



2017

Emergency Measures Plan



Adopted by Eston Town Council: July 26, 2017

Date of last revision:

August 2, 2017

June 19, 2018

Contents

1. EMO Plan, Definitions and Acronyms.....	4
a. Acronyms	4
b. Definitions	4
2. Introduction, Approval, Overview	6
a. Goal	6
b. Emergency Measures Organization (EMO).....	6
c. EMO Planning Committee.....	6
d. Authority	7
e. Geographic Jurisdiction.....	7
3. Emergency Levels and Steps	8
a. Level Green Emergency	8
b. Level Yellow Emergency.....	9
c. Level Red Emergency	11
4. Declaring a Local State of Emergency.....	13
a. Requirements of a Declaration	13
b. Responsibility to Communicate Declaration.....	13
c. Powers of Local Authority	13
d. Protection from Action and Borrowing Money	14
e. Delegation of Power	14
f. Expiry, Renewal and Cancellation	15
g. Termination of Local Declaration.....	15
5. EOC Stand Down / Closure	16
6. Emergency Operations Centre (EOC)	17
a. EOC Initial Activities	17
b. Activation Checklist.....	18
7. EOC Job Descriptions.....	19
a. Local Authority	20
b. Chief Administrative Officer (CAO)	20
c. EOC Director.....	21
d. EMO Coordinator	22
e. Public Information Officer (PIO).....	24
f. Operations Chief (Do-ers)	25
g. Logistics Chief (Get-ers)	26

h.	Planning Chief (Forward Thinking).....	27
i.	Finance Chief.....	28
j.	Scribe.....	29
8.	Responsibilities of Emergency Response Organizations.....	30
a.	RCMP.....	30
b.	Fire Department.....	32
c.	Ambulance	34
9.	Evacuation Procedures.....	35
10.	Reception Centre.....	37
11.	Rehabilitation and Recovery Management.....	38

1. EMO Plan, Definitions and Acronyms

a. Acronyms

BLEVE	Boiling Liquid Expanding Vapour Explosion
CAO	Chief Administrative Officer
CHALETs	Casualties ---number of deceased Hazards ---present and potential Access ---routes in and out Location ---incident location Emergency ---those responders present and needed Type ---type of incident Safety ---of all personnel is paramount**
EMO	Emergency Measures Organization
EOC	Emergency Operations Centre
ESS	Emergency Social Services
GIS	Geographical Information System
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
PIO	Public Information Officer
SAFER	Simple, Adaptable, Flexible, Effective, Resources
SOP	Standard Operating Procedure

b. Definitions

Declaration of a State of Local Emergency	A resolution or order of a local authority
Disaster	An event that results in serious harm to the safety, health, or welfare of people, and/or in widespread damage to property
Emergency	An event that requires prompt coordination of action or special regulation of persons or property or to protect the safety, health or welfare of people or to limit damage to property
Emergency Operations Centre	A designated facility designated by a jurisdiction to coordinate the overall response and support
Evacuation	An action that requires people to immediately remove themselves from the area that they are in
Incident Command Post	This is the location at which the Incident Commander oversees all incident operations. There is only one ICP for each incident or event.
Incident Command System	A management system for command, control and coordination of emergency response.
Local Authority	Town of Eston elected officials – Councillors and Mayor

Mitigation	Sustained actions taken to eliminate or reduce risks and impacts posed by hazards well before an emergency or disaster occurs; mitigation activities may be included as part of a prevention strategy.
Mutual Aid Agreements	Addresses provisions for requesting emergency assistance from (or providing emergency assistance to) other municipalities to which the Town of Eston is party
Muster Point	A pre-determined spot that everyone is aware of
Standard Operating Procedure	An established set of guidelines specific to the duty of a position, not a specific organization member
Shelter-In-Place	The process of taking shelter at the place a person currently is
Scribe	Record keeper
Staging Areas	Locations at which resources are kept while awaiting incident assignment. Large incidents will have a staging area or several.
Unified Command	More than one commander same objective

2. Introduction, Approval, Overview

The Town of Eston is responsible for the welfare of the residents and must be prepared to provide a prompt and coordinated response to any threat that may arise from emergencies and disasters affecting the community.

Any emergency that arises will be controlled by implementing emergency operations through the application of the Emergency Measures Plan.

No plan is perfect, and is only as good as its ability to be implemented. The goal of emergency planning is to create a SAFER plan:

S – Simple

A – Adaptable

F – Flexible

E – Effective

R – Resources

a. Goal

The aim of this plan is to provide the earliest possible coordinated response to:

- Protect and preserve public safety, health, and property.
- Minimize the effects of an emergency or disaster on the Town of Eston and its inhabitants.
- Restore essential services.

This plan may be implemented in whole or in part, with or without a declaration of local emergency.

b. Emergency Measures Organization (EMO)

The Emergency Measures Organization will be responsible for providing the framework to supply essential resources and support to any emergency that occurs within the boundaries of the municipality.

It is the responsibility of the EMO to direct all emergency operation for the Town of Eston without exception.

c. EMO Planning Committee

The EMO Planning Committee for the Town of Eston is a group of people whose responsibility it is to:

- Ensure the development and implementation of all processes, policies and procedures necessary to ensure the safety and security of the people and property of the Town of Eston in the event of emergency situations.
- Advise Council of any necessary action that should be taken outside of the EMO Plan to minimize the effects of an emergency or disaster.

EMO Planning Committee for the Town of Eston may be comprised of:

- a) CAO/EOC Director
- b) EMO Coordinator
- c) Minimum 2 Members of Council
- d) RM of Snipe Lake No. 259 representative(s)

- e) Fire Chief
- f) Eston RCMP representative(s)
- g) Director of Public Works
- h) Public Information Officer
- i) School Representative
- j) Health Services

The EMO Planning Committee is directly accountable to the Council of the Town of Eston via the CAO.

d. Authority

This Emergency Response Plan is authorized in accordance with:

- Bylaw No. 2017-8
- *The Emergency Planning Act* - Chapter 8 E-8.1 of the Statutes of Saskatchewan

e. Geographic Jurisdiction

The Town of Eston is situated within the Rural Municipality of Snipe Lake 259. The EMO Plan is the guiding document for emergencies that occur within the Town of Eston boundaries.

3. Emergency Levels and Steps

a. Level Green Emergency

Level	Examples	EOC Director May:
GREEN Level 1 <ul style="list-style-type: none">Standby / monitoringLow impact and short duration EOC at Mezzanine (Complex) <ul style="list-style-type: none">Minimal personnelAt the discretion of the EOC Director	<ul style="list-style-type: none">Weather advisorySmall isolated firesSmall confined chemical spillsInterruption of services (i.e. boil water advisory)Hazards are contained in localized areasLittle media interestMutual Aid assistance requested	<ul style="list-style-type: none">Note the incident and take no further stepsNote the incident and request ongoing updatesNotify other EMO staffActivate the EOC in whole or part

Steps

Incident Commander: RCMP/Fire/EMS/Hospital

- Contact CAO/ EOC Director
- Advise of the incident which may potentially escalate requiring additional resources

EOC Director:

- Contact EMO Coordinator to advise of the stand-by
- Notify Mayor/Council regarding the incident
- Inform the Public Information Officer (PIO) of the incident
- Provide pertinent details that have been made available regarding the incident

EMO Coordinator:

- Contact only those EOC team members/personnel that are impacted by the incident
- Determine if and when the fan out call list will be activated

EOC Team:

- Begin preparations to report to the EOC if called upon
- Does not report to the site or EOC unless the EOC is activated in whole

Public Information Officer:

- Determine scope of information to be released to the staff and public
- Consult with the EMO Coordinator/EOC Director prior to the information release
- Begin preparations to respond to EOC if called upon

b. Level Yellow Emergency

Levels	Examples
YELLOW Level 2 <ul style="list-style-type: none">• High Impact / short duration• Serious or multiple events that affect the health and safety of the public or significant damage to property. EOC at Mezzanine (Complex) <p>All primary EMO members notified At the discretion of the CAO/EOC Director</p>	<ul style="list-style-type: none">• Severe Weather• Fire• Explosion (propane, fertilizer)• Utility loss, less than 2 days• Serious injuries or fatalities to the public• Compromised water or sewer• Moderate damage to the environment.• Gunman or Terrorism• May require evacuation of defined areas, less than 2 days• Potential to attract media interest

Steps

Incident Commander: RCMP/Fire/EMS/Hospital

- Contact CAO/EOC Director
- Request EOC support to assist in managing the incident

CAO/EOC Director:

- Contact EMO Coordinator to proceed to the EOC or site as needed and activate the fan out list
- Provide further details about the incident that are available
- Notify Mayor/Council of the EOC opening

EMO Coordinator:

- Activate the fan out list
- Contact the EMO personnel and EOC team necessary to respond to the EOC
- Ensure that the PIO has been informed of the opening of the EOC
- Act as Scribe until additional personnel arrive
- Appoint a scribe to maintain the event log
- Ensure EOC is staffed and operational

EOC Team:

- Report to EOC location
- Begin respective roles

Public Information Officer:

- Respond to EOC location and to site as needed
- Determine scope of information to be released to the staff and public.
- Consult with the EMO/EOC Director prior to the information release

c. *Level Red Emergency*

Levels	Examples
RED Level 3 <ul style="list-style-type: none"> • Full activation • High impact / long duration • Major emergencies or disasters that require multi-organizational and are multi-jurisdiction • 24hr staffing (12hr shifts) EOC at Mezzanine (Complex) <ul style="list-style-type: none"> • All EMO members notified • At the discretion of the CAO/EOC Director 	<ul style="list-style-type: none"> • Long term severe weather • Multiple serious injuries to the public or fatalities • Significant damage to property • Serious damage to the environment • Requirement to relocate services provided within the Town of Eston • Disruption to all areas of service • Shut down of utilities for more than 2 days • Significant news media attention • May require evacuation of the Town of Eston

Steps

Incident Commander: RCMP/Fire/EMS/Hospital

- Contact CAO/EOC Director to advise that the incident exceeds scope of available resources
- Request additional and /or outside support to address the severity of the incident

CAO/EOC Director

- Advise and discuss options with Mayor/Council
- Assist Mayor/Council in declaration process as outlined in the Emergency Measures Plan
- Reach decision with Incident Command and Mayor/Council to declare State of Local Emergency
- Contact applicable provincial authorities to advise them of pending declaration
- Inform the PIO of declaration of State of Local Emergency

EMO Coordinator:

- Activate the fan out list
- Contact the EMO personnel and EOC team to report to the EOC
- Assist where needed to contact applicable provincial authorities
- Submit completed declaration to provincial offices(s) as required
 - Fax to: Provincial EMO 1-306-787-1694

EOC Team:

- Respond to requests for resources as required.
- Respond to requests from EOC Director

Public Information Officer: Ashley

- Determine scope of information to be released to the staff and public
- Consult with the CAO/EOC Director prior to the information release.

4. Declaring a Local State of Emergency

According to *The Emergency Planning Act*, a local emergency declaration may be made at any time when a Local Authority (Mayor and Council) is satisfied that an emergency exists as defined in this plan. The Town of Eston may make a local emergency declaration relating to all or part of the municipality.

This declaration will be in accordance with *The Emergency Planning Act* - Chapter 8 E-8.1 of the Statutes of Saskatchewan Section 20-23. In the declaration of a local emergency the following information shall be identified:

- The nature of the emergency
- The area(s) of the municipality in which the emergency exists

a. Requirements of a Declaration

If it is reasonably believed that a local emergency exists and that the emergency requires a declaration, a state of emergency can be declared by the majority of a quorum of council.

If quorum is not reasonably achievable, a state of emergency may be declared by the majority of available Council Members and at least one member of Town staff.

Special Meeting of Council Minutes are mandatory pursuant to provincial legislation when declaring a state of emergency. The Declaration should be made by resolution of Council. Forms for the Declaration and Termination of a Local Emergency must be completed. Copies of these forms and declaration are available in the “Forms” section.

b. Responsibility to Communicate Declaration

Immediately after a local emergency declaration is made, council shall authorize public information to be disseminated by any communication means that is deemed most effective to inform the majority of the population affected by the emergency.

Upon making an emergency declaration, council shall immediately forward a copy of the Declaration to the

Upon such declaration, the EOC Team shall also notify:

- The Municipal Council
- The population affected by the emergency
- Saskatchewan Emergency Planning by phone (306-787-9563) and fax (306- 787-1694)
- Neighbouring municipal officials, as required
- The media

c. Powers of Local Authority

Defined in Section 21 of the Emergency Planning Act

On the making of a local emergency declaration or a renewal of a local emergency declaration and for the duration of the state of emergency the

- Put into operation any emergency plan or program that is considered appropriate

- Acquire or utilize any real or personal property considered necessary to prevent, combat or alleviate the effects of an emergency
- Authorize any qualified person to render aid of any type that the person is qualified to provide
- Control or prohibit travel to or from any area
- Provide for the restoration of essential facilities and the distribution of essential services and supplies
- Provide, maintain and coordinate emergency medical, welfare and other essential services in any part of the Town of Eston
- Cause the evacuation of persons and the removal of persons or animals and personal property from any area of the municipality that is or may be affected by an emergency
- Make arrangements for the adequate care and protection of those persons or animals and of personal property
- Authorize the entry into any building or on any land, without warrant, by any person when necessary for the implementation of an emergency plan
- Cause the demolition or removal of any trees, structures or yards if the demolition or removal is necessary in order to reach the scene of the emergency, to attempt to forestall its occurrence or combat its progress
- Assign persons to assist in emergency
- Do all acts and take all proceedings that are reasonably necessary to address the local emergency
- Exercise any power given by the Minister in relation to the part of the municipality affected by the declaration

d. Protection from Action and Borrowing Money

Where the Council acquires or utilizes real or personal property, or where any real or personal property is damaged or destroyed due to an action of the Council preventing, combating or alleviating the efforts of an emergency, the Council shall cause compensation to be paid for the acquisition, utilization, damage or destruction.

A Council may, within 60 days after the making of a local emergency declaration, borrow any moneys necessary to pay expenses caused by the emergency including payment for the services provided by the Government of Saskatchewan or by the Government of Canada when the services provided were at the request of council.

The power to borrow moneys is exercisable only by bylaw of the council that is approved by the Minister and the Saskatchewan Municipal Board, where required by the Municipal Board Act or any other Act governing the council, within the 60 day limit.

e. Delegation of Power

Upon Declaration of a Local State of Emergency the Council of the Town of Eston delegates the responsibility of the local emergency response to the persons appointed to assemble and operate the EOC, and as such, all the duties assigned to the EOC except the power to renew and /or terminate the locale state of emergency.

f. Expiry, Renewal and Cancellation

A local emergency declaration expires at the end of seven (7) days from the time the declaration is made. Council may renew a local emergency declaration at any time prior to the:

- Expiration of the declaration
- Cancellation of the declaration or
- Termination of the declaration

g. Termination of Local Declaration

When, in the opinion of the Council, an emergency no longer exists in an area with respect to which a local emergency declaration was made, or it is in the public interest that a local emergency declaration be terminated in an area with respect to which a local emergency declaration was made, Council shall terminate the local emergency declaration with respect to that area. The termination will take place immediately when one of the following occurs:

- The emergency no longer exists
- The local emergency declaration expires after seven (7) days or
- It is canceled by Council

Council shall authorize public information with regard to the termination, expiration, or cancellation of the local emergency declaration to be disseminated by any communication means that is deemed most effective to inform the majority of the population affected by the emergency.

5. EOC Stand Down / Closure

Steps

Incident Commander: RCMP/Fire/EMS/Hospital

- Contact CAO/EOC Director to advise that the EOC is no longer needed at this time
- Advise that the Incident Commander does not require additional support or personnel
- Update CAO/EOC Director of incident developments

CAO/EOC Director

- Advise EMO Coordinator of stand down status and incident developments
- Advise Mayor/Council of EOC stand down status and incident developments
- Gather EOC logs and notes to aid in preparation of summary report

EMO Coordinator

- Ensure EOC stand down so as to preserve all documentation relating to the incident

EOC Team

- Provide the EMO Coordinator with copies of all logs, notes and documentation
- Return to normal operations

Public Information Officer

- Provide CAO/EOC Director with copies of all press release and documentation
- Determine scope of information to be released to the staff and public
- Consult with the EMO/EOC Director prior to the information release

6. Emergency Operations Centre (EOC)

The establishment of the EOC is for overall coordination, operations management, record keeping, gathering of information and communicating to the public.

All emergency operations will be coordinated from the EOC during an emergency or disaster.

Standard Operating Procedures (SOPs) including staffing procedures, identification of various roles with specific duties, and a listing of required resources are included in this plan.

Under the direction of the EOC Director, the EOC may be activated to the degree considered necessary. The EOC must anticipate and support the needs of the Incident Commander (IC) and the municipality.

The EOC coordinates with other on-scene commanders by:

- Determining the appropriate response to the event
- Acquiring, allocating, and tracking resources
- Managing and sharing information
- Establishing priorities
- Providing legal and financial direction
- Liaising with other jurisdictions and levels of government
- Determining communication strategies

There are three levels of activation for the EOC: **Stand-by, Partial, Full.**

The following locations have been identified as Town of Eston EOC and evacuation locations:

EOC Primary Location	Eston & District Community Complex Mezzanine
EOC Secondary Location	AGT Foods
Evacuation Centres	Eston & District Community Complex
	Full Gospel Church

a. EOC Initial Activities

Upon activation of the EOC by the following will occur:

- EOC Director to contact PIO and work together to notify the public
- EOC Director determines location of EOC
- EOC Director provide a briefing on the operations of the EOC and a copy of the Emergency Plan and other required publications to all EOC personnel
- EOC Director to assign functions
- EMO Coordinator is to set up and activate the telephone lines in the EOC
- EMO Coordinator ensure that all EOC personnel are authorized to be present
- EMO Coordinator to update whiteboards until the scribe arrives
- Logistics Chief to arrange for the delivery of food, food preparation and timetable for meals to be ready for the EOC personnel
- Logistics Chief to source cots, pillows, sheets and blankets as required
- Set-up facilities and initiates processes

- Operations to contact Fire, RCMP, Public Works, EMS
- Liaison to contact agencies such as school, health centres, etc.
- Liaison to contact supporting/cooperating agencies
- Planning to obtain status report, responder briefings
- Planning to collect event / community data
- EOC Director to conduct EOC management team meeting

b. Activation Checklist

- 1) Sign-in when entering EOC
- 2) Check-in with personnel unit in logistics
- 3) Outside agencies to check-in with Liaison
- 4) Participate in facility orientation and safety briefing
- 5) Report to assigned supervisor for specific job responsibilities
- 6) Obtain a function specific briefing
- 7) Review position checklist and other support documents
- 8) Set-up/replenish workstation and request/obtain necessary resources
- 9) Establish position log and document key activities, significant decisions, actions and inquiries

Personnel Functions

Each member of the EOC should be familiar with their primary role and responsibilities as well as any roles for which they are the back-up.

In the event there are not enough personnel to allow shift work, the EOC Director will contact volunteers or surrounding communities for mutual aid assistance.

Communication

The EOC will communicate with the Incident Commander via portable handheld units. The Fire Chief will designate a person to drop off radios for the Operations Chief and the Public Works Department to communicate with site.

Family Safety

All personnel reporting to the EOC for duty will have been briefed (typically through information provided during the fan out call phase) prior to reporting for an operational shift. Should the incident be of such a nature as to pose a threat to family members of the EOC staff or their property, they will be given advance notice and ample time to secure their family members and/or property before reporting the EOC for duty.

EOC Briefings

A briefing for all members of the EOC and/or site representatives will be given by the EOC Director at regularly scheduled times during the event with the purpose being to update the group on developments related to the event.

Public Information and Media Protocol

Ensure there is an area designated more media briefing.

7. EOC Job Descriptions

The primary role of the EOC Control Group is to support the Emergency Site Team while ensuring the continuity of municipal operation.

Training

It is suggested that EOC Personnel be trained in the following.

- 1) Saskatchewan Emergency Management and Fire Safety
- 2) Basic Emergency Management
- 3) Emergency Operation Centre Management
- 4) Evacuation Contingency Planning
- 5) Incident Command System Introduction
- 6) Participate in Table Top exercises

Every member of the EOC

- Each member must sign in and out
- Each member must maintain a log or journal of all activities in their area of responsibility.
- Each member will perform the following prior to shift relief.
- Review whiteboard
- Review the message log and activity log
- Each Staff member in the EOC should discuss all activities that took place on their shift with the oncoming staff member for their position
- Reporting, cover all major activities relating to their area but not limited to
 - Requests for assistance
 - Name of who the request came from
 - Response given
 - Recourses deployed
 - Remaining resources available for call-up
 - Any other appropriate information
- Other administrative personnel may be necessary for the EOC to fulfill duties
 - that include but are not limited to:
 - Answering phones
 - Redirecting calls as necessary
 - Taking and distributing messages

a. Local Authority

Local Authority will be responsible for but not limited to:

- Provide overall policy direction
- Authorize declaration of Local State of Emergency and related policy directives
- Act as spokesperson if requested
- Assist the EMO committee with any needs they may have.
- Maintain a log of all actions taken. Everything must be documented and passed. This is highly important.
- On recommendation of the EOC Director declare that the emergency has extended or terminated.

b. Chief Administrative Officer (CAO)

The CAO will be responsible for but will not be limited to:

Reports to: Council

Communication with: All bodies

- Consult with the Incident Commander, determine the level of the incident and appropriate steps
- Contact the EOC Director to be placed on standby or activate the EOC.
- Authorize activation of the Town of Eston Emergency Plan in whole or in part.
- Advise the Mayor and Council on legislation and procedures.
- In conjunction with the Mayor, deliver announcements and media releases prepared by the Public Information Officer, in consultation with the EOC Team.
- Coordinate response activities as required with outside agencies, neighboring municipalities and provincial authorities.
- Call out additional community staff to provide assistance, as required.
- Ensure the continuity of day-to-day services to the unaffected portion of the community.
- Maintain a record of all action taken. This is highly important!

c. EOC Director

Reports to: CAO

Communication with: All bodies

The EOC Director will be responsible for but will not be limited to:

- Overall authority and responsibility for the EOC
- Provide leadership to the EOC Team
- Approve and ensure completion of EOC objectives
- Communicate with the Local Authority.
- Initiates EOC Team briefings
- Provide Council with information and advice via the CAO
- Notify the population affected and Saskatchewan Emergency Planning of the declaration.
- Notify the Minister responsible for the Emergency Planning Act, through Saskatchewan Emergency Planning that the local Emergency has been declared or it's terminated.
(Saskatchewan Emergency Management and Fire Safety 306-787-9563 www.gr.gov.sk.ca)
- Provide direction on public information activities
- Take whatever action is deemed necessary to eliminate an emergency. See section 366 of The Emergency Measures Act "in an emergency a municipality may take whatever action or measures necessary to eliminate the emergency." 367(1)
- Ensure efficient internal information/communication processes
- Facilitates resolution of internal staffing/personnel challenges
- Assign tasks to be performed by EOC personnel
- Coordinate the Planning, Operations, Finance/Administration and Logistics Chiefs

d. EMO Coordinator

Position Reports to: EOC Director

Communications: All bodies

The EMO Coordinator will be responsible for but will not be limited to:

- Assumes duties of EOC Director in their absence until the EOC Director arrives or one is appointed
- Activate the emergency notification system through the fan out list with a target of having the EOC operational within 30 minutes
- Ensure the Emergency Response Plan is current and reviewed annually.
- Open the master event record and ensure that it is maintained for the duration of the emergency.
- Provide technical assistance about the Emergency Plan, its procedures and resources.
- Keep the CAO, EOC Director? and EMO Team informed of developments, as they occur.
- Prepare and maintain annually – EOC and EOC Kits. Kits to include but not limited to:
 - Current Emergency Plan (3 copies)
 - Maps
 - Relevant SOP documents (check list, fan out sheets, etc.)
 - Writing notebooks
 - Log sheets
 - Pens, paper, markers etc.
 - Tape
 - Phone book
 - Inventory list
 - Coil notebook to log daily activities
 - Scrap paper (not for official notes)
 - Receipt book
 - Flashlight (crank no batteries)
 - Universal cell phone and chargers
 - Watch
 - Cell phone power banks
 - Reflective vests
 - Zip lock bags
 - Zip lock bag that contain bandages, gauze, safety pins, tissues, sling
 - Zip lock bag that contains toiletries, toothbrush, toothpaste etc.
 - Large tabletop Town map with coordinating plastic overlay
 - Small Town maps (10 copies)
 - Permanent markers for map overlay
 - Recorder for debriefings
 - Megaphone to give messages to residents in the event of power loss, etc.
 - Whiteboard, dry erase markers, whiteboard eraser
- Prepare / set-up the EOC with all necessary equipment
- Maintain a record of all action taken. Highly important!
- Ensure that all EOC personnel are authorized to be present

- Act as an operations assistant to the EOC Director and assist in all duties
- Activate the phone lines
- Brief on the operations of the EOC to all EOC personnel and provide a copy of the SOP and other required documents
- Coordinate all incoming and outgoing messages and documents in the EOC
- Act as scribe within the EOC, in the scribe's absence

e. Public Information Officer (PIO)

Position Reports to: EOC Director

Communications: Media, public relations

The PIO will be responsible for but will not be limited to:

- Report to the EOC
- Facilitate media interviews, in cooperation with EOC Director
- All media (newspaper, radio, TV, social media) will be directed, received, covered and coordinated by the PIO
 - Inform the public, avoid rumors and avoid confusion
 - EOC and members to avoid media
- Gather information pertaining to the emergency and prepare press releases and/or public notices with that information, including:
 - Public security and safety procedures
 - Status of incident
 - Level of threat to public
 - Actions required of the public, as determined by Incident Command, in coordination with the EOC Director (shelter in place, evacuation, etc.)
 - Updates as available
- Update the Town's website with current emergency information
- Work closely with the Kindersley RCMP to provide information to the public
- Monitor news coverage and correct any erroneous information
- Log all communications distributed and statements given to the public and media
 - Media: Escort media to and from any location in the relation to the event (site, EOC etc.)
- *Note: Refer to Media Protocol section for further information*
- Maintain copies of all media releases and newspaper articles pertaining to the emergency
- Maintain a log of all actions taken
- Note that media are not permitted in the EOC unescorted, must also sign in and out, and must direct everything to the PIO
- Question often contained in media requests:
 - What has occurred?
 - How did it happen?
 - What are the hazards?
 - What plans are in place?
 - How could the emergency affect the public?
 - How long will it last?
 - What assistance will be required from the community?
 - Who can be contacted for more information?
 - When is the next media update?

f. Operations Chief (Do-ers)

Position Reports to: EOC Director

Communications: Incident Commander, on-scene support services, Government agencies, local authority, RCMP, etc.

The Operations Chief will be responsible for but will not be limited to:

- Communicates with site(s), field personnel
 - Fire
 - Police
 - EMS
 - Utilities
- Supports site
- Operations and Logistics Chiefs will work closely together
- Implements plans/strategies
- Provide external and non-represented agencies information to the Planning Section to assist in the development, continuous updating and implementation of EOC Action Plans.
- Coordination of multi-agency/department responses not represented in the EOC
- Ensure that communications with appropriate external non-represented agencies (such as: Utilities, Transportation, Volunteer Organizations, Private Sector, etc.) is established and maintained.
- Assess the emergency, evaluate potential risks to the public and environment
- Assess initial response team requirements to isolate the response zones
- Ensure safety of site personnel
- Oversee any equipment required to manage emergency, while working with Logistics
- Utilize local and provincial resources to respond to the needs of those involved in the emergency by organizing departments and service providers
- Monitor each department and service
- Have a point of contact with each department and ensure their operations are running smoothly
- Work closely with Planning Chief during interim operations to aid and restore rehabilitation process to the Town
- Maintain a Log

g. Logistics Chief (Get-ers)

Position Reports to: EOC Director

Communications:

The Logistics Chief will be responsible for but will not be limited to:

- Provides support
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
- Gets resources
 - Ensure the Logistics function is carried out in support of the EOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required both for the EOC and site requirements.
- Arranges responder/personnel support
- Orders/supplies requested resources
- All incidents needs
- Track resources
- Maintain a log

h. Planning Chief (Forward Thinking)

Position Reports to: EOC Director

Communications: Incident Commander, Operations Chief, Logistics Chief

The Planning Chief will be responsible for but will not be limited to:

- Collects, evaluates, displays info
- Develops action plans
- Conducts long-term/advanced planning
- Recommends alternative actions
- Maintains overall resource and event status
- Gathers and provides technical information (i.e. weather)
- Document and maintain files, white board at the EOC
- Demobilization and recovery operations planning

i. Finance Chief

Position Reports to: EOC Director

Communications: *EOC Director, Section Chiefs, Incident Commander*

The Finance Chief will be responsible for but will not be limited to:

- Manage processing of rental agreements, leases, and/or contracts
- Ensure that all requests for assistance made by Logistics and Operations at the EOC are coordinated through one point of contact
- Monitors response and recovery costs
- Monitors expenditure process
- Coordinates compensation and claims
- Supports contracts and procurement
- Tracks personnel time
- Ensure accurate tracking system for all receipts and accounts payables
- Keep a record of all expenses and determine if they are eligible
- Be aware that some expenses may later be submitted to the provincial Government for reimbursement
- Process all insurance claims related to the emergency
- Review all legal matters in relation to the emergency
- Be able to provide EOC Director with a cost report
- Maintain a log

j. Scribe

Position Reports to: EOC Director

Communications: All departments

The Scribe will be responsible for but will not be limited to:

- Maintain a log of all actions taking place as a result of the EOC activation
- Responsible for filing out a detailed log for the EOC, including documenting decisions and actions as well as the time and date of each; this should also include planning meetings objectives and outcomes
- Ensure all discussions and actions taken by the EOC group are documented

8. Responsibilities of Emergency Response Organizations

a. RCMP

Call 911

Depending on the emergency usually the order of who is called first is: **Fire-EMS-RCMP**.

Communication

- In the event of disrupted local phone service the police cellular communication shall be utilized
- Use the TAC channel, where communications to Fire and RCMP would occur

Transportation and Evacuation

- The RCMP shall prepare, maintain and regularly update escape routes from the Town of Eston site and devise separate routes for incoming transportation vehicles; advise of road closures
- Depending on availability or staff, this may be done by an EOC member/volunteer
- The RCMP shall set roadblocks on arteries; block a disaster site to prevent unauthorized personnel and/or vehicles from entering a danger zone
- Traffic control shall be maintained to ensure easy and safe access to and from the site of a disaster area for emergency services and transportation of casualties
- Provide EOC with feedback regarding which areas should be evacuated first
- Door to door evacuation shall be coordinated with RCMP service and the EOC volunteers; resources are limited and for the most part may be handled by the volunteers
- Ensure all evacuees have evacuated the area; put a ribbon on the door
- Upon attending each building, RCMP and/or volunteer shall inform the evacuee as briefly and clearly as possible of the danger and evacuation routes to be utilized; evacuees with their own transportation may seek their own shelter away from danger; all persons requiring transportation will be taken to the assembly area and from there transported to the reception centre
- Obtain additional resources including additional personnel and equipment through the division that might include but is not limited to, tactical operations and specialized emergency response teams

Assistance / Input and Direction

- Update EOC with all developments at site with regular situational reports
- Where resources permit, the RCMP member shall at all times keep him/herself available to the EOC Director and Council/Mayor to provide assistance and input on matters pertinent to public safety and the protection of property
- Provide recommendations as whether to evacuate or shelter in place
- Depending on availability, the RCMP Service shall assess the magnitude of the disaster and call RCMP members from neighbouring policing agencies for assistance
- Assisting RCMP members shall be assigned duties by the senior officer or in his/her absence or non-availability, shall report to the Incident Commander (Fire/EMS/RCMP) for instructions
- In the case where there is a shortage of police resources, the RCMP may access the commissioner resource pool at their discretion

- Participate in scrums with EOC when required

Security

- Arrange security for temporary morgue facilities (It is the EOC responsibility to assign volunteer's to provide security at evacuation reception centres)
- Ensure security, patrol and/or monitoring of any remaining hazardous area has been implemented

Media Coverage

- The EOC's Public Information Officer (PIO) will liaise with the Kindersley RCMP office to coordinate release of information to the public and the media

Medical/Morgue

- By the direction of the RCMP senior officer, rapid emergency transport of blood supplies or other medical necessities will be conducted by the RCMP
- The senior officer shall notify the coroner if there are any fatalities involved and shall follow his/her instruction regarding removal of bodies
- The coroner shall be informed of the location and facility established as the temporary morgue with the phone number of the facility and the name of the RCMP member assigned to secure the area
- Morgue location: Old Hospital and depending on the season bring a Reefer unit in during the summer

Post-Emergency

- Participate in debrief and provide a report to the EOC Director on the accounts to help better improve the plan moving forward.
- Provide recommendations regarding re-entry

b. Fire Department

Call 911

Water Supply

- Primary Source
 - Local hydrants
- Secondary Source
 - Reservoir - NW of ESTON
 - Jamieson Park
 - Snipe Lake pump house
 - Far east lagoon
- Alternate Sources
 - Fire department arrangement

Communication

In the event of disrupted local phone service the police cellular communication shall be utilized.

- P25 Radio – Fire uses to communicate with Fire, EMS, RCMP, Sask Utilities, Highways, and Prince Albert Dispatch
- VHF Portable Handheld (9 handheld units/7 channels) – Fire uses to communicate with Fire hall and members.
 - Channel 1 is used to communicate with the crew.
 - Channel 2 to be used to communicate with the EOC, one radio is to be dropped off at the EOC by the Fire Department
 - In emergency situations the Fire Chief will have 2 radios

Sirens

Severe Weather – Siren goes 1 time for 5 minutes straight.

Require Firefighters – The siren will isolate up and down.

- There are currently 2 sirens in the Town of Eston
- These sirens require manual intervention by the fire crew to work and are completely independent of each other
- There currently is no protocol as to which siren is priority over the other
- There is no back up, if the power is out
- There is a speaker device on the fire trucks

Transportation and Evacuation

- Assist with traffic control
- Provide recommendations to the EOC to evacuate or activate a shelter in place
- Define the evacuation or shelter in place area and provide the EOC with the estimated number of households
- Provide recommendations as whether to evacuate or shelter in place

- Door to door evacuation shall be coordinated with Fire/RCMP service; the EOC is to provide volunteers; resources are limited and the evacuation may for the most part may be handled by the volunteers
- Ensure all evacuees have evacuated the area; put a ribbon on the door
 - For those that refuse to evacuate place a different coloured ribbon on the door
- Assist EOC in determining the safest and most effective evacuation routes

Assistance, Input and Direction

- Assess incident and provide recommendations and information to the EOC
- Update EOC with all developments at site with regular situational reports
- Depending on availability, the Fire Service shall assess the magnitude of the disaster and call mutual aid from neighbouring communities for assistance
- Coordinate operations at the incident site
- Secure the site in conjunction with other responding agencies as necessary
- Complete fire suppression activities
- Maintain a log of all activities and decisions made
- Participate in scrums at the EOC

Operations

- Operate according to their internal Standard Operating Procedures
- One member of the Fire Department shall be dispatched to the EOC at the discretion of the Fire Chief

Post-Emergency

- Provide recommendations regarding re-entry
- Submit final incident report to the EOC Director
- Participate in post incident debrief

c. Ambulance

Call 911

Operations

- Provide emergency medical services on-site including triage, stabilization and transportation of the injured.
- Implement and coordinate STARS response or air ambulance
- Request back-up medical assistance from neighbouring areas
- Implement a plan to handle mass casualty emergency medical response
- Maintain a daily log of all activity and decisions made
- Provide recommendations regarding re-entry
- Participate in post incident debrief

9. Evacuation Procedures

Evacuation Centres	Capacity	Amenities
Community Complex	500 + Summer	Kitchen, bathroom, showers
Full Gospel Church	600 +	Kitchen, bathroom, showers

Warning

- The Police and Fire Departments are usually the first on the scene; if immediate evacuation is necessary, it will be initiated by the Police or Fire Department
- The Senior Police or Fire Official at the scene will notify their dispatchers that a large scale evacuation is necessary and will in turn relay this information to the EOC for assistance
- The warning shall state:
 - Location
 - Nature of emergency - fire, gas leak, explosion, etc.
 - Extent of area to be evacuated
 - Other considerations: entry and exit points, evacuation routes, etc.

EOC

Once the EOC has received the warning:

- Notify other EOC members
- Declare a state of local emergency if necessary
- Order evacuation as required
- Pass the warning to the citizens via the PIO
- Determine the number of evacuees and arrange for accommodations

Process

Volunteer assistance in evacuation:

- This is coordinated by RCMP, Fire and EOC volunteers
- Door to door, block by block
- Plan to avoid duplication
- Mark buildings that have been checked using indicator provided by EOC
- Place ribbon on door of evacuated buildings
- For those that refuse to evacuate place a different coloured ribbon on the door
- Blocks should be marked with tape, flags, or spray paint
- Special consideration should be given for Eston Health Centre, Heritage Manor, Eston College, Hearthside Place and Eston Composite School

Transportation

- It is anticipated that most residents will provide their own transportation
- PIO to indicate in all broadcasts of information that those requiring transport will make their request known to emergency headquarters

Schools

- In the event that schools need to be evacuated, the school authorities will transport the students to the nearest safe collection point by school buses and any other means of transportation available
- After being evacuated from the danger area the situation will determine where the students will go next
- Radio and TV broadcasts should keep parents informed

Institutions

- The Health Centre and Heritage Manor are expected to have their own evacuation procedures

Security

- Those conducting the evacuation will check the area involved to ensure that all persons are evacuated
- As a location is evacuated a suitable method of marking the location will be used

10. Reception Centre

Reception Centre Requirement

- Local emergency conditions or conditions in neighbouring communities may necessitate their evacuation and the establishment of a reception centre
- Mutual aid agreements between municipalities should be in place to ensure the availability of a designated location
- It is not anticipated that evacuees would be assisted for a period of more than one or two days; however, the possibility of a longer stay should not be discounted
- To receive and accommodate evacuees the Reception Procedures will be enacted in whole or in part as required

Reception

- A Reception Centre will be selected and set up under the direction of the Logistics
- The functions of the Reception Centre may be:
 - Lodging
 - Feeding
 - Clothing
 - Personal Services
 - Registration & Inquiry

Lodging

- Accommodations will be arranged on a congregate lodging basis
- If a prolonged stay is anticipated or develops, billeting in private homes or commercial accommodations will be considered

Feeding

- Feeding of evacuees will be arranged by the using volunteer services
- Cooking facilities in buildings selected to accommodate the evacuees will be activated to provide coffee and a light snack for the evacuees upon their arrival and to serve hot meals twice per day for the duration of the reception
- If the selected building(s) do not have feeding capabilities, alternate arrangements will have to be made with local hotels, restaurants, and catering groups

Registration & Inquiry

- Establish a Registration & Inquiry program that will provide for:
 - Appropriate registration at the receiving location including contact names and phone numbers
 - Maintenance of lists of evacuees at that location
 - Monitor any person leaving to ensure that their destination is recorded and that suitable conditions exist for them to leave

11. Rehabilitation and Recovery Management

Purpose

- Recovery consists of measures and actions taken to repair and restore a community to normal operations after an emergency
- Recovery measures include return of evacuees, environmental, emergency financial assistance and counselling.

Key Tasks of Recovery Management

- To facilitate the recovery of the community, the people and the infrastructure affected.
- The following key factors must be addressed.
 - Impact assessment
 - Resource management
 - Public Works management
 - Withdrawal of services

Recovery Management Process

- The recovery process involves the restoration of services to the public and returning the affected areas to normal conditions
- Reintegrating people displaced by the emergency back into the community
- Restoring utilities
- Rebuilding infrastructure, business and personal property
- Applying for provincial and federal government assistance programs
- Providing public information regarding disaster assistance
- Conducting hazard mitigation analyses
- Identifying residual hazards
- Determining and recovering costs associated with response and recovery

Cost tracking is a critical component to the recovery management process. Damage assessment and documentation must be kept regarding damages to:

- Roads
- Water treatment and sewage treatment facilities
- Public utilities
- Facilities under construction
- Recreational and park facilities

This documentation should include:

- Location
- Type and extent of the damage
- Estimated costs for debris removal, emergency work and repairing facilities to pre-disaster condition

Post emergency mitigation is part of the recovery process. This includes eliminating or reducing the impact of hazards that exist within the Town of Eston. Topics for discussion include:

- Debriefing for responders, staff and EOC personnel
- Gap analysis of the current EMO plan and bylaw

- Adjusting local regulations and statutes, such as zoning ordinances and building codes
- Assessing staffing needs during the recovery process
- Assessing tax tolls or reductions
- Emphasizing public education and awareness
- Assessing and altering land use planning