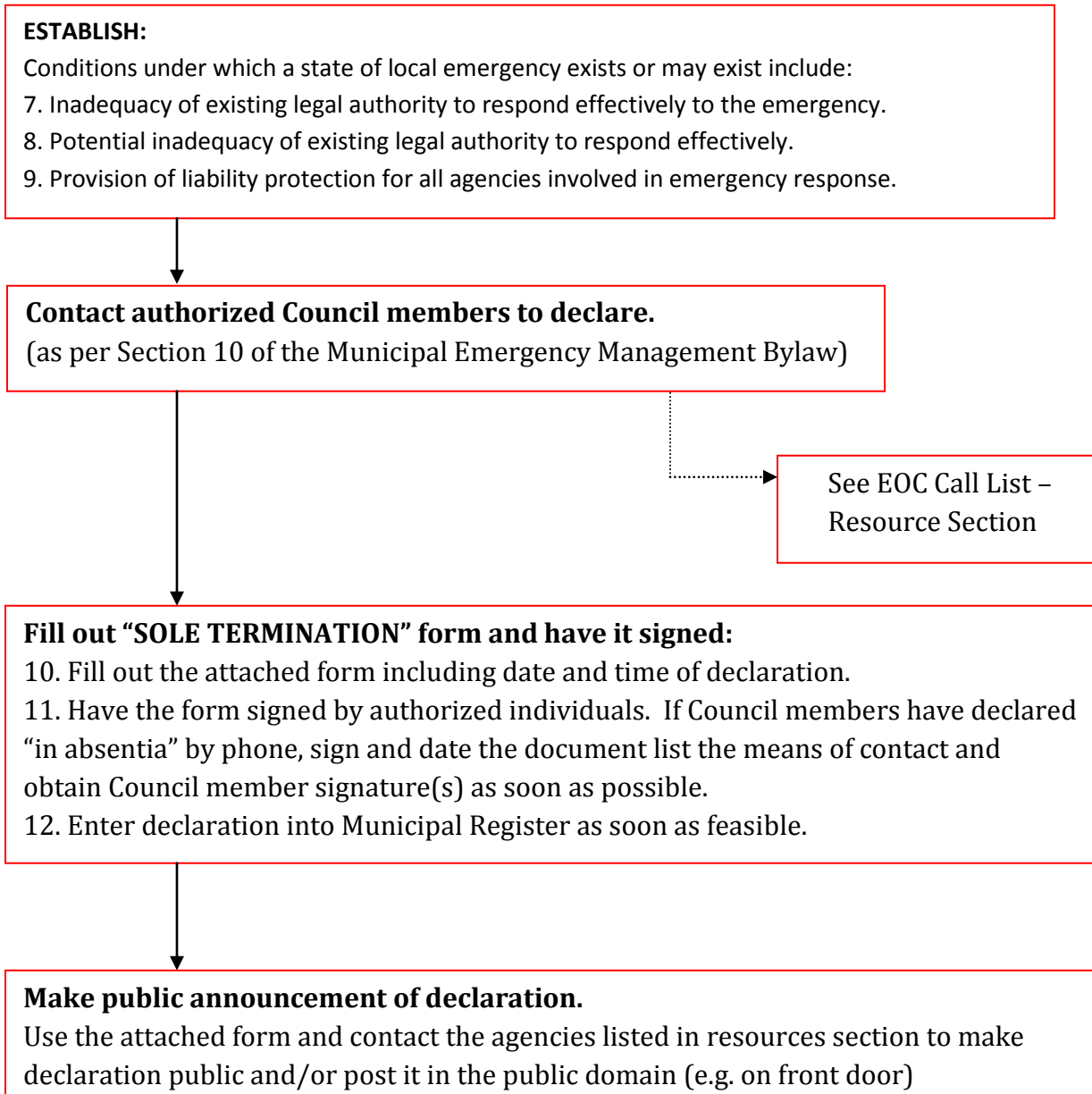
“The Council of the **Village of Heisler, Alberta**

Declares that a State of Local Emergency exists due to (enter a description of the nature of the emergency)

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

Distribute to media outlets as per resource section

## Termination of Declaration of State of Local Emergency



## **Termination of Declaration of a State of Local Emergency**

Whereas an emergency existed in the

**Village of Heisler, Alberta**

Due to (description)

The Council of the **Village of Heisler, Alberta** declares that the state of local emergency is terminated effective immediately.

Time:

Date:

Signature(s):

**Fax to: Alberta Emergency Management Agency (AEMA)  
At 780-422-1549 or 780-427-1044**

**Public Announcement following the  
Termination of a State of Local Emergency**

The Council of the **Village of Heisler, Alberta**

Declares that the State of Local Emergency which existed due to (enter description of the nature of the emergency)

Is hereby terminated as of:

Date:

Time:

## MUNICIPAL DIRECTOR OF EMERGENCY MANAGEMENT (DEM) CHECKLIST

COMPLETE	TASK
<input type="checkbox"/>	Activate EOC (see “EOC Activation Call List”).
<input type="checkbox"/>	Get EOC operational (see Operations Director).
<input type="checkbox"/>	Upon receiving event update, conduct first planning cycle.
<input type="checkbox"/>	Notify elected officials of emergency.
<input type="checkbox"/>	If applicable, recommend “Declaration of State of Local Emergency”.
<input type="checkbox"/>	Obtain situation reports from all applicable sources and conduct additional planning cycles as required.
<input type="checkbox"/>	Ensure key EOC positions are filled.
<input type="checkbox"/>	Ensure media and public information services are operational.
<input type="checkbox"/>	Authorize media releases as required.
<input type="checkbox"/>	Appoint Site Manager and identify site perimeters.
<input type="checkbox"/>	Establish direct communication with Site and Site Manager.
<input type="checkbox"/>	Brief elected officials on the status of the emergency as required.
<input type="checkbox"/>	Begin long-range planning for continued EOC operations (OPS Dir).
<input type="checkbox"/>	Begin long-range planning for site management and municipal operations.
<input type="checkbox"/>	Organize event debriefing.
<input type="checkbox"/>	Ensure post-traumatic stress debriefing for all participants.
<input type="checkbox"/>	Conduct final media debriefings.
<input type="checkbox"/>	Provide the Council with Debrief and Event Reports.

**DEPUTY DIRECTOR OF EMERGENCY MANAGEMENT (DDEM) CHECKLIST**  
**(also referred to as EOC MANAGER)**

**COMPLETE    TASK**

- ☐ Ensure EOC Activation fan-out is complete.
- ☐ Ensure EOC is operational.
- ☐ Ensure EOC security is operational.
- ☐ Ensure EOC agency communication equipment is operational.
- ☐ Ensure Council notification, and notification of all agencies that may need to be involved beside those in EOC is completed.
- ☐ Ensure communication with government regulatory/liaison agencies – notify AEMA ARRC at 1-866-618-2362 of EOC activation.
- ☐ Ensure financial procurement procedures are followed.
- ☐ Ensure information displays \_\_\_\_ operations map \_\_\_\_ main event log \_\_\_\_.
- ☐ Participate in briefing from response departments (i.e. situation reports).
- ☐ Brief new EOC arrival.
- ☐ During planning cycles answer phones at agency work stations.
- ☐ Ensure food and personal support services in EOC.
- ☐ Deal with immediate problems and requests.
- ☐ At the request of the DEM, carry out any EOC function as required.
- ☐ Ensure EOC log is documented properly and is posted regularly.
- ☐ Plan for next EOC shifts.
- ☐ Assume DEM role when DEM/Deputy DEM is absent.



## **EMERGENCY OPERATIONS CENTRE LAYOUT**

### **1) General**

The EOC will be in the Heisler Village Office and provides a central point for the Council and Emergency Operations Group to direct and coordinate emergency operations effectively.

### **2) Characteristics**

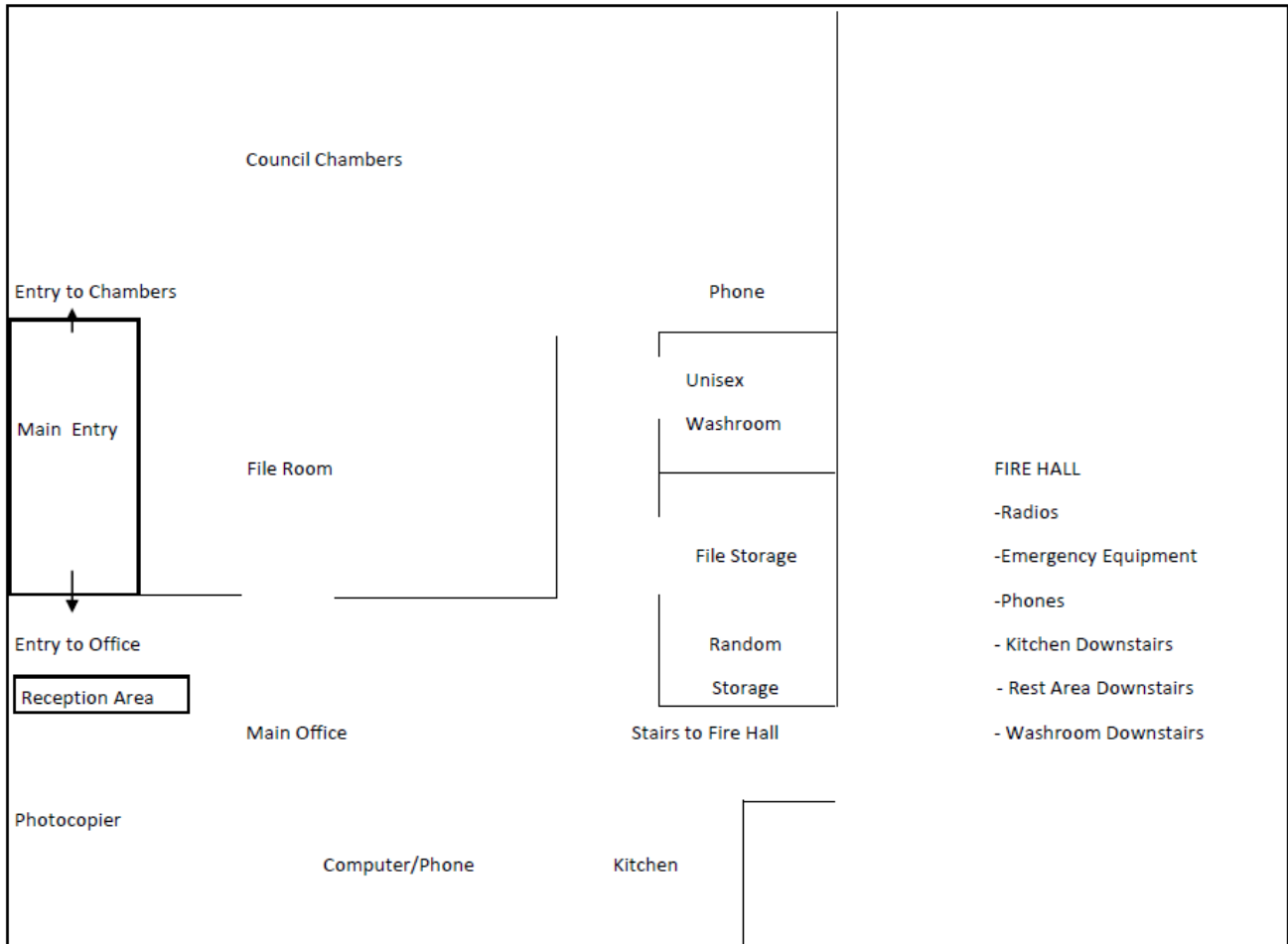
The EOC has:

- a) Sufficient space
- b) Controlled access
- c) Communications
  - Radio
  - Telephone
- d) Auxiliary power supply (see EOC blackout procedure)
- e) Facilities for media briefings (separate from EOC room)
- f) Toilet/washroom facilities
- g) Rest area

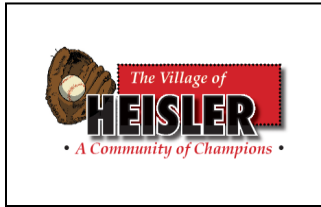
### **3) Equipment and Supplies Checklist**

- a) Chairs
- b) Tables
- c) Filing Cabinet
- d) Clock
- e) Computers
- f) Calculators
- g) Telephone Books
- h) Emergency Operations Plans
- i) Resource Inventories
- j) Telephones (listed and unlisted numbers)
- k) Local maps
- l) Aerial Photos
- m) Photocopier
- n) Message Forms
- o) Operations Log Sheet
- p) AM/FM Radio

## EOC LAYOUT



**EOC LOCATION- 128 Main Street**



Procedure No. 1304

# COMMUNICATIONS PROCEDURE

## General

During an emergency, all available means of communications are pressed into action. These may include radio communications, telephone, messengers, and additional resources.

## Radio Communications

The primary means of communication during an emergency response is the mobile radio system of the emergency services; ensure proper radio protocol is used.

In major emergencies, additional radio communications may be accessed through:

1. Local industrial, commercial and general service band (CB) resources.
2. Alberta Amateur Radio Emergency Services (AAERS) – Ham Radio.
3. Alberta Transportation & Utilities – Disaster Services Branch – 1-800-272-9600 (24 hrs).

## Telephones

The municipal telephone system is required to provide communications for the emergency operations centre (EOC) supporting the on-scene emergency services operations.

**Cellular phones should not be considered as a primary means of emergency communications**, but may become additional backup as required.

## Responsibilities

The responsibilities of the Communications Operator or alternate during an emergency are:

Provide communications in support of emergency operations (radio, telephone, messages, etc.).

1. Coordinate back up communications and maintain resource listings.
2. Coordinate radio frequencies and internal EOC communications.
3. Assign operators for radio and telephones, as required.
4. Provide liaison with Alberta Ham Radio Operator Club, if required.
5. Ensure that logs are maintained of all actions taken, including all IN and OUT messages. Assign recorders.

### COMMUNICATIONS OPERATOR CHECKLIST

COMPLETE	TASK
<input type="checkbox"/>	Report to the Director of Emergency Management (DEM)
<input type="checkbox"/>	Alert support staff – operators, messengers, etc.
<input type="checkbox"/>	Activate emergency communications procedures.
<input type="checkbox"/>	Provide message forms and logs for EOC operations logs.
<input type="checkbox"/>	Ensure all available radio frequencies for emergency operations use.

COMMUNICATIONS LOG				
Event:			Date:	
Radio Operator:			Page No.:	
To	From	Message	Time	Routed
Signature:				

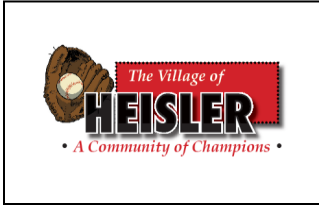


**Council Approved** \_\_\_\_\_

**Motion #** \_\_\_\_\_

**Responsibility:**    **Administration**

**Next Review Date:** **June 2015**



Procedure No. 1305

## EOC BLACKOUT PROCEDURE

### PROCEDURE:

1. 1 -700w generator is available from the Public Works Department
2. Extension cords and temporary lighting are stored in the Fire Hall (see EOC Drawing)
3. Extension cords will be used to power vital equipment such as computers, lights, radios, etc.

Council Approved \_\_\_\_\_

Motion # \_\_\_\_\_

Responsibility: Administration

Next Review Date: June 2015



## EMERGENCY OPERATIONS CENTRE (EOC) PLANNING CYCLE PROCEDURE

### At EOC Centre Table or MAP location:

The Director of Emergency Management (DEM) calls agency representatives to the centre or to the map location to start a planning cycle:

1. Agencies give **most recent** SITUATION report
  - Mark the info on map
2. DEM gives **brief** UPDATE
  - Include additional sit rep information
  - Only confirmed and verified facts
3. **Establish** operational PRIORITIES
  - DEM lists current objectives and priorities
  - Agency reconfirm or add their priorities
4. DEM makes DECISION
  - Announce what the main decision is and priorities
  - DEM gives job RESPONSIBILITIES to **each agency involved**
    - **Who will do what**
    - Have each Agency representative repeat their task
5. Announce next planning cycle time.

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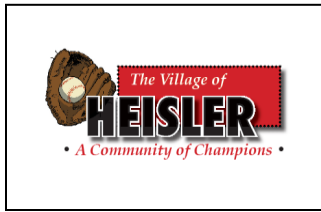
One  
complete  
planning  
cycle

### **At the Agency Level:**

Agency representative returning from EOC planning cycle should repeat agency responsibilities and tasks to all agency members as the next agency objective, then:

1. Identify steps to achieve objective(s).
2. Identify who does what and when.
3. When steps are completed, report to agency chief.
4. Agency representative reports completion with DEM/DDEM to close the loop.
5. Within agency and EOC logs, document and log agency resource list.
6. Communication with and update agency staff on site.

**The Agency representative may be the person performing these tasks.**



Procedure No. 1306

# PUBLIC INFORMATION OFFICER (PIO) PROCEDURE

## PROCEDURES

The following procedures will be conducted under the direction of the Mayor and the Director of Emergency Management.

1. Schedule the first news conference as soon after the event as possible.
2. Set media guidelines regarding accessibility to information, length of question periods, conference/briefings, site tours, etc.
3. Ensure good communication with frequent “updates” on your bulletin board or white board.
4. Ensure a messenger is available to assist media whenever possible.
5. Media pooling is the practice of selecting a small number of media personnel to represent print and electronic news organizations on the emergency site. A good practice is to have the media select (from their own ranks) one print journalist, one still photographer, one video cameraman and one audio technician. These will be escorted to the site, and will be expected to share information with all media on their return. Media pooling is useful when access to the emergency site is limited. Otherwise, the media will expect full access to the site.
6. Ensure monitoring of print and electronic coverage for rumour control, and awareness – you can contract the monitoring to an outside company or install your own electronic equipment plus monitoring personnel.
7. Ensure you have “expert” spokesperson(s) available for validity and credibility.

**NOTE:**

Be prepared to provide the media with honest, non-speculative answers related to these basic questions:

1. Who is involved?
2. What happened?
3. Where did it happen?
4. When did it happen?
5. Why did it happen?
6. How is it being dealt with?
7. How much will it cost?

## EMERGENCY PUBLIC INFORMATION OFFICER (PIO) CHECKLIST

COMPLETE	TASK
<input type="checkbox"/>	Report to the Director of Emergency Management
<input type="checkbox"/>	Participate in on all planning cycles.
<input type="checkbox"/>	Consult with elected officials on significant developments.
<input type="checkbox"/>	Establish communications links as required (radio, telephone, fax, electronic email, etc.).
<input type="checkbox"/>	Establish close link with site PIO.
<input type="checkbox"/>	Draft press releases and media briefings after Mayor and DEM approval of text.
<input type="checkbox"/>	Provide public information service, if required.
<input type="checkbox"/>	Verify operational status of Media Information Facility, if established.
<input type="checkbox"/>	Prepare first news release to the public and include: <ul style="list-style-type: none"> <li>• Main message to the public.</li> <li>• What happened.</li> <li>• Request public support.</li> <li>• Give telephone number for Public Info Line and website address.</li> <li>• Any other information or instructions.</li> </ul>
<input type="checkbox"/>	Schedule periodic press releases and advise media of times and locations.
<input type="checkbox"/>	Monitor news reports (e.g. TV and Radio).
<input type="checkbox"/>	Call in support staff, if required.
<input type="checkbox"/>	Consider local radio station or cable channel for public information assistance.
<input type="checkbox"/>	Determine short-term needs.
<input type="checkbox"/>	Assess long-term needs.
<input type="checkbox"/>	Conduct final media briefings/session.

**Council Approved** \_\_\_\_\_

**Motion #** \_\_\_\_\_

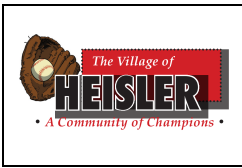
**Responsibility:** **Administration**

**Next Review Date:** **June 2015**

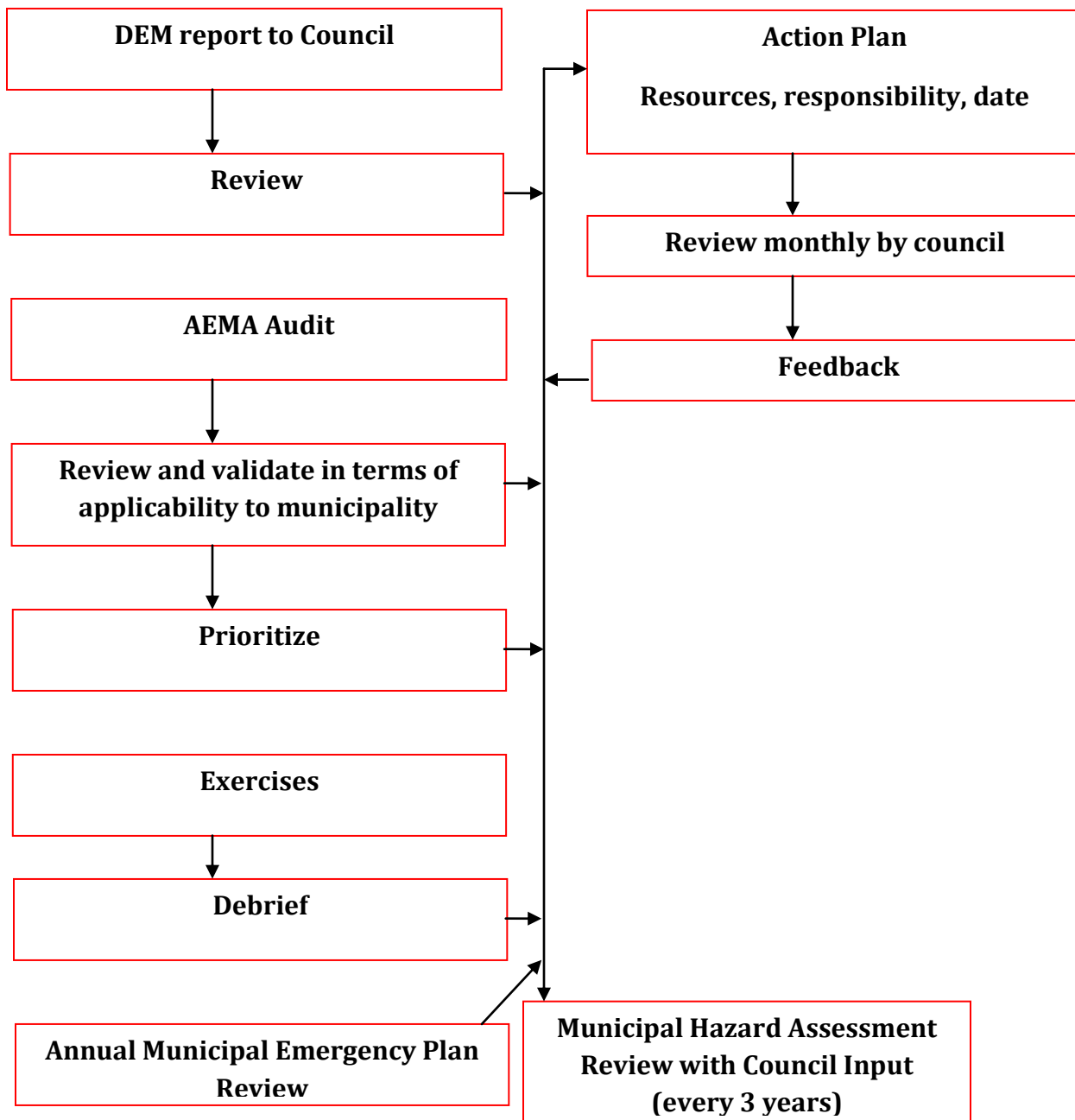


## **SECTION 2.1**

# **MANAGEMENT PROCESS**



# MUNICIPAL EMERGENCY MANAGEMENT PROCESS





## SECTION 2.2

### CONTACT LISTS



MUNICIPAL DEPARTMENTS WITH KEY PERSONNEL					
Name	Contact	Business #	Residence #	Emergency #	Called
<b>Administration</b>					
Administrator	Amanda Howell	780-889-3774	780-889-3721	780-678-7063	
Assistant Admin	Nadine Massong		780-889-3908	780-678-4425	
<b>Public Works</b>					
Public Works	Calvin MacAhonic	780-889-2263	780-608-0265	780-781-0494	
WTP Consultant	Garry Reuther	780-889-3950			
<b>Fire Services</b>					
Fire Chief	Joe Martz		780-889-3780	780-608-0978	
Deputy Fire Chief	Mickey Heisler		780-889-2189	780-608-3799	
<b>Police Services</b>					
RCMP	Sgt. Lee Brachmann	780-385-3509		780-385-3502	
Peace Officer	Flagstaff County	780-384-4100			
<b>MUNICIPAL DEPARTMENTS WITH KEY PERSONNEL</b>					<b>2.2</b>

GOVERNMENT AGENCY CONTACTS					
Name	Contact	24 Hour #	Business #	Cell #	Fax #
Field Officer EM EC	Dieter Langer		780-679-1271	780-608-6042	780-679-1254
Environment					
Alberta Environment	Red Deer Office	800-222-6514	403-340-7052		
Transportation					
CIC (TDG)		800-272-9600			
Health & Wellness					
OHS		866-415-8690			
Alberta Health Services	Sedgewick		780-384-3652		
Health Link		866-408-5465			
Poison Control		800-332-1414			
GOVERNMENT AGENCIES CONTACT LIST					2.2.1

PUBLIC INFORMATION RESOURCES					
Service	Organization	Contact	Business #	Residence #	Called
Support Staff	Municipal Admin Staff	Amanda Howell	780-889-3774	780-889-3721	
		Nadine Massong		780-889-3908	
AT&U: Disaster Services	Communications	(C.I.C.)	800-272-9600		
Radio and Television	CFCW Radio	Camrose	780-679-0790	780-679-0791	
	Q14 Radio	Stettler	403-742-2930	403-742-0660	
	CFRN TV	Edmonton News Room	780-489-6397	780-489-5883	
	Global	Edmonton News Tips	780-438-8479	780-489-5883	
	CBC TV/Radio	Edmonton News	780-468-7555	Radio 780-468-7401	
Newspapers	Community Press	Maxine Badry		780-889-2113	
	Camrose Booster		780-672-3142		
	Camrose Canadian		780-672-4421		
	Edmonton Journal	News Room	780-429-5200		
Public Address System	Police Vehicles	Sgt. Lee Brachmann	780-385-3509		
Loud Hailers	Fire Trucks	Joe Martz		780-889-3780	
PUBLIC INFORMATION RESOURCES					2.2.2

MUNICIPAL EMERGENCY CONTACT NUMBERS				
Municipality	VILLAGE OF HEISLER			
Position	Name	Office Phone	24 Hours Phone	E-mail Address
Mayor/Reeve	DENNIS STEIL	780-781-3006	780-889-0002	<a href="mailto:olddiesel55@gmail.com">olddiesel55@gmail.com</a>
Deputy Mayor	KELVIN TETZ	780-889-3927	780-336-5256	<a href="mailto:k.tetz@wildrosecoop.ca">k.tetz@wildrosecoop.ca</a>
Councillor	SVEN BERNARD		780-881-5678	<a href="mailto:sven@bernardpc.com">sven@bernardpc.com</a>
Chief Administrative Officer	AMANDA HOWELL	780-889-3774	780-889-3721	<a href="mailto:administration@villageofheisler.ca">administration@villageofheisler.ca</a>
Public Works Supervisor	CALVIN MACAHONIC	780-889-2263	780-781-0494	<a href="mailto:vpubheisler@mailhub.ca">vpubheisler@mailhub.ca</a>
Water Treatment Plant Supervisor	CALVIN MACAHONIC	Same as above	Same as above	
Sewage Treatment Plant Supervisor	CALVIN MACAHONIC	Same as above	Same as above	
Bylaw Enforcement Officer	DARYL REINKE	780-373-3775	780-608-9884	<a href="mailto:dwreinke@syban.net">dwreinke@syban.net</a>
Fire Chief	JOE MARTZ	780-889-3780	780-608-0978	<a href="mailto:jpcmartz@hotmail.com">jpcmartz@hotmail.com</a>
Director of Emergency Management	AMANDA HOWELL	780-889-3774	780-678-7063	<a href="mailto:administration@villageofheisler.ca">administration@villageofheisler.ca</a>
Director of Emergency Management	(DEPUTY) KEL TETZ	780-889-3927	780-336-5256	<a href="mailto:vheisler@telusplanet.net">vheisler@telusplanet.net</a>
Flagstaff Regional Emergency Services	KIM CANNADY	780-384-4100		<a href="mailto:kcannady@flagstaff.ab.ca">kcannady@flagstaff.ab.ca</a>
24/7 Emergency Response Number			780-889-3911	
Alberta Emergency Mgt Field Officer	DIETER LANGER	780-679-1271	780-608-6042	<a href="mailto:dieter.langer@gov.ab.ca">dieter.langer@gov.ab.ca</a>
Killam RCMP Detachment	SGT. LEE BRACHMANN	780-385-3509	780-385-3502	<a href="mailto:Lee.r.brachmann@rcmp-grc.gc.ca">Lee.r.brachmann@rcmp-grc.gc.ca</a>
Ambulance- Medical Emergencies		911	911	
Health Care Centres	Daysland Hospital	780-374-3746		
	Killam Hospital	780-385-3741		
Director of Social Services	Lynn Jenkinson (FFCS)	780-385-3976	780-385-4293	
EOC CONTACT NUMBERS				2.2.3

MUNICIPALITY	DIRECTORS OF EMERGENCY MANAGEMENT		
	CONTACT	Phone #	EMAIL
Town of <b>Daysland</b>	<b>Dallas Cannady</b> DDEM	Bus (780) 374-3767 Res (780) 374-3737 Cell (780) 281-1093	<a href="mailto:cao@daysland.com">cao@daysland.com</a> <a href="mailto:DCannady@daysland.com">DCannady@daysland.com</a>
Town of <b>Hardisty</b>	<b>Kevin Miller</b>	Bus (780) 888-3623 Res (780) 888-7420 Cell (780) 888-1171	<a href="mailto:kevin.miller@hardisty.ca">kevin.miller@hardisty.ca</a> -
	<b>Sandy Otto</b> DDEM	Res (780) 386-3808 Cell(780) 888-1174	<a href="mailto:sandy@hardisty.ca">sandy@hardisty.ca</a>
Town of <b>Killam</b>	<b>Darlene Gotobed</b>	Res (780) 385-3089 Cell(780) 385-1354	<a href="mailto:dgotobed@town.killam.ab.ca">dgotobed@town.killam.ab.ca</a>
Town of <b>Sedgewick</b>	<b>Ian Malcom</b>	Res (780) 384-2788 Cell(780) 390-0096	<a href="mailto:ianmalcom@sedgewick.ca">ianmalcom@sedgewick.ca</a> -
	<b>Clem St. Pierre</b> DDEM	Res (780) 384-2735 Cell(780) 252-0050	<a href="mailto:clemstpierre@gmail.com">clemstpierre@gmail.com</a>
Village of <b>Alliance</b>	<b>Doug Solonick</b> <b>Sid Diebert</b> (Alternate)	Res (780) 879-3634 Res (780) 879-3605	-
Village of <b>Forestburg</b>	<b>Dwayne Giroux</b>	Bus (403) 582-3900 Res (780) 582-3989 Cell (587) 228-9940	<a href="mailto:ddig@persona.ca">ddig@persona.ca</a> -
	DDEM		
Village <b>Galahad</b>	<b>Jamie Dee Hays</b>	Res (780) 583-2109 Cell (403) 601-5104	<a href="mailto:jamie_dee_hays@hotmail.com">jamie_dee_hays@hotmail.com</a>
Village of <b>Heisler</b>	<b>Amanda Howell</b>	Res (780) 889-3721 Cell (780) 678-7063	<a href="mailto:administration@villageofheisler.ca">administration@villageofheisler.ca</a>
	<b>Kel Tetz</b> DDEM	Res (780) 889-3927 Cell(780) 336-5256	<a href="mailto:k.tetz@wildrosecoop.ca">k.tetz@wildrosecoop.ca</a>
Village of <b>Lougheed</b>	<b>Deb Smith</b> <b>Sonny Losness</b> (Alternate)	Res (780) 386-3930 Res (780) 386-2227 Cell (780) 261-0423	<a href="mailto:lardebsm@xplornet.com">lardebsm@xplornet.com</a>
Village of <b>Strome</b>	<b>Bruce Zimmer</b> DDEM	Res (780) 376-3519 Cell (780) 385-0569	<a href="mailto:brucezimmer@hotmail.com">brucezimmer@hotmail.com</a>
<b>Flagstaff County</b>	<b>Kim Cannady</b>	Bus (780) 384-4100 Res (780) 582-7303 Cell(780) 390-0117	<a href="mailto:kcannady@flagstaff.ab.ca">kcannady@flagstaff.ab.ca</a>
	<b>Sean Sheedy</b> (Alternate)	Bus (780) 384-4100 Res (780) 384-3098 Cell(780) 390-0305	<a href="mailto:ssheedy@flagstaff.ab.ca">ssheedy@flagstaff.ab.ca</a>
<b>FLAGSTAFF MUNICIPALITIES - DIRECTORS OF EMERGENCY MANAGEMENT CONTACTS</b>			<b>2.2.4</b>

MUTUAL AID MUNICIPALITIES WITH KEY PERSONNEL						
MUNICIPALITY	FORESTBURG	KILLAM	SEDGEWICK	STROME	FLAGSTAFF COUNTY	ROSALIND
MAYOR/REEVE	Peter Miller 780-582-3503 <a href="mailto:rpmiller@persona.ca">rpmiller@persona.ca</a>	Bud James	Clem St. Pierre 780-384-2735	Bruce Curtis	Gerald Kuefler	Jim McTavish
COUNCILLORS	Bob Coutts 780-582-3556 <a href="mailto:couttshardware@persona.ca">couttshardware@persona.ca</a> Dayna Oberg 780-582-6323 <a href="mailto:DaynaOberg@kudupump.com">DaynaOberg@kudupump.com</a> Fay Hagel 780-582-3871 <a href="mailto:fay.hagel@gmail.com">fay.hagel@gmail.com</a> Kurt Oberg 780-582-4226 <a href="mailto:kurtoberg@persona.ca">kurtoberg@persona.ca</a>	Darcy Eskra Diane Gordon Carol Kinzer Brenda Grove Brenda McDermott Rick Krys	Perry Robinson 780-385-1204 Wayne Dame 780-385-8885 Greg Sparrow 780-385-0447 Fred Watkins 780-385-8666 Carol Williams 780-384-3581	Ron Williams Brian McGaffigan	Gary Matthiessen Jim Matthews Rick Manning Wade Lindseth James Brodie Gunner Albrecht	Barry Bowie Mark Yuha
PUBLIC WORKS		Dean Berrecloth	Daryl Johnson 780-385-4309	Trent Langton	SUPERINTENDENT Darrel Szott	Einar Fossen
WTP OPERATOR	Trista Williams 780-385-6179 <a href="mailto:forestburg-water@eastlink.ca">forestburg-water@eastlink.ca</a> Craig Stenlund 780-582-4195	Dean Berrecloth Steve Kueber Mark Skaar Russel Moore	Daryl Johnson 780-385-4309 Brent Polege 780-888-1395	Trent Langton	N/A	Einar Fossen Keith Friend
CAO	Debra Moffatt 780-582-3668 <a href="mailto:forestburg-debra@eastlink.ca">forestburg-debra@eastlink.ca</a>	Kim Borgel	Amanda Davis 780-384-3504 (Office) 780-385-0316 (Cell)	Connie Prendergast Shelly Armstrong	Shelly Armstrong	Nancy Friend
ADMIN ASSIST	Megan Snider 780-582-3668 <a href="mailto:forestburg-asst@eastlink.ca">forestburg-asst@eastlink.ca</a>	Darlene Gotobed	Lindsay Dallyn 780-384-3504 Lorna Polege 780-384-3504	Betty Lien	EXECUTIVE ASSISTANT Cheryl Bergman	Tammy Langille
FIRE CHIEF	Kevin Luntz 780-582-2397 <a href="mailto:forestburg-fire@eastlink.ca">forestburg-fire@eastlink.ca</a>	Joe Kneivel	Joey Hebert 780-385-5352	Jim Hauck	Kim Cannady	John Marshall
DEP. FIRE CHIEF	Dwayne Giroux <a href="mailto:ddig@persona.ca">ddig@persona.ca</a>	Gordon Thompson	Rob McArthur 780-385-4269 John Armitage 780-390-0105	Dan Wieschorster	N/A	Wiebe DeJong
DEM	Dwayne Giroux	Darlene Gotobed	Ian Malcolm 780-390-0096	Connie Prendergast	Kim Cannady	Michelle Hauser
DDEM	Not Filled	N/A	Clem St. Pierre 780-384-2735	Bruce Zimmer	Sean Sheedy	Jim McTavish
MUTUAL AID MUNICIPALITIES WITH KEY PERSONNEL						2.2.5

## VILLAGE OF HEISLER LAND USE MAP

