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Basic Emergency Management Course

April - 2008

“Alberta – a Province Prepared”



Chapter 1:Introduction

FOREWORD

Alberta is currently experiencing an unprecedented rate of industrialization and urbanization which has placed an ever increasing demand on our emergency management community. It is the responsibility of individual citizens, municipalities and provincial departments and agencies to embrace and perform their roles in the event of a major emergency or disaster. The Basic Emergency Management course provides a comprehensive introduction to Alberta's emergency management framework and principles.

Successful completion of the Basic Emergency Management Course is a prerequisite for all other emergency management courses offered by the Alberta Emergency Management Agency (AEMA) as well as the Emergency Operations Centre (EOC) and Emergency Site Management (ESM) courses offered by the Canadian Emergency Management College in Ottawa. This guide provides an online version of the Basic Emergency Management Course.

SOME OF ALBERTA'S RECENT DISASTERS



INTENT OF THE ON-LINE COURSE

This self-study guide provides a mechanism for emergency planners and responders to complete the course requirements of the Basic Emergency Management Course (BEM).

Essential information on Alberta's emergency management framework is included to prepare individuals to write the Basic Emergency Management exam. Make use of the suggested additional reading material and complete the quizzes included throughout this document in preparation for the exam.

The exam is found at the back of this document.

If you have any questions please call AEMA's Training Unit or contact us through the AEMA website:

<http://www.aema.a.berta.ca>

If you would like to have a printed version of this course please click [here](#).



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LEARNING OBJECTIVES

After studying this guide and completing the learning activities, you will have an understanding of:

1. The roles and responsibilities of Alberta municipalities in preparing for and responding to a major emergency or disaster; and
2. Alberta's emergency management framework and legislation.

TARGET AUDIENCE

This course is intended for individuals responsible for providing an appropriate and effective response to a major emergency or disaster. This would include:

- members of the municipal emergency management agency

- municipal staff

- emergency services personnel

- municipal elected officials

- health representatives (e.g. regional health authority, public health, health facilities, community mental health services)

- social services agencies (e.g. family & community support services, community services, Alberta Employment & Immigration and victim services)

- school and school board representatives

- industry and utility representatives

- non-government organizations (e.g. Canadian Red Cross Society, Salvation Army, St. John Ambulance, etc.)

- provincial government staff.



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QUIZZES

Each chapter includes a quiz designed to review and reinforce the concepts presented. Learners are encouraged to complete each quiz but they do not contribute to the final mark on the Basic Emergency Management Exam.

Completion of the Basic Emergency Management Course is a prerequisite for other courses in Alberta's emergency management training program and for federal training offered by the Canadian Emergency Management College.

Chapter 2: The Context of Disasters

IS IT AN EMERGENCY OR A DISASTER?

The *Emergency Management Act* section 1(e)(f) includes the following definitions:

Emergency

An event that requires prompt co-ordination of action or special regulation of persons or property to protect the safety, health or welfare of people or to limit damage to property

Disaster

An event that results in serious harm to the safety, health or welfare of people or in widespread damage to property

An **emergency** is an adverse condition requiring prompt response to save lives and protect property using existing resources and procedures. Examples are events that first responders (fire, police, EMS, utility companies, hospitals, railroads, airlines and parts of industry) respond to on a routine basis using existing standard operating procedures (e.g. a motor vehicle accident involving one or two passenger vehicles, a small scale utility outage, a small contained fire, etc.).

Disasters, on the other hand, are qualitatively different. They are much more serious events that threaten or cause widespread losses and damage, and disrupt social structure and essential functions (e.g. a tornado in a populated area, an incident involving dangerous goods where evacuation is required, a flash flood in an urban area, a mass casualty incident, a widespread utility outage, etc.). The response will be multi-agency and mutual aid assistance will likely be required. However, as disasters are often multi-jurisdictional, mutual aid support may be limited or, in some situations, not available. Standard operating procedures will not be adequate to manage and co-ordinate the scope and complexity of response activities. Disasters require prompt and coordinated actions by a wide range of individuals and agencies using extraordinary resources and processes to counter the consequences.

In other words, disasters exceed the capacity of a single organization to effectively respond to the situation. An event that constitutes an emergency in one community may constitute a disaster in different one. For example, a tornado touchdown in a sparsely populated rural area may result in an emergency response or no response. A similar tornado in a highly populated urban area or campground may result in a disaster.

According to Quarantelli, a leading professor in disaster research, "a disaster is not simply a large-scale accident or emergency. Ironically, to plan on the basis that there is only a difference of degree involved, is to increase the possibility that a minor emergency will be turned into a major disaster" (1984, p. 3).

Quarantelli explains, "during disasters, organizations are often faced with a whole new set of circumstances with which they must cope. Organizations may have to (1) quickly

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relate to more and different groups and other organizations; (2) adjust to losing a part of their autonomy; (3) apply different performance standards; and (4) operate within a closer public and private sector interface" (1984, p. 8). He goes on to say, "it is ill-advised to use daily performance criteria to meet the demands of disastrous situations. To function efficiently and effectively, organizations must be knowledgeable about the social environment within which they must operate during crisis situations. Furthermore, organizations must recognize that during crisis situations the environment changes quickly and drastically and that their disaster preparedness planning and response strategies must give consideration to this important fact" (1984, p. 8).

Erik Auf der Heide, a member of the Disaster Section of the American College of Emergency Physicians and disaster researcher, summarized the differences between emergencies and disasters as follows:

Emergencies	Disasters
Interaction with familiar faces	Interaction with unfamiliar faces
Familiar tasks and procedures	Unfamiliar tasks and procedures
Intra-organizational coordination needed	Intra- and inter-organizational coordination needed
Roads, telephones, and facilities intact	Road may be blocked or jammed, telephones jammed or non-functional, facilities may be damaged
Communications frequencies adequate for radio traffic	Radio frequencies often overloaded
Communications primarily intra-organizational	Need for inter-organizational information sharing
Use of familiar terminology in communicating	Communication with persons who use different terminology
Need to deal mainly with local press	Hordes of national and international reporters
Management structure adequate to coordinate the number of resources involved	Resources often exceed management capacity (e.g. management structure not adequate to coordinate the number of resources involved)

WHAT IS LIKELY TO OCCUR FOLLOWING A DISASTER?

As disasters are usually sudden and unexpected events, there is likely to be **chaos** and **confusion**, particularly in the early stages when initial information and details are incomplete and reports may be conflicting or inaccurate. **Communication breakdowns** are also common. Communications equipment may fail (e.g. cell lines are likely to be over-loaded or the impacted area may be in a dead spot, response agencies may not be able to communicate with one another because of incompatible equipment/frequencies). As well, there is often a breakdown in information flow, impeding overall management and co-ordination of response efforts. In the hours and days following the event, **convergence** (e.g. of emergency responders, volunteers, resources, equipment, etc.) from within and outside of the community commonly occurs. This can present major challenges for those charged with managing response efforts, particularly when the resources are unsolicited and not part of emergency response procedures.

Suggested additional reading:

1. *Organizational Behavior in Disaster and Implications for Disaster Planning, Quarantelli.*
2. *Major Criteria for Judging Disaster Planning and Managing and their Applicability in Developing Societies, Quarantelli.*
3. *Disaster Response: Principles of Preparation and Coordination, Auf der Heide.*



IMPACT OF DISASTERS

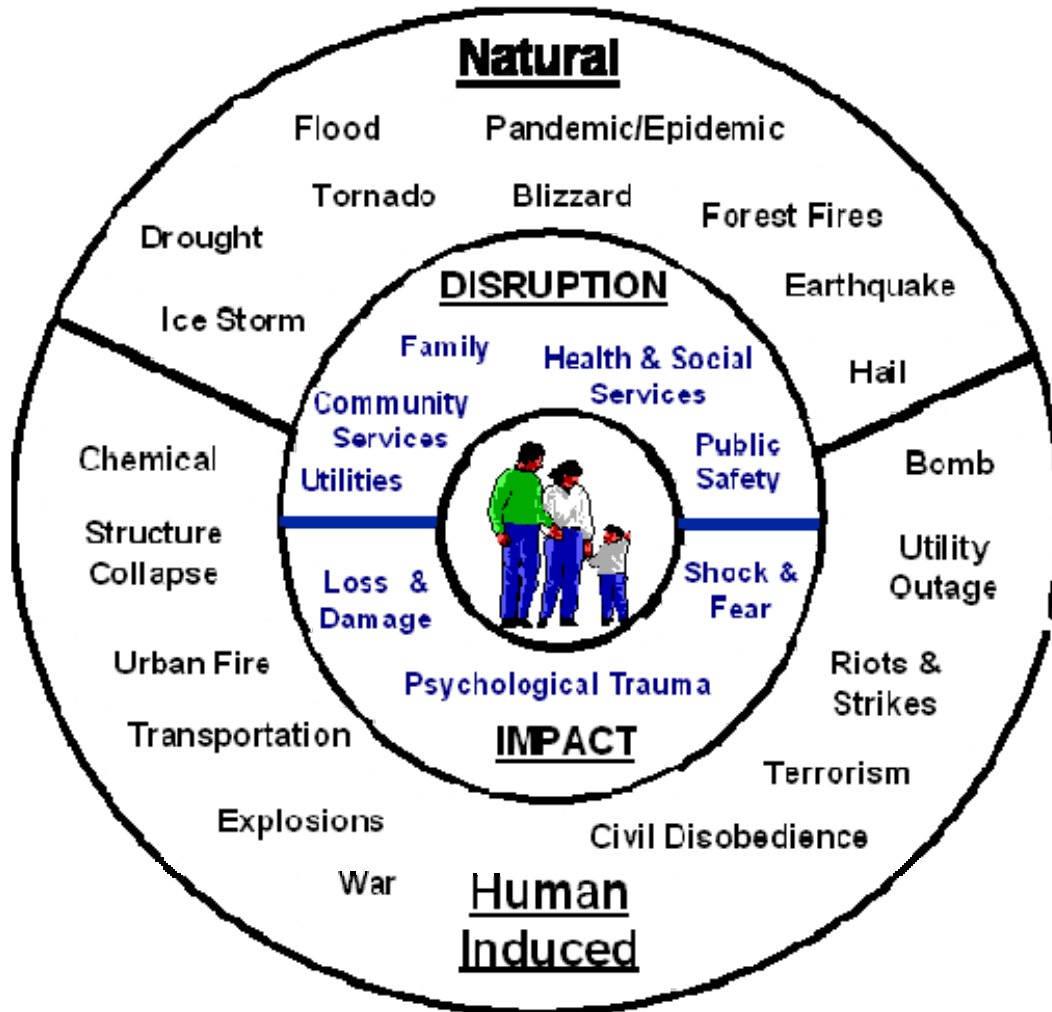
Whether caused by natural hazards or human-induced, disasters primarily affect people. The resulting human grief, social and economic disruptions affect individuals, families and the community as a whole.



Some emergencies or disasters require the implementation of a disaster social services response system to meet the urgent physical and personal needs of survivors until affected individuals can be cared for by regular social service or special recovery programs.

- ▶ **Individuals and Families. There may be deaths or injuries, evacuations and family members separated. Homes, businesses and property may be damaged or destroyed. A large amount of effort may be required to return individuals and families to "normal" day-to-day functioning.**
- ▶ **Community and Local Authority. There may be damage to infrastructure and resources, and interruption of services to citizens. Outside assistance and resources and extraordinary actions may be required to manage the event.**

Disaster Comparison Chart



Adapted from a chart developed by Health Canada, Emergency Medical Services, 1992.



REVIEW OF SOME OF THE DISASTER EVENTS IN ALBERTA SINCE 1986

Date	Event Title	Description
8 Feb 1986	Train Crash - Hinton	A VIA Rail passenger train crashed into a CN freight train 23 deaths, 92 injured.
31 July 1987	Tornado - Edmonton & Area	Severe loss and damage occurred in 40 municipalities, principally the City of Edmonton and Strathcona County, due to tornado winds and flooding. Twenty-seven deaths & about 400 injured. Estimated \$400 million+ in property damage.
July 1988	Flash Flood - Slave Lake	The Sawridge Creek overflowed it's banks and caused flooding in the Town of Slave Lake, Kinuso, Driftpile and Wabasca - July 6-8, 1988. The hospital was damaged and all patients were evacuated. Over 369 homes, 47 small businesses, 205 farms, 11 municipalities and 11 government departments experienced flood damage.
August 1990	Flood - Calgary	Severe flooding caused by hail and thunderstorms. Insurance industry paid \$20 million in claims.
Summer 1990	Flooding - Red Deer area west to Rocky Mountain House	Extensive flooding in western Alberta.
August 1992	Flooding - Northeast Lethbridge & area	Severe hailstorms accompanied by heavy rain caused severe flooding. Approximately 21 homes, 17 farm businesses and 1 municipality suffered flood damage.
Spring 1992	Flooding - Town of Peace River	An ice jam on the Peace River resulted in flooding of the town.
1993	Bomb Threat – City of Red Deer	Evacuation of approximately 1,000 people
1993	Train & Truck collision - Kinsella	A crude oil B-train and a CN train collided at a level crossing. 4 lives were los; the truck driver and 3 CN crew in the locomotive. The response included 8 fire departments including DND units from Wainwright. 1 water bomber was sent to put out fires along the track right-of-way.
1995	Forest Fire - Marianna Lake	Residents of Conklin and Janvier were evacuated to the City of Fort McMurray when a forest fire in the Marianna Lake area threatened their communities. Highway 63 was closed for several days because of the fire.

Chapter 2: The Context of Disasters

June 1995	Flooding - Southern Alberta	Flooding occurred in southern Alberta on the heels of the forest fires in the north. Temperatures in the upper 20's the previous week as well as spring run-off and rain led to flooding which started in the Crowsnest Pass area and moved through to Pincher Creek, Fort MacLeod, Medicine Hat and then into Saskatchewan. In total, 27 municipalities were impacted. Communities in the west had no advance warning; however, Medicine Hat had 2-3 days warning which gave them lead time to plan and prepare for the event. The city was able to identify evacuation areas and provide information to citizens. This was Canada's worst natural disaster at that time.
1995	Flooding - Calgary	Severe hail and thunderstorms caused severe flooding. \$56 million was paid in insurance claims.
1996	Flooding - Stony Plain & Spruce Grove area also in the Lesser Slave Lake area	Heavy rainstorms caused widespread flooding.
1996	Water Shortage - Grande Prairie	A water main break disrupted the City's water supply for 3 days, closing restaurants and public meeting places; patients were airlifted to Peace River and University of Alberta Hospitals for dialysis treatment; water was hauled to the city by tanker trucks from other communities.
9 April 1997	Flooding - Peace River (Peace & Heart Rivers)	An ice jam caused flooding of the town at about 3 a.m. The hospital and a nursing home were evacuated. Severe damage in downtown business district.
20 April 1997	Flooding - Fort McMurray (Clearwater & Athabasca Rivers)	An ice jam caused severe flood damage in the business and residential area.
Spring 1997	Flooding - Northern & Central Alberta	Heavy autumn rains combined with a heavier than usual snowfall caused extensive road infrastructure damage in most municipalities in northern Alberta.
1997	Wildfires - M.D. Willow Creek (Granum)	A prairie wildfire started in the M.D. of Pincher Creek and spread east destroying residences, farm buildings, fencing and pastures. The Town of Granum was evacuated to Claresholm.
1998	Ice Road - Fort Chipewyan	Due to warm temperatures, the usual winter ice road could not be used and an emergency airlift of food and heating supplies was required. The municipality declared a state of local emergency.
May 98	Forest Fire - Swan Hills & area Tolko Plant Fire – High Prairie	Forest fires twice forced the evacuation of the residents of Swan Hills (population 2,200) to Barrhead. As well, during the same time frame, a fire at the Tolko plant west of High Prairie resulted in the evacuation of the hospital in High Prairie.

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1999	Flooding - Red Deer area	Heavy spring runoff and continuous rain during June and July caused widespread flooding of homes and farmlands and damaged roads and bridges. Over 2,000 homes, 13 counties and 1 Special Area were affected.
1 January 1999	Dangerous Goods incident - Viking	A passenger vehicle traveling south on Highway 36 went through a stop sign at the intersection with Highway 14 (outskirts of Viking). The car hit a tanker carrying pentane, causing product to spill. Support was received from the Dangerous Goods Response Team in Edmonton. 3 fatalities and over 70 people evacuated.
August 1999	Explosion & Fire - Hub Oil	Explosions and fires at the Hub Oil used recycling plant in southeast Calgary resulted in 2 fatalities and several injuries. Residents from about 250 homes were evacuated; approximately 300 evacuees required emergency accommodation. There were public health concerns because of the debris that fell on homes and properties.
March 2000	Oil Well Blowout - NE of the hamlet of Enchant (M.D. of Taber)	Approximately 185 residents evacuated from within a 10 km radius of the blowout. The M.D. of Taber established an evacuation centre in the community hall in Enchant that functioned as a registration and information centre. There were concerns regarding animal health in the immediate area.
July 2000	Tornado - Pine Lake (Red Deer County)	A tornado touched in Red Deer County, around the resort developments in and around Pine Lake. The catastrophic damage resulted in the loss of 12 lives and 140 people requiring hospital treatment. It also resulted in major damage to farms, cottages, homes and the Green Acres campground (450 of the 600 sites were damaged). The County of Red Deer declared a state of local emergency. In the 4 weeks following the Pine Lake tornado, five separate tornadoes touched down in rural areas near the following communities: Marwayne on July 23 rd , Wabamum Lake on July 26 th , Viking on August 1 st , Elnora on August 6 th and Sangudo on August 9 th . Fortunately, only isolated damage occurred during these events and no further loss of life or human injury was experienced. (A detailed summary of this event is at the end of this chapter.)
July 2000	Flooding - Woodlands County	Heavy rain caused flooding in Fort Assiniboine & area. One family was airlifted to safety.

Chapter 2: The Context of Disasters

July 2000	Grass Fires - County of Warner	A large grass fire burnt 30,000 acres of public (crown) lands in the Cardston County and the County of Warner. A state of local emergency was declared. Sixteen fire departments including 3 from the State of Montana. As well as assistance from twenty-two Hutterite Colonies were involved in bringing the fire under control.
2001	Flooding – Leduc & Beaumont	Flooding caused by heavy rainstorms resulted flooded homes, businesses and farms.
February 2001	Train Derailment - Red Deer (Dangerous Goods)	Four rail tankers containing anhydrous ammonia derailed near 67 th Street and Highway 2. The City of Red Deer and County of Red Deer activated their municipal emergency plans and both declared a state of local emergency. Various areas of northwest Red Deer were evacuated. Red Deer College was used as a Reception Centre, one person died, and 97 agencies responded.
26 August 2001	BP Canada Incident – Fort Saskatchewan	Fire at the BP Plant ignited an ethane storage cavern, fire did not go outside the plant boundary. Public information was an issue. An uncontrolled ethane gas release and fire occurred at the BP Canada Energy Company natural gas liquids plant in Fort Saskatchewan. An elbow on a line connecting two wellheads that services an underground storage cavern failed. This is one of many large storage caverns in the Fort Saskatchewan area. Black smoke from the fire was significant and observable for many kilometres. The fire was put out on September 3, 2001. Approximately 14,500 cubic metres of ethane were lost. The size of the fire, resulting black smoke seen for the first two days as well as the size, type and location of the facility which is relatively close to highly populated areas resulted in widespread media coverage.. Although air quality was not compromised during this incident, some citizens of the City of Fort Saskatchewan and the nearby counties of Sturgeon and Strathcona raised concerns about a lack of information on the status of the situation.
May 2001	Forest Fire – Chisholm & Sturgeon County	Local residents were evacuated and a number of homes were destroyed.
May 2002	Forest Fire- Smoky Lake County	A wildfire in the north central portion of the County resulted in the County declaring a state of local emergency on May 19/02 and the evacuation of approx. 70 homes.



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<p>May & June 2002</p>	<p>Forest Fires - Marianna Lake area (referred to as the House River Fire)</p>	<p>The House River fires resulted in periodic closures of Highway 63 over a period of several days. On May 27th, Conklin declared a state of local emergency and residents and several camps in the area were evacuated to Fort McMurray. A Reception Centre was established at Greely Road School to provide services and support to evacuees.</p>
<p>May 2002</p>	<p>Forest Fire - County of Sturgeon</p>	<p>Fires in the Redwater area resulted in the evacuation of approximately 83 families and a few homes being destroyed. The Town of Redwater declared a state of local emergency. Through Alberta Disaster Services (now AEMA), the County of Sturgeon requested and was provided military assistance to relieve and assist exhausted firefighters.</p>
<p>30 May 2002</p>	<p>Fire - Erlton Condo's Calgary</p>	<p>The fire started at 2 p.m. in a condo under construction and quickly spread to other buildings. Evacuees were directed to the Southland Leisure Centre. Roads were closed in a 16 square block area in which power was out and gas was cut off. Approximately 41 people were treated for injuries.</p>
<p>6 June 2002</p>	<p>Forest Fire - M.D. of Clearwater</p>	<p>A forest fire northwest of Rocky Mountain House in the M.D. of Clearwater threatened the Sunchild Cree Reserve and resulted in the evacuation of approximately 200 people to Rocky Mountain House. Evacuees returned to their residences on June 11th. Alberta Employment & Immigration coordinated support and services to evacuees.</p>
<p>9 June 2002</p>	<p>Flooding - Southern Alberta</p>	<p>Heavy rain and snowfall caused flooding in southern Alberta. The following municipalities declared a state of local emergency: Towns of Pincher Creek, Coaldale and Magrath; Counties of Lethbridge, Warner and Cardston; Villages of Sterling, Warner and Foremost. The Blood Tribe at Standoff and the Peigan Nation at Brocket passed band council resolutions and evacuated residents. Several boil water orders were issued.</p>
<p>11 June 2002</p>	<p>Fire - Fox Lake</p>	<p>Approximately 700 residents of Fox Lake (Little Red River Cree Nation) were evacuated, some by air to High Level, due to forest fires. Little Red River Cree Nation passed a band council resolution regarding the emergency. The High Level Office of Alberta Employment & Immigration provided support to evacuees.</p>

Chapter 2: The Context of Disasters

29 August 2002	Flooding - Edson and area	Significant thunderstorms and heavy rain caused extensive flooding affecting over 300 homes and small businesses. The Town of Edson was most severely hit, with rainfall exceeding 85 mm. in a 2-hour time frame. Basement flooding, road washouts, infrastructure damage and some telecommunications outages occurred. Residents of a senior's manor were displaced. The Town's emergency operations centre was established at the fire hall.
26 & 27 April 2003	Snowstorm – Central & Southern Alberta	A snowstorm in central and southern Alberta affected 17 communities and resulted in hundreds of motorists being stranded on Highways 1 and 2. Several communities provided support to stranded motorists.
18 June 2003	Forest Fire - Fort McKay	The hamlet of Fort McKay (Regional Municipality of Wood Buffalo) was evacuated to Fort McMurray due to forest fires. Fort McKay First Nation issued a band council resolution. As well, the Regional Municipality of Wood Buffalo declared a state of local emergency.
30 June 2003	Severe Windstorm - Grimshaw	A severe windstorm struck the downtown area of Grimshaw causing significant damage to businesses, public infrastructure and power and telephone services. There were no serious injuries reported and no requirement for evacuation.
July 2003	Wildfires - Central and Southern Alberta	Residents of Lost Creek (Crowsnest Pass area) and of several small communities were evacuated and the Municipality of Crowsnest Pass declared a state of local emergency. A reception centre was opened for 22 days. Southwest of Sundre A number of campgrounds were evacuated, as well as approximately 500 residents. Fort MacKay Community was evacuated and the Regional Municipality of Fort McMurray declared a state of local emergency for the hamlet of Fort MacKay.
4 March 2004	Train Derailment – Springbrook (south of Red Deer)	Nineteen of 70 cars of a train carry hazardous products derailed. Residents of a small trailer court were evacuated.
6 June 2004	Flooding - County of Kneehill	Heavy rainfall in the general vicinity of Kneehill County resulted in extensive overland flooding. A disaster recovery program was established to assist with damage to municipal infrastructure, residential and rural structure damage and to help cover emergency operations costs.



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8 July 2004	Tornado - City of Grande Prairie	An F-1 tornado touched down in the northeast quadrant of Grande Prairie and headed southwest through the downtown area, knocking down power lines, damaging buildings and knocking down trees. There were no injuries. A state of local emergency was declared and the emergency operations centre was activated.
2-11 July 2004	Flooding - Greater Edmonton area	A series of rain events in the greater Edmonton area caused severe overland flooding resulting in significant damage to municipal infrastructure, residential and rural structures. A disaster recovery program was established and registration centres operated in Edmonton and the County of Strathcona during the week of July 26 th .
12 December 2004	Sour Gas Leak & Fire – Enoch First Nation	A sour gas leak and fire west of Edmonton forced approximately 800 people, mostly from Enoch First Nation, to evacuate their homes. Some could not return until after Christmas.
June & July 2005	Flooding - South & Central Alberta	Beginning in early June, many parts of the province experienced frequent heavy rainfall which led to flooding throughout much of southern and central Alberta. Thirty-two municipalities and First Nation communities declared a state of local emergency at some point between June 6 th and 20 th , 2005. A disaster recovery program of over \$160 million was put into place to assist individuals, small businesses, municipalities and provincial government departments to recover from this event.
3 August 2005	Train Derailment - Wabamun	Bunker-C oil and pole treating oil spilled into Lake Wabamun when 43 CN rail cars derailed beside the lake. This major spill quickly became a catastrophe for the community and a disaster for the environment. The Environment Minister established the Environmental Protection Commission in August 2005 and in December 2005 the Commission released their findings and made several recommendations to strengthen Alberta's response to incidents. The report is available at: http://environment.gov.ab.ca/info/library/7584.pdf
2 July 2006	Wildfire - Nordegg	Lightening strikes resulted in a wildfire near the community of Nordegg. Approximately 200 people were evacuated. The County of Clearwater declared a State of Local Emergency.
7 December 2006	Train Derailment - Lac St. Anne County	Thirteen CN railcars derailed in a rural area of Lac St Anne County approximately 15 km northwest of Spruce Grove. Two railcars overturned spilling the majority of their loads of dry sulphur. The spill was contained to the crash site.

17 April 2007	Condo Fire - Fort McMurray	On April 17 th , an apartment fire in a low-cost housing complex in Fort McMurray left approximately 300 people without housing or personal belongings. The local emergency operations centre was operational at the time due to ice jam advisories for the area and was able to quickly set up disaster social service. A reception centre was opened and 15 families had housing arranged by a local church.
19-21 April 2007	Power Outage - Beaver County	A late spring snowstorm caused power outages in much of Beaver County affecting Tofield, Ryley, and the surrounding rural areas. Many were completely without power. Beaver County and the Town of Ryley declared a state of local emergency. Mutual aid was received from the City of Red Deer and Calgary in order to restore power. The Government Emergency Operation Centre (AEMA) was activated.
5 June 2007	Flooding - Central Alberta	A series of major storms caused overland flooding in several areas of Central Alberta - Calgary, Kneehill County, and Stony Plain were impacted. Calgary opened its EOC as the storm and associated damages resulted in road closures, mud slides, an apartment evacuation and power outages. Kneehill County experienced extensive damage to crops, farm land and some infrastructure including roads. A disaster recovery program was announced for these areas.

Pine Lake Tornado July 14, 2000

The information on the next page summarizes the events of the Pine Lake Tornado and was provided courtesy of the County of Red Deer. It is an account of the response to a sudden, high-impact event. Coordination, communication and cooperation were required between the County of Red Deer and numerous external agencies to manage the response to the disaster.

Pine Lake Tornado News Cast

 <http://media.gov.ab.ca:8080/ramgen/ma/pinelake.rm>



PINE LAKE TORNADO



On Friday, July 14, 2000, at approximately 7 p.m., a funnel cloud was forming in an intense storm near Highway 2 south of Innisfail, Alberta, and approximately 32 km west of Pine Lake, a recreational area located in the County of Red Deer. Moving eastward through Red Deer County, the tornado packed winds of up to 300 km/h at its centre. This tornado was an F3 scale tornado. The tornado touched down about 10 km west of Pine Lake. Continuing due east, the tornado cut a destructive path through the farmland west of the lake before hitting Green Acres Campground on the west shore. There 11 people were killed and another 140 injured, some critically. Another victim died later from injuries received as a result of the tornado. The tornado sped across the lake, tearing through trees and buildings on the east side. It continued to destroy property for about 10 km east of Pine Lake before lifting and eventually dissipating. The width of the tornado has been estimated at 2.4 km but the greatest destruction occurred within about 500 meters of the eye. While Green Acres campground was the scene of the tornado's greatest human impact, dozens of farms and other properties in its 23 km path were also damaged. Green Acres campers were from Alberta (mostly the Calgary area), British Columbia, Saskatchewan, Manitoba, Prince Edward Island, United States, Holland and Switzerland.

Fire Response

At approximately 7 p.m. on July 14, 2000, numerous calls were received at the 911 Communications Centre in Red Deer, reporting that a tornado had struck the Green Acres Campground at Pine Lake. As the campground is located in the Delburne fire district, the operator forwarded the calls to Delburne Fire Services. Realizing that they had the potential of a large-scale emergency, Delburne Fire Services immediately notified the County of Red Deer Fire District for mutual aid assistance. Mutual aid resources were also requested and provided by the City of Red Deer, Town of Sylvan Lake, Elnora, Spruceview, Town of Innisfail, Town of Bowden and the nearby Nova Chemical plant.

On-Site Command Posts

1. Large tents were acquired from firms in Red Deer and used to establish a permanent on-site Command Post at Green Acres, which was shared by the overall scene commander (Acting Fire Chief, County of Red Deer) and the RCMP.
2. On July 17, a 2nd command post was set up on the east side of the lake in support of volunteers who wanted to assist farmers and rural residents with property cleanup and rehabilitation.

EMS/Hospital Response

1. The County Emergency Operations Centre advised the Red Deer Regional Hospital of the situation and they implemented their Mass Casualty Response Plan.
2. The first paramedics on scene established a triage area and began assessing and tagging patients for treatment and transportation to hospital.
3. Red Deer Emergency Services provided ALS ambulances and their heavy rescue unit.
4. Additional ambulance support was received from Lacombe, Sylvan Lake, Innisfail, Kneehill County (Three Hills) and Calgary, as well as a mass casualty unit from Nova Chemicals and Union Carbide.
5. Alberta Shock Trauma Air Rescue units (STARS) in Edmonton and Calgary were requested to fly directly to the scene.
6. Seriously injured were transported by air and ground ambulance to Red Deer Regional Hospital. Approximately 30 patients were transferred to Edmonton and Calgary hospitals for specialized care available at those centres.
7. Hospitals in Three Hills, Lacombe, Olds and Innisfail also received casualties.
8. A triage centre was established in a hanger at the Red Deer Airport, where medical staff stabilized patients before they were air lifted to hospitals.
9. Fixed wing air ambulances from across the province flew to Red Deer to airlift patients to the larger hospital centres.

Temporary Morgue

The campground owner's undamaged garage was used as a temporary morgue.



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Evacuation of non-injured

Transit buses from Red Deer were dispatched to the scene to evacuate approximately 500 non-injured people from Green Acres to reception centres in the City of Red Deer. The City of Red Deer activated their disaster social services response plan and contacted Red Cross to set up the registration and inquiry service to assist in re-uniting families and accounting for people from the site.

Search & Rescue Response

1. 20 Search & Rescue teams responded and assisted in checking trailers and mobile homes on site for injured victims and to recover the dead.
2. The entire site area at Green Acres was marked off into grids using barrier tape. All trailers and motor homes that had been searched were marked with spray paint so efforts were not being duplicated.
3. 100 soldiers from the Canadian Armed Forces assisted in site recovery operations.

Emergency Operations Centres

1. The County's EOC was established at the county fire station 1. On July 22, the county EOC began winding down operations, but maintained a reduced operational status until July 29.
2. The City of Red Deer activated their EOC and provided mutual aid support.

State of Local Emergency

The County of Red Deer declared a state of local emergency under the *Emergency Management Act*.

Survivors returning to the site

Several days after the event, arrangements were made for survivors to return to the site under escort. Survivors gathered at a local church near the EOC and were bussed to Pine Lake. Trained personnel and mental health professionals worked out of a tent on-site to provide emotional support. This operation continued for 3 days.

Visiting Dignitaries

1. The Premier arrived at the site within a few hours of the event.
2. The Prime Minister visited the site on July 19.

Critical Incident Stress Debriefing

Several debriefings were held for emergency response personnel.

Challenges

1. Roadways within the trailer park were nearly impassable due to downed trees and trailer debris. As a result, arriving emergency crews were staged in an open area above the trailer park, and crews were assigned search, rescue and recon missions on foot.
2. Radio communications were nearly non-existent due to the low terrain or hollow effect of the area.
3. All telephone communications were lost as a result of the tornado. Local cell towers were overloaded and shut down. The telephone company arrived early the next morning and began laying landlines to the on-site command post, which greatly enhanced operations between the county EOC and the command post.
4. As ambulances could not travel to patients on the site because of debris, rescuers initially carried patients to waiting ambulances at the triage centre at the top of the hill. Golf carts were loaned by an adjacent golf course and used to transport casualties up the steep incline to the ambulances.
5. Debris throughout the site caused many flat tires and a tire shop in Red Deer was contacted to set up a tire repair shop on site.
6. The 500 non-injured people from Green Acres could not drive their vehicles off the site because of the extensive damage and debris. Many had no ID, money or credit cards, as these were lost in their trailers or motor homes.
7. As campground registration records were destroyed in the tornado, it was difficult to determine who was at the campground.
8. Because of the heat and humidity, a huge amount of bottled water was required at the site. It is estimated that 30,000 bottles of water were delivered in a 7-day period.
9. About 30 trailers had been blown off their sites and into the lake and there was concern that some victims could have been tossed into the lake with their trailers. Dive teams were brought in from Calgary Fire Department. As well, 6 navy divers from Comox assisted in underground recovery operations. No bodies were found in the lake.
10. During the first few days, news media and private pilots flying low over the site to take pictures interfered with helicopter flight operations of both STARS and the RCMP. The EOC requested NAVCAN to issue a NOTAM (notice to airmen) to control flights over the site.

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CHAPTER 2 - THE CONTEXT OF DISASTERS

TAKE PRACTICE QUIZ



Chapter 3: Emergency Management Programs

PRIORITIES OF AN EMERGENCY MANAGEMENT PROGRAM

The 3 priorities of emergency management are to:

1. Save lives and minimize the impact on people.

The first priority is the safety of all people impacted by the event. This includes first responders as well as the survivors.

2. Protect property.

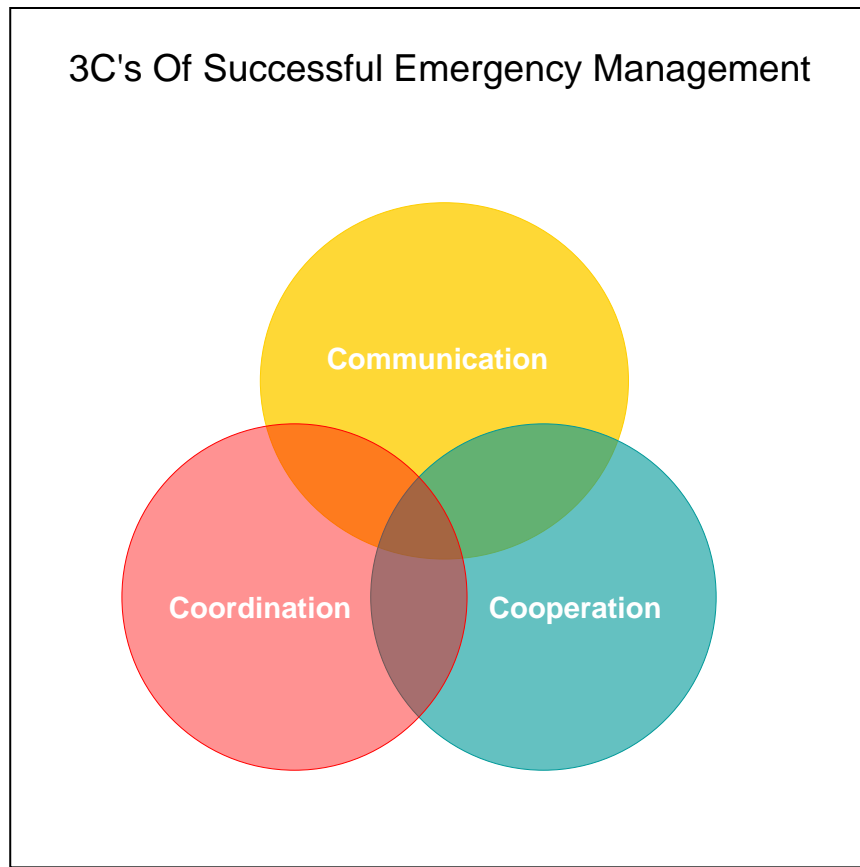
This includes protecting critical infrastructure as well as the property of municipalities and citizens.

3. Protect the environment

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Section 1.01 KEYS TO A SUCCESSFUL EMERGENCY MANAGEMENT SYSTEM

Coordination	of independent agencies for the purpose of eliminating fragmentation, gaps in delivery and duplication of services.
Cooperation	between agencies and organizations to share expertise and resources.
Communication	is vital to ensure information is shared between and among agencies and organizations in a timely and relevant manner.



FUNCTIONS OF AN EMERGENCY MANAGEMENT PROGRAM:

The four functions of mitigation, preparedness, response and recovery may be undertaken sequentially or concurrently, but they are not independent of each other. Emergency management in the province adopts a comprehensive all-hazards approach to coordinate and integrate the four functions to maximize the safety of Albertans. Ensuring a strong and seamless relationship across these functions and with appropriate emergency management partners is critical to effective emergency management.



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MITIGATION

- ▶ Measures taken to reduce or minimize the risks from the effects of a hazard with the aim to prevent or reduce a disaster impact when it occurs. Examples include updating building codes, building use regulations, zoning and land use management, diking, legislation and tax and insurance incentives and disincentives.

PREPAREDNESS

Involves building capability to effectively and rapidly respond when people, property and the environment are affected by hazard(s). Preparedness includes planning, exercising, education and training necessary to achieve a state of readiness for emergencies and disasters. Examples include developing emergency plans, training staff involved in the municipal emergency plan, exercises, creating mutual-aid agreements, and conducting resource inventories.

RESPONSE

Is the action taken to minimize the damage and loss to people, property and the environment with an emphasis on prevention of injury and loss of life. Examples include the implementation of disaster plans, activation of emergency operations centres, mobilization of resources, issuance of warnings and directions, provision of medical and social services assistance.

RECOVERY

Are the activities taken to return the affected communities and organizations to a reasonable state of normal life after it has been affected by an emergency or disaster. Examples include physical restoration and reconstruction, business resumption, counseling, financial assistance programs, temporary housing, and health and safety information.

PRINCIPLES OF EMERGENCY MANAGEMENT PROGRAMS



It is important that individuals who will have a key role in preparedness, response and recovery activities be actively involved throughout the process of developing the emergency management program and ultimately the disaster plan. This will ensure that the program and plan are known, accepted and understood by key stakeholders and by those who will activate the plan.

“Disaster preparedness is not synonymous with the formulation of written disaster plans. A more useful perspective is to envision planning as “a process” rather than to perceive of it as merely the production of a tangible product. Viewed this way, preparedness planning involves all of those activities, practices, interactions, relationships, and so forth, which over the short term or long run are intended to improve the response pattern at times of disaster impact” (Quarantelli, 1984, p. 24).

In other words, ***the plan is the product of all preparedness activities.***

Experience has shown that the following principles contribute to an effective emergency management program

1. View planning as a continuous process rather than a product. The process is far more important than the plan. The process results in sharing information, new or stronger linkages; education of all stakeholders to each others capabilities; resources and concerns; a transition from a focus of danger to a focus on actions, establishing credibility of the program process and players; validation of arrangements; communication of the need for a emergency management program. People and resources change over time and the emergency plans have to evolve to reflect this. Each exercise of the emergency plan and an actual response provides information that can be used to update the plan.

“Studies show that disaster preparedness planning is most effective when officials view the planning activities as an unending process” (Drabek).

2. Utilize existing networks, structures, organizations and arrangements before creating new ones. Ad hoc arrangements tend to be less resilient and effective than existing ones. If new processes or structures are needed try to build on existing agencies or arrangements. For example use existing police and fire agency capabilities to facilitate evacuation.

“In communities where particular disaster related functions have been assigned to specific organizations as a result of the planning process, there is less post-impact confusion regarding responsibility and communication channels” (Drabek,).

3. Provide a means to manage and utilize the vastly increased flow of information that will occur. Contrary to perception, the problem will be too much information rather than too little. Coordination of this information is key to successful disaster management.

4. Ensure that inter-organizational activities are coordinated. The act of coordination is a disaster management function. However, the plan must provide an environment and a structure within which this activity can occur. The planning process itself must provide for coordination of inter-organizational preparedness.

5. Distinguish between disaster planning and disaster management. Planning deals with the strategies and structures required to facilitate management. Disaster management deals with tactics to address specific conditions. Keep the plan brief and simple to provide the strategic framework within which disaster management occurs.

6. Focus on adaptive action rather than emphasizing danger. The problem must be seen as solvable in order for the planning process to be usable. The quality of public response will increase where adaptive action is proposed. The more widespread a fatalistic attitude is in a community, the less chance there is for a program to be effective.

7. Planning must be adjusted to realistic expectations of the citizens. The plan must meet the needs of the citizens.

- 8. Effective arrangements provide for the most appropriate response rather than the fastest.** Base planning on realistic expectations and valued knowledge of probable affects, consequences, resources and behavior. Provide a framework that is flexible to the needs of the event and within which managers have the flexibility to tailor collective response.
- 9. Educate the public about the existence of the plans, what they can expect from collective response and what they will have to do for themselves.** An informed public will make more informed decisions.
- 10. Incorporate training and education of partners into the planning process.** Disaster management occurs in conditions of uncertainty, organizational interaction, complexity and escalating demands. Experienced decision makers can often successfully improvise in such conditions. However, experience in disaster management clearly demonstrates that the combination of experienced decision makers working in the context of an established plan is more effective. Disaster response demands a collective team response. Education and knowledge tends to evoke appropriate responses.
- 11. Modest planning is a reasonable goal.** A modest degree of planning is a reasonable expectation. This is why it is necessary to focus on principal activities and strategies rather than voluminous detail and intimidating complexity.
- 12. Keep plans general and avoid too much detail.**

“Detailed plans are less effective because no disaster turns out exactly as expected, much of the detail is inappropriate and only serves to hinder. A modular approach considerably aids flexibility, allowing the recovery strategy to be rapidly assembled and adjusted dynamically as new information emerges” (Davies, 2001).



MYTHS AND REALITIES OF DISASTERS

MYTHS	REALITIES
Improvisation should not be part of emergency management.	To improvise is to organize for emergency response during an event.
Warnings should be held until you are absolutely sure; otherwise you will panic people.	People generally will not panic. Information should be disseminated.
People are often immobilized by disaster and need help with basic tasks.	Residents of disaster affected areas respond actively. They are the rescuers of over 95% of those trapped and injured. They do not wait for government officials to tell them what to do.
Outside help is essential because local agencies are severely limited in their ability to handle emergency demands.	Generally, there are enough resources in the area. The problem is finding, mobilizing and coordinating them. The principle problem in caring for victims is not the lack of resources. It is from vague responsibilities, conflicting organizations and lack of communications.
Most citizens will not support expenditure of tax revenue on disaster preparedness.	The public assumes that disaster preparedness programs are underway or are in place. Keep the public expectations in sight.
Looting is a common occurrence in disasters.	Looting in natural or man-made disasters is rare. In civil disorder, it is a common internal community behavior.
Disaster planning should focus on creating strong authority, if necessary by senior levels of government, to overcome the subtle devastation of events.	Communities mobilize rapidly to meet disaster demands. Timely local coordination is more appropriate than para-military authority.
Emergency management staff and workers may not be available due to conflicting social demands.	Role abandonment is not a common reaction by emergency services workers or managers.
The public will not respond to encouragement to be prepared.	The majority of the public will prepare when they are encouraged by credible authorities to develop plans for threats that have a high probability of occurrence in a fairly short time. The focus must be on adaptive actions rather than danger.
Disaster planning should be separated from day-to-day processes because by their very nature, disasters require responses well beyond the needs of day-to-day activities.	This is a common mistake of disaster planners. An essential element of successful preparedness includes the use of traditional institutionalized sources of power in the community.
Many citizens will not evacuate when ordered to.	The likelihood of evacuation increases when the source is credible, the message is specific, and the message can be confirmed.
Most evacuees will go the community shelters.	Evacuees prefer the homes of relatives or friends for shelter, even if they are further away than community shelters.
Many people panic in disaster situations.	Panic is not a common response to disasters. Most people will attempt to do very logical, constructive things. It does occur in conditions of entrapment or where is a sense of powerlessness or isolation. People do not flee in panic; they flee from something.
The initial human behavioral response to disasters is mass chaos.	Actions usually make sense, are directed at defining helpful activities and result in the most important care for victims.
Most injured people will be directed or transported to medical centres by emergency medical services.	Most will go, or be taken by local citizens, to the centre of their choice.
Help from within and outside of the impacted community will arrive only when requested.	There will be a convergence of unsolicited responders, volunteers and resources, both from within and outside of the community.
There will be a shortage of donated items and goods.	Following a major disaster, large quantities of unwanted and unsolicited donated goods and items are likely to arrive unannounced.

Suggested additional reading:

1. Disaster Response: Principles of Preparedness and Coordination, *Auf der Heide*.
2. Human System Response to Disaster: An Inventory of Sociological Findings, *Drabek*.
3. Emergent phenomena and the sociology of disaster: lessons, trends and opportunities from the research literature, *Drabek and McEntire*



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CHAPTER 3 - EMERGENCY MANAGEMENT PROGRAMS

TAKE PRACTICE QUIZ



Chapter 4: Alberta's Emergency Management Framework

ALBERTA'S EMERGENCY MANAGEMENT FRAMEWORK

Emergency management in Alberta is a graduated system of involvement with a community based, all hazards approach which begins with individuals and families, then the municipal government (i.e. local authority), followed by the provincial government and, ultimately, in the direst of circumstances, the federal government. The response to an emergency occurs at the lowest level and increases to the next level of response based on need.

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INDIVIDUAL AND FAMILY

Each citizen is charged with his or her own personal emergency preparedness. Knowing what to do when a major emergency or disaster occurs in the community and what personal preparedness measures are needed (such as a family emergency plan) will strengthen an individual's and family's ability to care for themselves.

For information on personal emergency preparedness, refer to the AEMA website.



website <http://www.aema.alberta.ca>

MUNICIPALITY

As a crisis expands beyond individual capability, it becomes the responsibility of the local (municipal) government. The *Emergency Management Act* requires Alberta municipalities to have an emergency plan and program. Section 11(a) states:

“The local authority of each municipality shall, at all times, be responsible for the direction and control of the local authority's emergency response unless the Government assumes direction and control ...”

To date, there has not been a situation in which it was necessary for the Government of Alberta to assume direction and control of an emergency response.



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PROVINCIAL GOVERNMENT

There will be occasions when municipalities require resources and support from the Alberta government. The Alberta Emergency Plan provides a provincial framework for providing assistance to municipalities. It also provides guidelines for Alberta Government departments and agencies when the response requires provincial resources.

AEMA (ALBERTA EMERGENCY MANAGEMENT AGENCY)

The AEMA is the coordinating agency accountable and responsible to the provincial government and to Albertans for effectively ensuring the protection of people, their property, their communities and industry, and their environment from the effects of emergency events. The Agency coordinates the Alberta Government's response for any emergency event which exceeds local resources or expertise or where assistance is requested by a local authority or private or public response agency. AEMA assists Alberta communities to ensure they are prepared to respond effectively to disasters and major emergencies.

Seven AEMA District Officers work in municipalities to assist them in the evaluation, validation and exercising of the municipality's emergency plans. Two First Nation District Officers work with Alberta's First Nation communities. During major emergencies or disasters, these district officers work in the community in that municipality's emergency operations centre and act as a provincial government liaison between the municipality and the provincial government, in the event that provincial or other resources are required.

Further information on the role of the AEMA and the District Officers is available at:

 <http://www.aema.alberta.ca>


Other provincial ministries and agencies play supporting or regulatory roles in emergency management and include:

- Alberta Employment & Immigration
- ERCB
- Alberta Environment
- Alberta Health & Wellness
- Alberta Infrastructure
- Alberta Transportation
- Alberta Justice & the Attorney General – Office of the Chief Medical Examiner
- Alberta Public Affairs Bureau

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ALBERTA EMPLOYMENT & IMMIGRATION

Alberta Employment & Immigration supports municipalities with disaster social services planning and response and monitor compliance with Workplace Health & Safety regulations.

Further information regarding their role can be found on the  website:
<http://employment.alberta.ca/cps/rde/xchg/hre/hs.xsl/563.html>

ALBERTA ENERGY AND UTILITIES BOARD (AEUB)

The Government of Alberta owns about 80 per cent of the province's mineral rights, such as oil, natural gas, coal, and the oil sands. In other words, most resources are owned by the people of Alberta through their government.

While private companies can develop these resources, the ERCB is authorized by the government to protect the public's interest relating to the discovery, development, and delivery of these resources. Regulation ensures that non-renewable resources are produced in a safe, responsible, and efficient manner, without waste.


The ERCB regulates the safe, responsible, and efficient development of Alberta's energy resources, including oil, natural gas, oil sands, coal and pipelines.

ERCB approval is required at almost every step of an energy project's life in Alberta.

The ERCB regulates: operating natural gas and oil wells; oil and gas batteries, plants and other facilities; producing coal mines; commercial oil sands plants and 392,000 km of pipelines

The ERCB is responsible for managing Alberta's energy resources, including: bitumen; conventional oil; natural gas; coal and recoverable coal bed methane reserves.

The ERCB ensures compliance and asset & liability management for operating energy developments, including the provision of technical support to field surveillance in responding to complaints, uncontrolled releases and other operational problems.

Further information about the role of the ERCB in emergency management can be found at:  <http://www.ercb.ca>


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ALBERTA ENVIRONMENT

Alberta Environment is a partner in protecting and enhancing Alberta's natural environment, to ensure the continued enjoyment of a clean and healthy environment by all. The department has staff in more than 120 communities throughout Alberta.

Alberta Environment provides flood forecasting advice and supports planning and response to environmental emergencies and disasters anywhere in the province through the Alberta Environment Support and Emergency Response Team (ASERT).


Further information regarding their role can be found on the  website:
<http://environment.gov.ab.ca/default.aspx> .

ALBERTA HEALTH AND WELLNESS

The Alberta government sets strategic direction for the health system through:

- Policy, legislation and standards
- Allocating resources
- Helping develop and support the health system
- Administering provincial programs such as the Alberta Health Care Insurance Plan, air ambulance services and communicable disease control expertise

The Alberta Health and Wellness, Regional Hospital Authorities may be called on to provide public health and mental health support services during and or following a major emergency or disaster.

Further information regarding their role can be found on the  website:
<http://www.health.gov.ab.ca/regions/RHA.html>.



ALBERTA INFRASTRUCTURE AND TRANSPORTATION

The departments of Alberta Infrastructure and Alberta Transportation provide transportation, public buildings, and environmentally safe water and wastewater infrastructure. In emergencies or disasters the ministries arrange for road closures, overweight vehicle certificates and provides advice to those responding to dangerous goods events.

The Coordination and Information Centre (CIC) is set up to answer questions about dangerous goods from industry and enforcement personnel. It also serves as the Government of Alberta emergency response centre for all natural and human induced major emergencies and disasters. The CIC operates 24 hours a day and responds to an average of 350 chemical transportation incidents and 75 natural emergencies a year. Services provided by the CIC include:

- ▶ assistance and technical information to emergency response personnel attending the scene of an accident in which dangerous goods are involved, or may become a matter for concern.
- ▶ contacting personnel in related departments who are to be notified in the event of an emergency or safety-related incident.
- ▶ coordinating the initial response to a natural disaster reported after regular working hours. The Duty Manager in AEMA (Alberta Emergency Management Agency) is contacted and assistance is given until such time that the Government Emergency Operations Centre (GEOC) becomes fully operational.
- ▶ handling off-hour calls once a disaster response has been stabilized and the Government Emergency Operations Centre (GEOC) no longer maintains 24-hour coverage.

Further information about Infrastructure, Transportation and the CIC can be found at:

 <http://www.infratrans.gov.ab.ca/>.

ALBERTA JUSTICE AND THE ATTORNEY GENERAL - OFFICE OF THE CHIEF MEDICAL EXAMINER

When a death occurs suddenly or cannot be explained, the Office of the Chief Medical Examiner conducts an investigation. All such deaths in Alberta are investigated under the authority of the *Fatality Inquiries Act*. The investigation is held to determine:

- Who died?
- Where did they die?
- When did they die?
- Why did they die?
- How did they die?

In some cases, a [public fatality inquiry](#) is held and recommendations are made to help prevent similar deaths.

Notification of a Death

The Office of the Chief Medical Examiner must be notified when a death is:

1. An unexplained natural death,
2. An unexpected natural death, when the decedent appeared to be in good health,
3. A natural death where the decedent did not have a physician or had not been seen by a physician within the last 14 days,
4. A death that occurs during an operative procedure or within 10 days of an operative procedure,
5. A violent or unnatural death,
6. A death which is alleged to be a result of negligence,
7. A death in custody,
8. A death of an involuntary patient or "ward" of the government, and
9. A maternal death.

If a death occurs unexpectedly at home the local police department should be called. The police will in turn contact the Office of the Chief Medical Examiner.

The Office of the Chief Medical Examiner has the authority to release the names of the deceased in a disaster.

Further information regarding their role in emergency management can be found on the website: <http://www.justice.gov.ab.ca/ocme/default.aspx>.



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ALBERTA PUBLIC AFFAIRS BUREAU

The Public Affairs Bureau (PAB) provides communications support to government ministries and helps inform Albertans about government programs and policies. The Bureau also coordinates communications for cross-government initiatives and during public emergencies.

The PAB coordinates key messages regarding the event at a provincial level and may be called upon to assist with the Emergency Public Information role for a municipality.

Further information regarding their role can be found on the website:



<http://www.publicaffairs.alberta.ca/>

FEDERAL GOVERNMENT


Local authorities may require federal government resources and support. Requests for federal government assistance must be directed through the Alberta Emergency Management Agency (AEMA). During an event, federal agencies that have a regulatory role may also become involved:

- Public Safety Canada
- Health Canada
- Indian & Northern Affairs
- National Energy Board
- Department of National Defense



PUBLIC SAFETY CANADA (PSC)

Public Safety Canada is the lead agency responsible for developing and implementing federal policies for emergency management and coordinating the federal response to emergencies and disasters. PSC is responsible for running the Government Operations Centre (GOC), Canada's strategic-level operations centre. It is the hub of a network of operations centres run by a variety of federal departments and agencies including the RCMP, Health Canada and National Defence.

Further information regarding their role in emergency management can be found on the  website: <http://www.publicsafety.gc.ca/index-en.asp> .


HEALTH CANADA

Health Canada is the lead federal department responsible for coordinating the response to a nuclear or radiological emergency under the Federal Nuclear Emergency Plan (FNEP). Health Canada partners with the United States through the Canada-US Joint Radiological Response Plan to deal with a potential or actual radiological event that could affect both countries or be of a magnitude that assistance from the neighboring country could be required.

Health Canada is also responsible for:

- ▶ Implementing the Food borne Illness Outbreak Response Protocol, in partnership with the Canadian Food inspection Agency.
- ▶ Providing support and scientific expertise for chemical emergencies through the Chemical Emergency Response Unit (CERU).
- ▶ Helping managers develop and maintain a supportive environment for employees who experience a traumatic workplace event through the Psycho-social Emergency Preparedness and Response program.

The Public Health Agency of Canada is the lead organization for coordinating the health response for all other health-related emergencies. The Agency's response is managed through the mobilization of the health portfolio's Emergency Operations Centre and liaison with Public Safety Canada.


Further information regarding Health Canada's role in emergency management can be found on the  website: http://www.hc-sc.gc.ca/ed-ud/index_e.html



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INDIAN AND NORTHERN AFFAIRS CANADA (INAC)

Indian and Northern Affairs Canada (INAC) has primary, but not exclusive, responsibility for meeting the federal government's constitutional, treaty, political and legal responsibilities to First Nations, Inuit and Northerners. It is responsible for delivering provincial-like services such as education, housing, and community infrastructure to Status Indians on-reserve, and for delivering social assistance and social support services to residents on-reserve with the goal of ensuring access to services comparable to those available to other Canadian residents.


Further information about INAC's role can be found on the  website:
<http://www.ainc-inac.gc.ca/ai/mrr-eng.asp> .

NATIONAL ENERGY BOARD (NEB)

The purpose of the National Energy Board is to promote safety, environmental protection and economic efficiency in the Canadian public interest within the mandate set by Parliament in the regulation of pipelines, energy development and trade.

The Board is responsible for ensuring companies comply with regulations concerning the safety of employees, the public, and the environment, as they may be affected by the design, construction, operation, maintenance and abandonment of a pipeline.

Through an agreement between the Board and Human Resources and Social Development Canada, Board staff have been designated as Safety Officers for the occupational health and safety of pipeline company field staff. These health and safety duties are usually combined with other construction site and facility inspections.

Further information regarding Health Canada's role in emergency management can be found on the  website: <http://www.neb-one.gc.ca/clf-nsi/rcmmn/hm-eng.html> .

DEPARTMENT OF NATIONAL DEFENCE (DND)

The Canadian Forces may be called to assist provinces in provision of services to local authorities experiencing an event. As in other requests for federal government assistance, such requests must be directed through the Alberta Emergency Management Agency (AEMA).

For example, following the Pine Lake Tornado in July 2000, the military provided engineers, heavy equipment and divers; in June 2002, they assisted in fighting forest fires in northeastern Alberta when local and provincial resources were over-taxed.

It is important to note that costs are associated with military assistance. The military are often viewed as a quick and free resource and this is not the case.


Further information about the Canadian Forces can be found at: 
http://www.forces.gc.ca/site/home_e.asp

TRANSPORTATION SAFETY BOARD (TSB)

The Transportation Safety Board of Canada (TSB) investigates occurrences in the marine, pipeline, rail and air modes of transportation. Incidents will be investigated when there is a high probability that an investigation will advance Canadian transportation safety, meaning there is significant potential for reducing future risk to persons, property or the environment.

When notified of an occurrence, the TSB will assess the circumstances to determine if an investigation is warranted; this assessment may involve the deployment of an investigation team to the occurrence site.

During an investigation, the TSB works with all levels of government, transportation companies, equipment manufacturers, and individuals such as survivors, witnesses, next of kin and operators. The TSB also works with coroners and medical examiners, police, fire departments and search-and-rescue teams. Cooperation is essential in order for the TSB to carry out its functions.

Further information about the role of the Transportation and Safety Board can be found at:  <http://www.tsb.gc.ca/en/index.asp> .

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ALBERTA NON-GOVERNMENTAL ORGANIZATIONS (NGO) COUNCIL

Members of the non-governmental organizations council are committed to assisting disaster victims in Alberta. The members include the Salvation Army, Canadian Red Cross, Mennonite Disaster Services, Canadian Disaster Child Care, Christian Reform World Relief Committee, St. John Ambulance, Alberta Council, and the Canadian Convention of Southern Baptists Disaster Relief.

Further information about the NGO council can be found at:

 <http://www.ngocouncil.com/> .

GOVERNMENT GRANT AND ASSISTANCE PROGRAMS FOR LOCAL AUTHORITIES

This funding is intended to enhance local authority disaster preparedness and response:

- Joint Emergency Preparedness Program (Federal Government)
- Training Grants
- Disaster Recovery Programs



JOINT EMERGENCY PREPAREDNESS PROGRAM (JEPP)

The objective of this program is to achieve an appropriate and reasonably uniform level of national civil preparedness for emergencies as well as encouraging and supporting provincial and territorial civil preparedness.

Through Public Safety Canada, the Joint Emergency Preparedness Program (JEPP), the federal government provides financial contributions to communities to assist in meeting the costs of projects aimed at enhancing their level of emergency preparedness and response capability.

Alberta local authorities may submit an application to cost-share the purchase of emergency response equipment provided that:

- ▶ the municipality has an established emergency management agency.
- ▶ the municipality maintains and exercises a current municipal emergency plan.
- ▶ the municipality has appointed a Director of Emergency Management.
- ▶ the project has a clear objective and demonstrated need.
- ▶ the municipality agrees to make the equipment available regionally through mutual aid agreements.

Eligible projects include telecommunications systems, rescue equipment, emergency power equipment, mobile command posts, emergency operations centres, rescue vehicles and prototypical initiatives. Funding ratios on approved projects are normally based on a 50/50 sharing ratio.

Further information about the Joint Emergency Preparedness Program can be found at:

 <http://www.publicsafety.gc.ca/prg/em/jepp/index-eng.aspx>

TRAINING GRANTS

The AEMA Training Program supports the Alberta Emergency Management System. Participants are provided with the opportunity to understand the applicable acts and regulations and their roles and responsibilities in the five phases of emergency management. Training individuals who have a role in emergency management to become more effective or more skilled will enhance the level of emergency preparedness within Alberta.

Training is available through:

1. Direct delivery
 - o AEMA Training Officers are available to provide municipally based training to support local authorities in effective emergency management.
2. Grant funded training - Grants are available to enable municipalities to contract the services of trainers approved by AEMA.
 - o Emergency Management Grants
 - o Ground Search and Rescue Grants
 - o Fire Services Grants
3. Canadian Emergency Management College courses
4. Fire Emergency Training Centre (fire etc.) courses

For further information contact your AEMA District Officer, the Manager of Training for AEMA or the Training Calendar on the AEMA website:



http://www.aema.alberta.ca/documents/AEMA_Training_Plan_Calendar_2008-2009.pdf

DISASTER RECOVERY PROGRAMS

Disaster recovery programs provide financial assistance for municipalities and their citizens who incur uninsurable loss and damage as a result of a disastrous event. These programs are an effective way of assisting municipalities by ensuring that the costs of disasters are shared by all Albertan's and, whenever possible, by all Canadians through cost sharing arrangements with the federal government.

- ▶ Disaster financial assistance programs are administered under the *Alberta Disaster Recovery Regulation* and *Alberta Disaster Assistance Guidelines* and are designed to serve as a safety net to assist with essential needs only for uninsurable loss and damage to homes, farms and small businesses, as well as municipal and provincial infrastructure damage and emergency operations costs. Most programs result from overland flooding and groundwater seepage.
- ▶ A state of local emergency does not have to be declared in order to receive financial assistance under a disaster recovery program.
- ▶ After a major emergency or disaster event, AEMA (Alberta Emergency Management Agency) in co-operation with municipalities, monitor the situation to determine if there is likely to be a need for financial assistance. The province's disaster recovery committee reviews the circumstances of the event and makes recommendations regarding possible program approval.
- ▶ Assistance is not paid when the damages, loss or costs could have been: reasonably prevented; could be recovered under another government program; or recovered through legal action.
- ▶ Upon the announcement of a program, municipalities notify the affected citizens of the location and operational hours of the registration centres.
- ▶ Applications are reviewed for eligibility and evaluators are dispatched to review damages and determine eligible assistance.
- ▶ Accounting and financial procedures have been streamlined to ensure that assistance payments are made in the shortest time possible.

These programs are based on the principle of shared risk. They assist municipalities and their citizens by ensuring that losses resulting from disasters are cost shared by all Albertan's, and, whenever possible by all Canadians. Programs may be cost shared with the federal government on a graduating scale. On programs that meet federal eligibility criteria, federal cost sharing starts after the province has paid the first dollar per capita (approximately \$3 million) of eligible damages.

For further information contact your AEMA District Officer or the Disaster Recovery Programs Coordinator, AEMA.



http://www.aema.alberta.ca/ps_disaster_recovery_information.cfm

CHAPTER 4 - ALBERTA'S EMERGENCY MANAGEMENT FRAMEWORK

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Chapter 5: Legislation

PROVINCIAL LEGISLATION

1. EMERGENCY MANAGEMENT ACT

The *Emergency Management Act* addresses the province's emergency preparedness and response authority at both the municipal and provincial level. The Act can be found at:

 http://www.qp.gov.ab.ca/documents/Acts/E06P8.cfm?frm_isbn=9780779724857

a. Municipal Responsibilities and Powers (Emergency Management Act s.11)

The *Emergency Management Act* mandates each municipality in Alberta to prepare for potential emergencies and disasters, and to respond appropriately to these situations. Municipal responsibilities include:


- ▶ establishment of an emergency management committee
- ▶ establishment of an emergency management agency
- ▶ appointment of a director of the emergency management agency
- ▶ prepare and approve a municipal emergency plan and program
- ▶ direction and control of the local authority's emergency response.

The *Emergency Management Act* also makes provision for local authorities to declare a state of local emergency. Chapter 6 provides more detailed information regarding municipal responsibilities.

b. Provincial Responsibilities and Powers

As the coordinating agency, the AEMA (Alberta Emergency Management Agency) has the following responsibilities:

- ▶ coordinate provincial emergency preparedness programs
- ▶ provide liaison with other governments
- ▶ coordinate provincial support to municipal emergency response efforts. Provincial resources and support are often required to assist local authorities following a disaster or major emergency
- ▶ assess need for a state of emergency for relating to all or any part of Alberta. This declaration is made by the Lieutenant Governor in Council. To date there has not been a need for a provincially declared state of emergency in Alberta
- ▶ administer Disaster Recovery Programs (e.g. financial assistance)

Several provincial emergency plans exist. These are summarized on the website at:  <http://www.aema.alberta.ca>

2. GOVERNMENT EMERGENCY MANAGEMENT REGULATION

The *Government Emergency Management Regulation* provides regulatory requirements for the AEMA and government departments concerning emergency management and business continuity.



http://www.qp.gov.ab.ca./documents/Regs/2007_248.cfm?frm_isbn=9780779728374

3. DISASTER RECOVERY REGULATION

Under the *Disaster Recovery Regulation*, the Minister may authorize payments to assist individuals, small businesses, farmers and local authorities to recover from the cost of disaster operations and damage.

A local state of emergency does not have to be declared in order to receive financial assistance under a disaster recovery program.

It is often thought that the two, state of local emergency and financial assistance, go hand-in-hand; this is not the case.



http://www.qp.gov.ab.ca/documents/REGS/1994_051.CFM



4. MUNICIPAL GOVERNMENT ACT

Part 1 Purposes, Powers and Capacity of Municipalities

Municipal purposes

3. *The purposes of a municipality are*

- (a) *to provide good government,*
- (b) *to provide services, facilities or other things that, in the opinion of council, are necessary or desirable for all or a part of the municipality, and*
- (c) *to develop and maintain safe and viable communities.*

The *Municipal Government Act* includes two references to municipal emergency planning and response:

1. it authorizes local authorities (councils) to pass bylaws for municipal purposes regarding the safety, health and welfare of people and the protection of people and property, and
2. states that in an emergency, a municipality may take whatever actions or measures are necessary to eliminate the emergency (Section 551(1)).



<http://www.qp.gov.ab.ca/documents/acts/M26.cfm>

FEDERAL LEGISLATION

1. EMERGENCIES ACT

This Act describes types of national emergencies and exceptional powers that may be authorized and the responsibilities of Public Safety Canada (PSC).

The *Emergencies Act* was developed to ensure that the Government of Canada can invoke exceptional -- yet incident-specific -- powers to deal with emergencies. It replaced the *War Measures Act*. The four types of emergencies covered under the Act are:

Public welfare emergencies: Severe natural disasters or major accidents affecting public welfare, which are beyond the capacity or authority of a province or territory to handle.

Public order emergencies: Security threats that are beyond the capacity or authority of a province or territory to handle.

International emergencies: Intimidation, coercion or the use of serious force or violence that threatens the sovereignty, security or territorial integrity of Canada or any of its allies.

(b) **War emergencies:** War or other armed conflict, real or imminent, involving Canada or any of its allies.



http://www.psepc-sppcc.gc.ca/pol/em/em_act-en.asp



2. EMERGENCY MANAGEMENT ACT

When an emergency strikes, lives are at stake and effective response means knowing who is in charge. The *Emergency Management Act* (EMA) sets out clear roles and responsibilities for all federal ministers across the full spectrum of emergency management. This includes prevention, mitigation, preparedness, response, recovery and critical infrastructure protection.

The Act is an important step in the Government of Canada's efforts to strengthen emergency management in Canada. The Act reinforces efforts to ensure that Canada is well prepared to mitigate, prepare for, respond to and recover from natural and human-induced risks to the safety and security of Canadians.



<http://laws.justice.gc.ca/en/ShowFullDoc/cs/E-4.5///en>

CHAPTER 5 - LEGISLATION TAKE PRACTICE QUIZ



Chapter 6: Municipal Responsibilities

MUNICIPAL RESPONSIBILITIES



Alberta's *Emergency Management Act* mandates local authorities to prepare for and respond to disasters that occur within their boundaries. Local authority responsibilities are as follows:

1. **Pass a Municipal Emergency Management By-law to establish authority for a local emergency management program.** The by-law describes the local structure, authorizes the municipal emergency plan and outlines mutual aid arrangements with neighboring local authorities.
2. **Appoint members of Council to a Emergency Management Committee.** This committee consists of one or more members of council who serve in an advisory role to council. They advise council on emergency plans and programs and review emergency plans on an annual basis.
3. **Appoint a Director of Emergency Management (DEM) on the recommendation of the Emergency Management Committee.**

The position and role of the DEM is mandated by section 11(f) of the *Emergency Management Act*, which states that the local authority of each municipality shall appoint a director of municipal emergency management, who shall:

- ▶ prepare and co-ordinate emergency plans and programs for the municipality,
- ▶ act as director of emergency operations on behalf of the municipal emergency management agency,
- ▶ co-ordinate all emergency services and other resources used in an emergency, and
- ▶ perform other duties as prescribed by the local authority.

The Municipal Director of Emergency Management (DEM) is the key figure in the overall administration of a municipality's disaster preparedness program and has responsibility for the development and maintenance of the Municipal Emergency Plan (MEP). It is also important for the DEM to ensure that someone is designated to assume the Director's responsibilities in his or her absence.

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4. **Establish an Emergency Management Agency.** The agency acts as the agent of the local authority to carry out the local authority's statutory powers and obligations. The key role of the agency is to prepare and implement the municipal emergency plan.

The agency consists of the Director of Emergency Management (chairs the agency) and senior members of core agencies and organizations in the community that have a key emergency response role. Typical membership includes:

- Communications
- Director of Emergency Management
- Disaster Social Services Manager
- Emergency Medical Services
- Fire
- Emergency Public Information
- Municipal administration
- Police
- Public Works & Transportation
- Regional Health Authority
- School Boards & Schools
- Police
- Utilities
- Others as required

ROLE OF ELECTED OFFICIALS

PRIOR TO AN EVENT

Elected officials must ensure they:

- ▶ understand legal responsibilities and authority regarding their role and legal powers in an emergency such as declaring a state of local emergency
- ▶ are aware of Municipal Emergency Plan and vulnerability to an emergency as identified in the municipality's risk assessment.
- ▶ establish a good working relationship with the emergency management agency
- ▶ understand the procedures for notifying elected officials of a major emergency or disaster.



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ROLE OF ELECTED OFFICIALS

DURING AN EVENT

Elected officials must ensure they:

- ▶ obtain situation report(s) from the Director of Emergency Management (DEM) or designate
- ▶ if required, declare a state of local emergency and terminate the state of local emergency when it is no longer required
- ▶ approve expenditures to meet requirements of emergency response activity
- ▶ take necessary actions to meet emergency response requirements
- ▶ identify policy needs and options to meet the unique needs of the situation
- ▶ brief other elected officials on the emergency situation and provide regular status reports
- ▶ in conjunction with the emergency public information manager or designate, establish a schedule for news conferences, public service announcements, etc. In situations where the public perceives there is a threat, it is prudent to inform the public of what is being done to handle the event.

DECLARATION OF A STATE OF LOCAL EMERGENCY (SOLE)

Under the *Emergency Management Act section 21*, local authorities can declare a state of local emergency, to create a legal state of affairs of a temporary nature so that the local authority may take extraordinary actions to deal with the situation at hand.

Examples of extraordinary powers during a state of local emergency include:

- ▶ acquire real or personal property (e.g. resources, equipment)
- ▶ conscript people to assist with the emergency
- ▶ enter land and buildings without a warrant
- ▶ control or prohibit travel
- ▶ remove structures, trees, crops
- ▶ fix prices for essential items, such as food, clothing, fuel, equipment, medical supplies
- ▶ evacuation of people
- ▶ protection from liability unless there is gross negligence (see section 16)

A state of local emergency may be for all or any part of the municipality.

The declaration must identify the nature of the emergency and the area in which it exists.

The local authority is also required to notify the affected population.

The local authority must forward a copy of the official declaration to the Minister, Alberta Municipal Affairs via AEMA (Alberta Emergency Management Agency).

A state of local emergency lapses after 7 days unless it is renewed or cancelled by the local authority or cancelled by the Minister. After a local authority declares a state of local emergency (SOLE), they would monitor the situation and cancel the SOLE if it is no longer required.

A declaration of a SOLE is not a requirement in order for a local authority or citizens to be eligible for financial assistance through a disaster recovery program. The Disaster Recovery Regulation governs eligibility and criteria for a disaster recovery program

A local authority is not required to declare a SOLE in order to activate their emergency operations centre or their municipal emergency plan. Portions or all of the municipal emergency plan may be activated as required to manage an emergency or disaster.

The local authority must forward a copy of the official declaration to the Minister, Alberta Municipal Affairs and Housing via the AEMA.

A suggested format for a declaration follows.



Declaration of a State of Local Emergency

WHEREAS an emergency exists in the _____

of

(name of municipality)

due to _____

(enter a description of the nature of the emergency)

THEREFORE, the Local Authority declares a state of local emergency exists in the

(enter a detailed description of the area affected)

Time: _____

Date: _____

Signature(s):

Title(s):

Public Announcement following the Declaration of
a State of Local Emergency

The Local Authority of _____
(enter name of municipality)

has declared a State of Local Emergency in the

(describe affected portion of the municipality)

due to _____

(enter a description of the nature of the emergency)

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



STEPS IN DEVELOPING A MUNICIPAL EMERGENCY PROGRAM

1. Conduct a Risk Assessment

A risk assessment identifies:

- ▶ probability of a major emergency or disaster (e.g. reviewing historical incidents and identifying potential threats)
 - ▶ the impact of these events on the community
 - ▶ the community's capability to respond, and areas vulnerability
 - ▶ mitigation strategies. (What actions can be taken to eliminate or reduce the risk? e.g. zoning and land use management)
- planning priorities.

The AEMA District Officers regularly review risk assessments with municipal directors of emergency management.

2. Develop the Municipal Emergency Plan (MEP)

The municipal emergency plan (MEP), which is the product of all planning and preparedness activities, is designed to ensure a prompt and coordinated response for events that extend beyond routine emergencies. The director of emergency management and the emergency management agency are responsible for developing and maintaining the MEP. The emergency management committee of council must review the plan annually.

The MEP is the centerpiece of municipal emergency preparedness and response and is based on the principle that when a major emergency or disaster occurs, representatives of key response agencies and organizations (e.g. the emergency management agency) will assemble at the emergency operations centre (EOC) to provide support to the emergency site(s), to direct and co-ordinate overall response efforts and to address the needs of the municipality as a whole. The EOC is often located in the municipal office.

The plan may be activated in whole or in part at the discretion of the local authority and includes:

- ▶ the process for notifying municipal officials and the public when an incident is imminent or has occurred.
- ▶ information regarding the EOC location and requirements. The EOC functions as a point of coordination or "nerve centre" anticipating and supporting the needs of one or more emergency sites, as well as addressing the needs of the municipality as a whole. The EOC is established in a suitable location away from the scene (e.g. municipal office).
- ▶ a section including checklists for each key response area (e.g. director of emergency management, municipal administration, emergency public information, communications, public works, utilities, transportation, social services, public health, schools, emergency site management).

- ▶ as well, specialized response plans are added as required (e.g. evacuation plan, disaster social services response plan, municipal support to health care centre emergency plan).
- ▶ a reference section, which includes the *Emergency Management Act*, emergency management by-law and mutual aid agreements.

The process of developing and maintaining the plan requires key players from different organizations and agencies to meet and work together under the overall guidance of the DEM. During this process, key players get to know one another and understand each other's roles and responsibilities. Once the plan has been developed, it is submitted to council for review and approval.

Other local plans such as the health facility mass casualty response plan, public health, health facility evacuation plan, disaster social services response plan and the school and school board emergency response plans must be coordinated with the municipal emergency plan.

In order to standardize municipal emergency plans and thereby facilitate regional assistance and mutual aid, AEMA has developed a model MEP that is provided to municipal directors of emergency management. To review the complete model plan, contact the AEMA District Officer for your area.

As well, it is highly recommended that you contact your municipal director of emergency management to learn about the plan for your community.

3. Engage in Education and Training

Education and training are essential elements of an emergency management program. Training in the local area is very effective as it provides an opportunity for people who would work together in a disaster situation to learn and practice together. As well, the training can be tailored to local circumstances and situations.

The AEMA Training Officers conduct various courses within the municipalities. For more information, contact the AEMA District Officer for your area or the Manager of Training, AEMA.

For the last several years, Alberta Municipal Affairs has allocated funding for emergency management and ground search and rescue training as a special initiative under the Municipal Sponsorship Program. Municipalities with a population under 20,000 are eligible to apply for this grant funding.

Public awareness and education is another important aspect of municipal emergency preparedness. This could range from participating in special events during Emergency Preparedness Week (an annual, national event that takes place during the first full week of May) and conducting workshops on personal disaster preparedness, to including information with utility bills and in telephone books.

4. Test the Plan


Testing the plan through exercises accomplishes the following:

- ▶ trains the local team
- ▶ validates the plan (will it work as intended?)
- ▶ identifies areas of the plan that need revision.

Exercises can range in scope from a tabletop exercise involving a single agency through to a live exercise that involves all components of the plan.

The AEMA's Exercise & Training Standards document includes detailed information on planning, conducting and evaluating emergency management exercises in Alberta. The standards describe three types of exercises: tabletop, functional and live.

The training standard can be found at:

 http://www.municipalaffairs.gov.ab.ca/ema/pdf/2005_Emergency_Management_Exercises_Training.pdf

CHAPTER 6 - MUNICIPAL RESPONSIBILITIES

TAKE PRACTICE QUIZ



Chapter 7: Activating the Municipal Emergency Plan (MEP)

ACTIVATING THE MUNICIPAL EMERGENCY PLAN (MEP)

The MEP may be activated in part or in whole:

- ▶ on a declaration of a state of local emergency by those authorized to do so in accordance with the municipal emergency management by-Law;
- ▶ on a declaration of a provincial state of emergency by the Lieutenant Governor in Council;
- ▶ when NO declared state of emergency exists;
- ▶ by the director of emergency management, or
- ▶ by the mayor, reeve, or committee of the local authority.

LEVELS OF PLAN ACTIVATION



LEVEL I is a low impact, short duration incident in which the municipality has adequate resources (e.g. a routine event that first responders handle on a routine basis utilizing existing standard operating procedures). A municipal emergency services, on becoming aware of the situation, alerts other emergency services involved in the response and municipal administration, who may advise the director of emergency management. ***The MEP is usually not activated for this level of event.***

LEVEL II is a high impact, short duration incident in which coordination is required to support site operations. An example is a transportation of dangerous goods incident that results in evacuation of the surrounding area. Dangerous goods experts may be required on scene and a reception centre opened. As well, outside support may likely be required (e.g. from mutual aid partners). An emergency site manager will be designated; there will be a need for emergency public information support. The director of emergency management and other personnel may be on site. The director of emergency management takes such action as is necessary to minimize the effects of the emergency on the municipality by doing those things not being done by the first responders, such as:

- ▶ communicating with elected officials
- ▶ notifying members of the Emergency Management Agency
- ▶ activating the MEP, in whole or in part
- ▶ recommending to elected officials that there be a “declaration of a state of local emergency”
- ▶ supporting emergency site operations by disseminating information in preparation for media inquiries
- ▶ providing public awareness information

LEVEL III is a high impact and or long duration incident that interrupts normal activities in the community and requires response from multi-organizational and multi-jurisdictional resources. The situation will require full coordination, external resources, activating the EOC and designation of an emergency site manager. Example: Pine Lake Tornado, July 14, 2000.

NOTE: *A municipal emergency plan may be activated in part or in whole.*

EMERGENCY SITE MANAGEMENT SYSTEM

EMERGENCY SITE MANAGEMENT SYSTEM

Alberta municipalities must identify an emergency site management system in their MEP. Many use the emergency site management system (ESM) while others use the incident command system (ICS). Either can be activated for a response that exceeds standard operating procedures, available resources and or expertise. Both are designed to provide one framework to integrate and coordinate services at the emergency site. The ESM system allows individual services to continue to use their own command systems while ICS structure includes five functions: command, operations, planning, logistics, finance & administration.



EMERGENCY SITE

The emergency site refers to the scene of the event. In some instances, there may be multiple emergency sites. The emergency site manager or incident commander is appointed by the director of emergency management as the situation requires. The emergency site manager or incident commander is responsible for establishing an on-site command post, coordinating the overall on-scene response and establishing communication between the site and the emergency operations centre.

EMERGENCY OPERATIONS CENTRE (EOC)

The EOC is established in a suitable location away from the scene (e.g. municipal office) to manage the larger aspects of the emergency.

The EOC functions as a point of coordination or “nerve centre”, anticipating and supporting the needs of one or more emergency sites, as well as addressing the needs of the municipality as a whole. Coordination and dissemination of information is another critical function of the EOC.

The director of emergency management is the EOC coordinator. Representation at the EOC includes members of the emergency management agency (i.e. the disaster social services manager, emergency public information officer, representatives of municipal departments as well as emergency response agencies such as fire, police, EMS, and may include regional health authorities and industry). Members of the emergency management agency present in the EOC must have experience and authority to make decisions on behalf of their services.

The EOC team's primary tasks include:

- ▶ mobilization of the EOC team
- ▶ assessing the need for a State of Local Emergency and advising elected officials
- ▶ tracking expenditures related to the event
- ▶ establishing links with other operational sites such as schools, industry, utilities, reception centers and health centers
- ▶ providing information to the public and media
- ▶ planning for continued operations/services in unaffected areas of the municipality
- ▶ identifying policy issues (e.g. extraordinary expenditures)
- ▶ managing the overall municipal response to the emergency or disaster
- ▶ ensuring recovery activities are undertaken
- ▶ monitoring staff wellness.

The AEMA District Officer whenever possible will be present at the EOC to provide advice and a link to provincial resources. In a high impact emergency, there may be a number of other EOCs established in support of response efforts. These may include municipal service department or industry EOCs (regional, headquarters), a joint regional EOC and the provincial Government EOC (GEOC). The federal government may also become involved depending on the situation.

It is important that there is ongoing communication and co-ordination among the various EOCs.



LOCAL REGIONAL HEALTH AUTHORITY

Depending on the event, the local regional health authority may activate part or all of one or more of its emergency plans.

- ▶ Hospitals maintain mass casualty response plans to manage a large and sudden influx of casualties. Early notification by the first response agencies of a mass casualty incident is critical to allow the hospital to implement its plan and mobilize resources before receiving casualties.
- ▶ Public health plans may be activated as follows: to support the hospital response to a mass casualty incident; to protect the health of the community when a disaster threatens or is affecting services such as water supply and sanitation; when there is widespread flooding within the community; when the municipality receives persons evacuated from another community because of a disaster or major emergency; as a result of a hazardous materials or dangerous goods incident; or the occurrence of epidemics (influenza, meningitis and pandemic).
- ▶ Health facilities maintain an external evacuation plan in the event that a disaster (fire, building collapse, bomb threat, etc) forces the evacuation of patients, residents and staff. Municipal assistance may be required with the transportation and relocation to temporary accommodation.
- ▶ Public health and community mental health services, along with social services organizations, may establish an outreach program to assist victims recover from the psycho-social impact of a disaster.
- ▶ A casualty information centre (sometimes called a relative centre) may be established to provide a centre where families and friends can obtain information on the location and condition of the casualties. The hospital and or regional health authority generally manages the CIC. The overwhelming number of casualties may mean that information on casualties is not immediately available. Patient confidentiality may limit what information can be provided.

DISASTER SOCIAL SERVICES

Many events result in people being evacuated, displaced from their homes, or otherwise impacted by the event. When this occurs, the disaster social services response plan, a specialized component of the municipal emergency plan, is activated as required. One or more reception centres may be established, either in a safe area in the impacted community or in a neighboring community. A reception centre is a one-stop centre which provides for the immediate short-term needs of people impacted by the event. Reception centre services typically include the following functions:

- ▶ Registration and Inquiry (account for people and assist in re-uniting families)
- ▶ Food Services (refreshments, snacks and meals)
- ▶ Lodging (accommodation in congregate facilities, hotels, motels, or billeting)
- ▶ Clothing (personal hygiene items and clothing replacement and distribution as required)
- ▶ Personal Services (medical and or health support, counseling and other special care that is not provided by other service areas)
- ▶ Volunteer Services (register and assign volunteers)

PUBLIC AND MEDIA INQUIRY ROOM

Events usually result in an influx of inquiries from the public and the media (local, national and international). When this occurs, the emergency public information officer for the municipality may establish a public and media inquiry room (usually near the EOC) to respond to inquiries. Municipal personnel who have been trained in working with the public over the phone would staff this room. The Alberta Public Affairs Bureau may provide advice and assistance to the municipal emergency public information officer. Assistance from the Public Affairs Bureau can be requested through AEMA.

As well, if the situation warrants, the provincial government Public & Media Inquiry Room may be established and operated by the Public Affairs Bureau.

Public Affairs Bureau:  <http://www.publicaffairs.alberta.ca/>

In some events, particularly those of high visibility, the public may perceive that a threat exists, even though there is no real danger to the public, such as the case with the BP Canada incident in Fort Saskatchewan in August 2001 in which an uncontrolled ethane gas release and fire occurred at the natural gas liquids plant. Although no threat existed, residents were concerned because of the smoke and noticeable odor. A way to circumvent this is to provide regular communication to local residents.

Chapter 7: Activating the Municipal Emergency Plan (MEP)

CHAPTER 7 - ACTIVATING THE MUNICIPAL EMERGENCY PLAN (MEP)

TAKE PRACTICE QUIZ



Chapter 8:Notifying the Public of a Threat

NOTIFYING THE PUBLIC OF A THREAT

The municipal emergency plan includes a section on warning the public. The decision to warn the general public rests with the elected officials. The objective of early notification is to advise the maximum number of people as early as possible **before** impact in order to save lives and prevent injuries. There will also be a requirement to provide on-going information updates by a known reliable source to the public during and after an event.

NOTIFICATION METHODS

ALBERTA'S EMERGENCY PUBLIC WARNING SYSTEM (EPWS)

The Emergency Public Warning System (EPWS) is a part of the disaster response system in the event of a major public emergency.

The EPWS gives local authorities immediate access to warn the public in the event of a disaster or major emergency.

The system also broadcasts information for [AMBER Alert](#), a program that allows police to request critical public assistance when a child has been abducted and a life is in danger. The system was developed following the 1987 Edmonton tornado.

EPWS is now available in Alberta's 356 municipalities and 46 First Nations communities. The system cost \$1.7 million to develop and implement.

Staff from Environment Canada and Alberta Environment's Flood Forecast unit are also able to broadcast warnings.

For additional information, see  <http://www.alberta.ca/home/316.cfm>

ENVIRONMENT CANADA WEATHER STATEMENTS

Environment Canada issues weather advisories, watches, and warnings.

For further information, refer to their website:

 http://www.msc.ec.gc.ca/weather/contents_e.html.

Printed Documentation

ALBERTA ENVIRONMENT

The Flood Forecasting Section, Hydrology Branch provides timely information on high stream flows, floods and ice jams to municipalities and other client groups.

For further information, refer to their website:

 <http://www.gov.ab.ca/env/water/basins/basinform.cfm>.

ALBERTA SUSTAINABLE RESOURCE DEVELOPMENT

The Forest Protection Branch communicates with municipalities adjacent to areas impacted by wildfire.

For further information, refer to their website:

 <http://srd.alberta.ca/wildfires/information/default.aspx>.



Printed Documentation

ALBERTA'S EMERGENCY NOTIFICATION SYSTEM (AENS)

The Alberta Emergency Notification System (AENS) was established by the AEMA to ensure that critical emergency management information could be disseminated rapidly to a wide number of partners. The AENS is not a "public" warning system – it is instead for key personnel involved in emergency management. This system allows the AEMA to notify key Government of Alberta staff (Consequence Management Officers, Business Continuity Officers and Cross Government Coordination Team Members) of critical events and track the response of the recipients. Timely information ensures agencies can increase their preparedness in time to save lives and protect essential services.

AENS messages are voice recorded at the time of the event and are approximately one minute in length. Recipients of a message will hear:

- ▶ a description of the threat and its potential severity
- ▶ a description of the area affected
- ▶ provide suggested actions that citizens can take to protect themselves and their families.

Notification Methods

There are many methods of notifying the public, such as:

- ▶ Alberta Emergency Public Warning System (EPWS), radio and or television
- ▶ telephone, sirens, megaphones (loudhailers), door-to-door and other community notification systems
- ▶ municipal websites.

Chapter 9: Recovery Activities

RECOVERY ACTIVITIES

Depending on the event, the municipality will be faced with a number of post-event activities, such as:

- ▶ critical incident stress debriefings for emergency management staff, first responders and volunteers
- ▶ damage and loss assessment (e.g. municipal infrastructure, businesses, residences and personal property)
- ▶ resumption of business operations
- ▶ restoration of services (e.g. utilities, transportation, community support services, schools, institutions)
- ▶ emergency assistance for residents (e.g. financial and temporary housing)
- ▶ clean-up, waste removal, debris removal and disposal
- ▶ housing, relocation and rebuilding
- ▶ donations management (e.g. funds and goods)
- ▶ outreach program for survivors
- ▶ operational debriefings and documenting lessons learned
- ▶ plan, revision and updating
- ▶ recognition of staff and volunteers
- ▶ organizing memorial events (e.g. anniversary)

Printed Documentation

VICTIM ASSISTANCE CENTRE

When response activities have wound down after a disaster in which there has been widespread or catastrophic damage, there may be a need to draw together services from all orders of government, non-governmental organizations, and the private sector to meet the short and mid-term needs of victims. The nature of the event will dictate the types of services and support needed. In this case, the municipality would establish and operate a "one-stop shopping centre", called a victim assistance centre. A victim assistance centre is typically established 2-3 days after the event and would operate for as long as necessary as determined by the municipality. AEMA (Alberta Emergency Management Agency) can assist with operation of the centre if requested by the municipality. See supplementary reading material, [Edmonton's One Stop Shopping for Disaster Assistance](#).



The Basic Emergency Management exam is a 25 question open book exam with a passing mark of 80%.

Individuals who successfully complete the exam will be issued a Certificate of Achievement by the Training Unit, AEMA. You should receive your certificate within 3 weeks.



Before beginning the exam be sure to have a copy of the *Emergency Management Act* available.

Good luck!!!

FOR EXAM CLICK.



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Supplementary Reading Material

1. [Emergency Management Act E-6.8 RSA 2000](#)
2. Alberta Model Municipal Emergency Plan September 2003 - Table of Contents
3. [Edmonton's One-Stop Shopping for Disaster Assistance](#)



Glossary

This is a listing of some of the common terminology and definitions used within the Alberta emergency management and response framework, including provincial emergency plans and planning models.

Alberta Counter -Terrorism Crisis Management Plan – a provincial plan that coordinates and directs the cross government activities for threat level assessment, critical infrastructure identification, and maintenance and activation of an emergency notification system for notifying all orders of government.

Alberta Emergency Management Agency (AEMA) - An agency of Alberta Municipal Affairs. AEMA is responsible for the management of a province wide program to ensure that Alberta's public and private sectors are prepared for, and can respond effectively to, disasters and emergencies. AEMA also administers disaster recovery programs that promote the timely recovery of Albertans from the impacts of disasters and emergencies.

Alberta Emergency Management Agency District Officer – field staff of Alberta Emergency Management Agency (AEMA), an agency of Alberta Municipal Affairs and Housing, who support and assist Alberta's municipalities in the development and maintenance of their emergency plans and programs. The AEMA District Officer will likely attend the response to a disaster or a major emergency as the liaison officer for AEMA.

Alberta Emergency Plan - The Government Emergency Management Regulation requires the Government of Alberta, through the Alberta Emergency Management Agency to prepare and implement a plan for the provision of government resources, known as the Alberta Emergency Plan.

Business Continuity Planning - Planning to ensure the continued availability of essential services, programs and operations, including all the resources involved. Prepares an organization to respond to an interruption of essential business functions and provides the guidelines to fully recover operations, services and programs.

CBRN - Chemical, Biological, Radiological or Nuclear incidents

Civil Protection - Arrangements in place for dealing with disasters and other civilian type of societal and community crisis. (E.L. Quarantelli, 2001)

Co-ordination and Information Centre (CIC) - 24-hour information centre operated by Alberta Transportation that provides initial assessment, response action and clean-up information for dangerous goods incident responders. The centre also serves as the after regular hours contact point for the Alberta Emergency Management Agency. It can be reached by dialing 422-9600 in the Edmonton area or 1-800-272-9600 anywhere else in Alberta.

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Director of Emergency Management (DEM) – an individual appointed by the local authority to: prepare and coordinate emergency plans and programs for the municipality; act as the director of operations on behalf of the municipal emergency management agency; coordinate all emergency services and other resources used in an emergency; and, perform other related duties. (S 11, *Emergency Management Act*)

Disaster - an event that results in serious harm to the safety, health, or welfare of people or in widespread damage to property. (Section 1(e), *Emergency Management Act*)

Disaster Planning – (also referred to as the functions or pillars of emergency management) the differentiating of emergency management into phases - mitigation, preparedness, response and recovery (E.L. Quarantelli, 2001)

Disaster Recovery Program – a program approved by the Government of Alberta under the Disaster Recovery Regulation to help individuals, small businesses, farming operations and municipalities recover from the adverse effects of a disaster. The Alberta Emergency Management Agency administers program.

Disaster Social Services – a planned emergency response organization designed to provide those basic services considered essential to the immediate well-being of persons affected by a disaster. Basic services are normally delivered at a reception centre and include lodging, clothing, feeding, registration & inquiry and personal services. The disaster social services response plan, which is a specialized component of the municipal emergency plan, is designed to meet the urgent physical and personal needs of individuals and families until regular social services or special recovery plans are in place.

Declaration of a State of Emergency - an order of the Lieutenant Governor in Council under Section 21 of the *Emergency Management Act*.

Declaration of a State of Local Emergency – a resolution or order of a local authority under Section 18 of the *Emergency Management Act*.

Emergency – an event that requires prompt coordination of action or special regulation of persons or property to protect the safety, health or welfare of people or to limit damage to property. (Section 1(f), *Emergency Management Act*)

Emergency Management - concerned with all phases of disasters: mitigation, preparedness, response and recovery.

Emergency Management Act, Statutes of Alberta 2000 Chapter E.6.8 in force as of June 14, 2007 – the legislation that defines the requirements for emergency measures at the provincial government and local authority level within Alberta.

Emergency Management Agency - an organization that acts as an agent of the local authority (council) to carry out the council's statutory powers and obligations under Section 11 of the *Emergency Management Act*.

Emergency Management Committee- a committee consisting of a member or members of the local authority (council) appointed to advise and report to council on the development of emergency plans and programs, under Section 11 of the *Emergency Management Act*.

Emergency Operations Centre (EOC) – an operations centre established in a suitable location to manage the larger aspects of the emergency. In a high impact emergency there may be a number of EOCs established to support the response. These may include corporate EOCs (regional, headquarters); municipal EOCs, a joint regional EOC and the provincial government EOC.

Emergency Planning Officer (EPO) - a senior member of a provincial government department, appointed by the department head, who in addition to other duties, coordinates the department's response to a major emergency or disaster. (Government Emergency Planning Regulation)

Emergency Preparedness - the planning, exercising and education necessary to achieve a state of readiness for disasters and emergencies.



Emergency Response Structure – The local authority is the first level of government to respond to an emergency or disaster. The degree of response by other levels of government and the private sector should be tailored to the local authority's capabilities and needs. The establishment of an emergency operations centre (EOC) by any of the responding organizations will be dictated by the magnitude of the incident, the nature and scope of the response, and the need for public and media communications activities. Local authorities plan for three levels of emergency response, in increasing order of magnitude:

Level I. This response is for an incident of limited community impact that the local authority can manage within its emergency response capabilities. The incident may be of short or extended duration. Provincial departments may attend for regulatory requirements. A representative of AEMA may attend in a liaison officer capacity. The local authority, and industry if the incident occurs on an industrial site, may create on-site command posts to manage the immediate response. The municipal emergency operations centre (EOC) may be activated to some degree. Although the AEMA will usually be informed of an incident, it is unlikely that the Agency would activate the Government Emergency Operations Centre (GEOC).

Level II. This response is for an incident of high community impact. In addition to normal emergency responders, the local authority will mobilize elements of its emergency response coordination capability, and may request some external assistance. The local authority and industry if relevant will establish on-site command posts, and may also activate EOCs. An AEMA District Officer will normally go to the municipal EOC as a liaison officer and to provide advice if required. Other levels of government may choose to activate EOCs. The GEOC may be activated.

Level III. This response is for an incident of extended duration and high community impact. The local authority will fully activate its municipal emergency plan and can be expected to request assistance from government, non-governmental organizations and the private sector. The local authority and industry if relevant would activate EOCs. An AEMA District Officer would be in the municipal EOC as a liaison officer and to provide advice if required. The GEOC may be activated.

Emergency Site Command Post – A command post complex at the site of an emergency. It comprises several command posts including those of the emergency site manager and services such as police, fire, ambulance and public works.

Emergency Site Manager or Incident Commander - The person responsible for ensuring a coordinated team response at an emergency site.

Emergency Site Management (ESM) - The ESM system is based on a multi-tiered framework for communications, joint (or coordinated) decision-making, and the coordination of activities or resources. The system facilitates the interaction among the various emergency response organizations at two primary locations: the emergency site and the municipal EOC. The ESM system builds on the presence of organization-specific disaster management processes (or systems) to provide a broad approach to the management of disasters at local authority level.

Exercises – an exercise completes the training and educational process in emergency management and enables an evaluation of emergency plans and organizational capability, as well as providing opportunity to promote and refine cooperation and coordination between operational teams, staff groups, officials and others involved in an organized response to an emergency.

Functions of emergency management – sometimes known as the phases of disaster or the pillars of emergency management; the differentiating of emergency management into four core components:

Mitigation includes the measures taken to reduce or minimize the risks from the effects of a hazard(s) with the aim to prevent or reduce a disaster impact when it occurs. Examples are legislation including regulation and by-laws, safety codes, building codes, zoning, dikes, evacuation and warning systems.

Preparedness, in recognition that perfect mitigation is not possible, is building capability to effectively and rapidly respond when items at risk are affected by a hazard(s). It includes the planning, exercising, education and training necessary to achieve a state of readiness for disasters and emergencies. Examples are crisis management, emergency response and business continuity plans, awareness and education, training – individual and collective, and insurance.

Response is those actions taken to minimize the damage and loss to items at risk (with an emphasis to prevention of injury and loss of life) when they are affected by a hazard. Examples are search and rescue and the provision of emergency medical services.

Recovery is the activities carried out to return the affected organization and community to a reasonable state of normal life after it has been affected by a hazard. Examples are the rebuilding of homes and business resumption.

Government Emergency Operations Centre (GEOC) – the Government of Alberta's emergency operations centre. The GEOC coordinates the provincial government's response to a major emergency or disaster in Alberta. The GEOC is composed of two parts: the Continuity Management Centre (CMC, which coordinates cross Government business continuity planning and response) and the Consequence Management Operations Centre (COMOC, which coordinates cross government planning and response to an incident affecting municipality(s) and industry). These may be activated independently or simultaneously based on the needs of the situation.

Hazard – a situation with a potential for human injury, damage to property, damage to the environment, or some combination of these. (CAN/CSA-Z731-02)

Hazard Identification – the process of recognizing that a hazard exists and defining its characteristics.



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Incident Command System (ICS) – A standardized on-scene emergency management concept specifically designed to allow its users to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Joint Emergency Preparedness Program – A program that provides financial assistance to communities on a cost-shared basis to fund projects that will develop or enhance a regional emergency response capability. Funding assistance is provided by the Alberta Emergency Management Agency through the Federal Joint Emergency Preparedness Program, which is sponsored by Public Safety Canada.

Liaison Officer - a person who is the point of contact for assisting or coordinating an organization's resources during a response. They are often located at the EOC or emergency site command post. An AEMA District Officer, during the municipal response to a major emergency or disaster, would provide liaison with the Government Emergency Operations Centre (GEOC) to facilitate the provision of provincial resources and support.

Local Authority – as defined in the Emergency Management Act means the:

- ▶ the council of a city, town, village, summer village, municipal district;
- ▶ in the case of an improvement district or special area, the Minister of Municipal Affairs;
- ▶ the settlement council of a settlement under the Métis Settlement Act;
- ▶ the park superintendent of a national park or his delegate where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the park superintendent is a local authority for the purposes of the Act; or
- ▶ the band council of an Indian band where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the band council is a local authority for the purposes of the Act.

Mass Casualty Incident – A mass casualty incident occurs when a disaster affects many individuals and divisions of the healthcare industry and exceeds the capability of the local emergency medical response systems, thus mutual aid resources are required. Generally are infrequent, occurring less often than day-to-day emergencies.

Mitigation - see Functions of emergency management.

Municipality - as defined in the *Municipal Government Act* means the area comprising a city, town, village, summer village, municipal district, improvement district or special area and includes:

- ▶ the settlement area of a settlement under the Métis Settlement Act;
- ▶ the area comprising a national park where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the park superintendent is a local authority for the purposes of the Act; and
- ▶ the area comprising an Indian reserve where an agreement is entered into with the Government of Canada under section 9(b) [of the Act] in which it is agreed that the band council is a local authority for the purposes of the Act.

Municipal Emergency Plan (MEP) - is a plan prepared by a local authority under Section 11 of the *Emergency Management Act*.

National emergency – an urgent and critical situation of a temporary nature that:

- ▶ seriously endangers the lives, health, or safety of Canadians and is of such proportions or nature as to exceed the capacity or authority of a province to deal with it, or
- ▶ seriously threatens the ability of the Government of Canada to preserve the sovereignty, security, and territorial integrity of Canada and that cannot be effectively dealt with under any other law of Canada.

National emergency arrangements - means arrangements between all orders of government and between government and the private sector to ensure cooperative and effective use of Canada's resources in time of national emergencies.

Non Governmental Organization (NGO) - any agency apart from government that has the skills and resources to prepare for, respond to or provide assistance in the recovery from a disaster.

NGO Council of Alberta - The purpose of the Non-Government Organization (NGO) Council is to reduce the possibility of duplication of effort and any resulting waste of resources that come from an uncoordinated response to the needs of disaster victims and evacuees by adhering to the agreed upon guidelines for cooperation.

NOTAM (notice to airmen) - an order issued by Transport Canada to close a specific airspace to unauthorized commercial and private aviation. The dimension of the airspace described is issued by Transport Canada.

Preparedness - see functions of emergency management.



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Public and Media Inquiry Room (PMIR) - a room or facility located near the emergency operations centre to receive and respond to inquiries from the public and the media. The Alberta PMIR is established on the request of the Government Emergency Operations Centre and is managed by the Alberta Public Affairs Bureau.

Reception Centre – a one-stop service site or facility where, in a disaster or emergency, people evacuate to and their immediate needs are met by the disaster social services response team. A reception centre can also serve as a gathering place and information centre for those who have been impacted or want to help.

Recovery – see Functions of emergency management.

Response – see Functions of emergency management.

Risk – a measure of the probability and severity of an adverse effect to health, property or the environment. Risk is often estimated by the mathematical expectation of the consequences of an adverse event occurring (i.e., the product of the “probability x consequence”). However, a more general interpretation of risk involves probability and consequences in a non-product form. This presentation is sometimes useful in that a spectrum of consequences, with each consequence having its own probability of occurrence, is outlined. (CAN/CSA-Z731-02)

Risk Assessment – a process or method for evaluating risk associated with a specific hazard and defined in terms of probability and frequency of occurrence, magnitude and severity, exposure and consequences. (FEMA 1997)

Risk Reduction – the process of reducing risks by either decreasing the chance and/or the consequences of a hazardous event. (CAN/CSA-Z731-02)

State of Emergency - See Declaration of a State of Emergency.

State of Local Emergency - See Declaration of a State of Local Emergency

Upstream Petroleum Industry Incident - any uncontrolled releases from wells, storage facilities, petroleum processing facilities, hydrocarbon pipelines and transport vehicles including saltwater spills or any emergency situation which has the potential to threaten the public, or to create a serious and negative environmental impact. In the Alberta Upstream Petroleum Incident Plan the word “event” means the same as “incident”.

Upstream Petroleum Incident Support Plan - The Alberta Upstream Petroleum Incident Support Plan provides the framework for the coordination of the resources of Alberta Government departments and agencies in support of the industrial operator and the local authority in an upstream petroleum incident. The Alberta Emergency Management Agency and the Energy Resources Conservation Board (ERCB) maintain the plan.

Victim Assistance Centre - A “one-stop shopping centre”, designed to meet the short term and long term needs of disaster survivors called a victim assistance centre. A victim assistance centre is typically established 2-3 days after the event and would operate for as long as necessary as determined by the municipality.



Printed Documentation

ADDITIONAL INFORMATION

The course is reviewed on an annual basis to ensure it is kept current. Suggestions are welcomed and should be sent to:

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