NORTHEAST REGION caer

Emergency Response Guidance Plan

Updated April 2011

Emergency Response Committee

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1.0 INTRODUCTION

1.1 Mission Statement

The Northeast Region Community Awareness Emergency Response (NR CAER) Association's Emergency Response Plan provides members with access to and assistance from the combined resources of the region for an NR CAER Mutual Aid Response. (See Section 2.0- Terms of Reference - Definitions)

The NR CAER plan promotes cooperative action between Industry, Government Agencies and the Community in the event that control and mitigation of an emergency is beyond the capability of local resources.

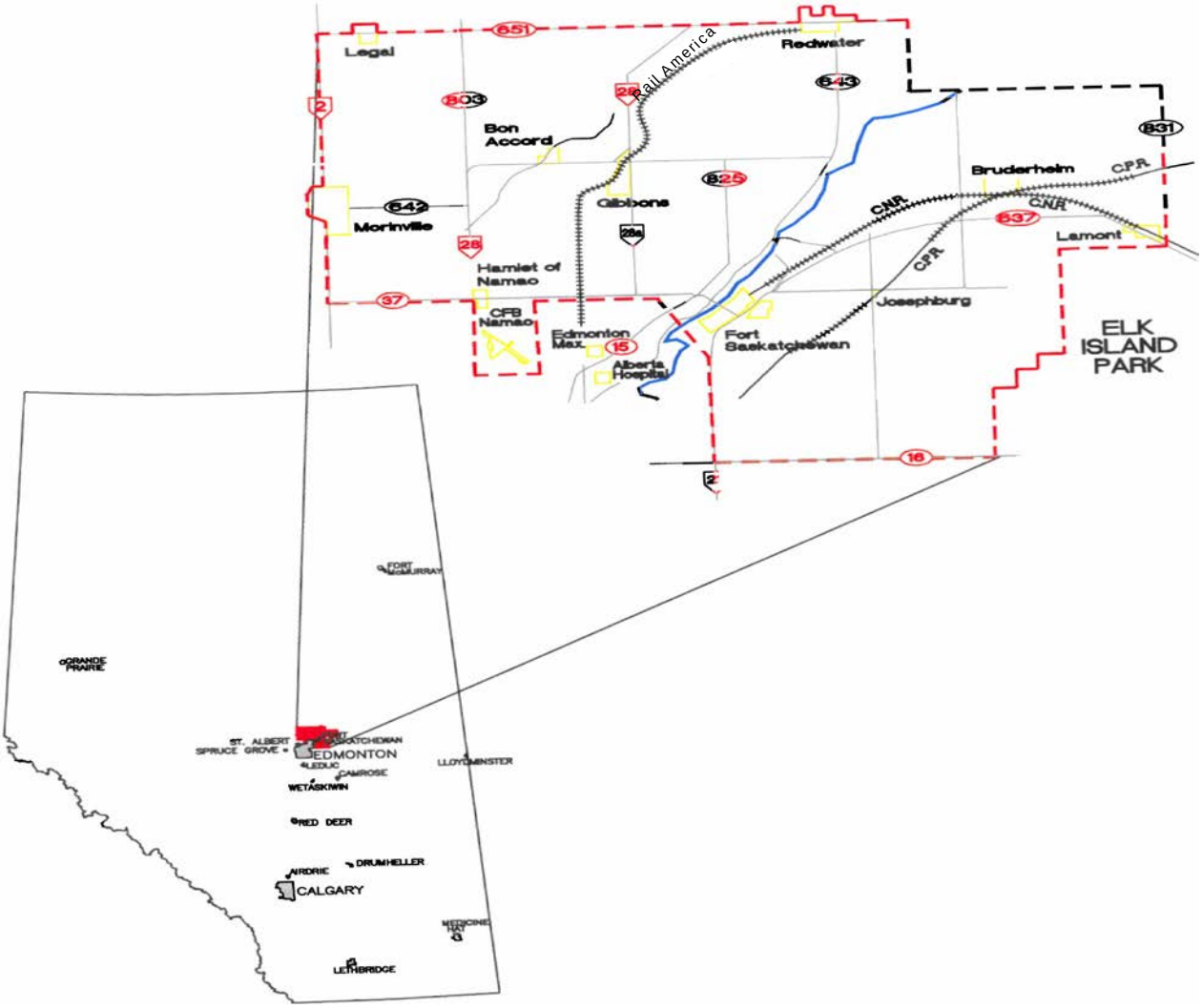
The NR CAER plan provides guidance on the regulatory issues as well as the compatibility between the members' Emergency Response Plans

The NR CAER plan provides a framework for conducting table top and live exercises to improve our response during an emergency.

This document establishes the elements of a continuous improvement process to develop, implement, maintain, and evaluate emergency management and business continuity programs that address prevention and mitigation, preparedness, response and recovery.

1.2 Northeast Region CAER

Boundary and Zone Map



1.3 Administration Office Location

NR CAER
#202, 9906 – 102 Street
Fort Saskatchewan, Alberta T8L 2C3
Phone: 780-998-7453
Email: infor@nrcaer.com
Website: www.nrcaer.com

1.4 Organization Structure for each member

1.4.1 **Leadership and Commitment**

Senior management in each facility shall provide leadership and assume overall responsibility, accountability, and authority for the emergency response program.

1.4.2 **Program Coordinator / Authority**

The emergency response program coordinator shall be appointed by each member and authorized to administer the program and to keep it current.

1.4.3 **Advisory Committee**

The emergency response advisory committee shall provide input to or assist in coordinating the preparation, implementation, evaluation, maintenance, and revision of the program.
The advisory committee shall include the program coordinator and others who have the appropriate expertise, knowledge of the entity, and the capability to identify resources from all key functional areas within the entity. Applicable external representation shall also be included.

1.4.4 **Management System - ICS**

NR CAER members shall use the Incident Command System as defined by the Alberta Emergency Management Agency.

1.5 Members

The current list of members can be found on the NR CAER web site at www.nrcaer.com

2.0 TERMS OF REFERENCE / DEFINITIONS / ABBREVIATIONS

2.1 Accident

An undesired, unplanned event that results in harm to a person and/or damage to property and/or the environment.

2.2 Business Continuity

An ongoing process supported by senior management and adequately funded to ensure that the necessary steps are taken to identify the impact of potential losses and maintain viable recovery strategies and recovery plans for the continuity of services and operations, or continuity of government, following a disruptive event.

2.3 Business Impact Analysis (BIA)

A process that identifies, quantifies, and qualifies the business impact on an organization of a loss, interruption, or disruption of business processes and provides the data from which appropriate continuity strategies can be determined.

2.4 Code of Practice

A document offering practical guidance on policy, standard- setting and practice in occupational and general public safety and health for use by governments, employers, and workers in order to promote safety and health at the national level of the Installation. A code of practice is not necessarily a substitute for existing national legislation, regulations, and safety standards.

2.5 Communication system

A combination of procedures, equipment (primary and backup), and alarms supporting incident/emergency management.

2.6 Dangerous Substances

Substances released in quantities that may harm persons, property, or the environment.

Note: Several pieces of legislation provide lists of dangerous substances, e.g., the Transportation of Dangerous Goods Act, the Canadian Environmental Protection Act, s. 200, and provincial regulations

2.7 Declaration of a State of Emergency

An order of the Lieutenant Governor in Council under Section 15 of the Emergency Management Act (Alberta).

2.8 Declaration of a State of Local Emergency (Municipality)

A resolution or order of a local authority under Section 18 of the Emergency Management Act.

2.9 Director of Emergency Management

The person within a municipality who has been appointed by Council resolution as the Director of the Disaster Services Agency, as prescribed in Section 8(f) of the Emergency Management Act

2.10 Disaster

A calamity caused by accident, act of war or insurrection or by the forces of nature, that has resulted or may result in serious harm to the safety, health or welfare of people, or in widespread damage to property.

2.11 Emergency Management Agency

A municipal organization mandated by the Emergency Management Act and acts as an agent of the local authority to carry out the local authority's statutory powers and obligations as prescribed in Section 11.2 of the Emergency Management Act.

2.12 Dispersion

The process of dilution of a dangerous substance by the surrounding fluid (e.g. water or air).

2.13 Emergency

A present or imminent event, outside the scope of normal operations that requires prompt coordination of resources to protect the health, safety, or welfare of people, or to limit damage to property and the environment.

2.14 Emergency Management

A documented management framework intended to ensure that steps are taken to identify potential losses and their possible impact, maintain viable response and recovery strategies, and provide for continuity of services in an emergency.

2.15 Emergency Operations Centre

The physical location equipped for use by emergency operations personnel to coordinate emergency response.

2.16 Emergency Response Plan (ERP)

A detailed program of action to minimize the effects of an abnormal event requiring prompt actions beyond normal procedures to protect human life, minimize injury,

optimize loss control and to reduce physical asset and environmental exposure. (Commonly referred to as an Emergency Response Plan, Contingency Plan, Crisis Plan, etc.)

2.17 Emergency Preparedness

Activities, programs, and systems for response, recovery, and mitigation in anticipated emergencies.

2.18 Emergency Response Team

A working focus group tasked to work with the member companies in the preparation and coordination of emergency plans and programs for the approval of the Management Committee

2.19 Entity

A governmental agency or jurisdiction, private or public company, partnership, non-profit organization, or other organization that has emergency management and business continuity responsibilities.

2.20 Facility

A fixed installation, including, but not limited to, an installation used for manufacturing, as office space, for recreational purposes, or for providing utility services.

2.21 Frequency

The number of occurrences per unit of time.

2.22 Gas Cloud

The mass of gas/air mixture within a particular envelope of concentration limit in the atmosphere.

2.23 Hazard

A condition that might cause an undesirable consequence. For a chemical, for instance, it is the potential the substance has for causing adverse effects at various levels of exposure. A situation with a potential for harm to persons, property, or the environment.

2.24 Hazard Analysis

A document identifying potential emergencies, which must be updated annually to reflect newly identified hazards or to update the record of emergency events. This process includes hazard identification, vulnerability analysis and risk analysis.

2.25 Hazard Identification

The process of recognizing that a hazard exists and defining its characteristics.

2.26 Hazardous Materials — See Dangerous Substances.

2.27 HAZOP

A structured means of evaluating a complex process to find problems associated with operability or safety of the process. (as defined in NIOSH)

2.28 Incident Commander

The **Incident Commander** is the person responsible for all aspects of an emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The Incident Commander sets priorities and defines the organization of the incident response teams and the overall Incident Action Plan. The role of Incident Commander **may** be assumed by Senior or higher Qualified Officers upon their arrival or as the situation dictates. Even if subordinate positions are not assigned, the Incident Commander position will always be designated or assumed. The Incident Commander may, at their own discretion, assign Officers, who may be from the same agency or from assisting agencies, to subordinate or specific positions for the duration of the Emergency. . The Incident Commander can change with the size of the incident. It may transfer to the Site Emergency Response Coordinator or to the Municipal Fire Chief. At times there will be a Unified or Area Command Structure in place.

i. Unified Command - A Unified Command is used on larger incidents usually when multiple agencies are involved. A Unified Command typically includes a command representative from major involved agencies and one from that group to act as the spokesman, though not designated as an Incident Commander. A Unified Command acts as a single entity

ii. Area Command - During multiple-incident situations, an Area Command may be established to provide for Incident Commanders at separate locations. Generally, an Area Commander will be assigned - a single person - and the Area Command will operate as a logistical and administrative support. Area Commands usually do not include an Operations function.

2.29 Incident Command Post

The location near the scene of the emergency or disaster from which the incident commander directs the coordinated control of emergency operations.

2.30 Incident Command System (ICS)

Is a standardized management tool for meeting the demands of small or large emergency or non-emergency situations. It represents “best practices” and has become the standard for emergency management across the country. May be used for unplanned events, planned events, natural disasters and acts of terrorism. It is not just a standardized organizational chart. It is an entire management system.

2.31 Local Emergency

The incident can be handled by the member that has the emergency

2.32 Municipal Response Emergency

This is an emergency where the member with the emergency requires assistance from the local municipal emergency services. Notification for other NR CAER members to go on standby may be given at this time.

2.33 NR CAER Mutual Aid Emergency

The incident is beyond the control of the individual industry and the local emergency services. NR CAER members should be prepared to respond to a request from the Municipal Fire Chief or designate having jurisdiction.

2.34 Local Authority

The council of a city, town, village, summer village, county or municipal district located within the NR CAER boundaries (see attached map).

2.35 Mitigation

Activities and programs intended to reduce the severity of an emergency or potential emergency, before, during, or after the emergency.

2.36 Municipality

The area comprising a city, town, village, summer village, county, or municipal district located within the NR CAER boundaries (see attached map).

2.37 Mutual Aid Agreement

A pre-arranged agreement among two or more public or private organizations or operations to provide emergency-related assistance to each other.

2.38 Natural Disasters

Violent natural events that have an extreme impact on people and property (e.g. earthquakes, floods, hurricanes, tornadoes, winter storms, etc.).

2.39 Operation

A process, including but not limited to, transportation (road, rail, marine, pipeline, and air), manufacturing, storage, distribution, use, or disposal.

2.40 Organization

A government (federal, provincial, territorial, municipal, etc.), governmental agency,

public or private company, partnership, non-profit group, or other entity with emergency preparedness responsibilities.

2.41 Perimeter

A boundary surrounding the site of an emergency, established at the scene by the incident

commander for safety reasons, to prevent unauthorized access to the site and, in some cases, to preserve evidence for investigation and follow-up.

2.42 Preparedness

Measures taken in advance of an emergency to ensure an effective response and recovery. Identifying adequate capabilities and resources to enable those involved to safely respond to a full range of potential emergencies.

2.43 Prevention

Activities and programs designed to eliminate hazards before they can become emergencies. Reduction in the likelihood of an environmental emergency, by identifying in advance the frequency, potential consequences and impacts of such events. Reducing the frequency and severity of environmental emergency events. Most effective risk management actions combine prevention activities with appropriate preparedness and response.

2.44 Public

Persons and groups who may be or are affected by an emergency.

Note: *Examples include employees, contractors, neighbours, emergency response organizations, regulatory agencies, the media, appointed and elected officials, visitors, and customers.*

2.45 Recovery

Activities and programs designed to return conditions to a level that is acceptable to the entity following an emergency or other event.

2.46 Release

The discharge of energy or a dangerous substance from its containment system.

2.47 Resources

Personnel, equipment, and information required to respond effectively to an emergency.

Note: *Resources can be provided by private and public sources, including contractors and mutual aid organizations.*

2.48 Resource Management

A process for identifying and managing available resources to enable timely and unimpeded access to the resources needed to prevent, mitigate, prepare for, respond to, or recover from an incident.

2.49 Response

Actions taken during or immediately after an emergency to manage its consequences. Includes all aspects of managing an emergency situation, until the emergency phase is considered over. Includes maintaining communication, alerting and warnings, evacuating and accounting for personnel and the public.

2.50 Responders

Persons identified in an ERP as being responsible for minimizing the risk, loss, and

damage resulting from an emergency. These persons may be employees of an organization directly affected by the emergency or be external to the organization (e.g., police officers, municipal firefighters, or outside contractors).

2.51 Risk

A measure of the probability and severity of an adverse effect on health, property, or the environment.

2.52 Risk Assessment (qualitative)

A hazard evaluation. This evaluation is the primary component of the qualitative risk assessment. It involves determining the adverse effect on human health from a dangerous substance release. Based on the result of the evaluation, a general assessment of the potential risk can be made.

2.53 Risk Evaluation

The stage at which values and judgments enter the decision process, explicitly or implicitly, by considering the importance of the assessed risks and the associated social, environmental and economic consequences, in order to identify the range of alternatives for managing the risks, and to consider whether or not the choice as a whole is acceptable.

2.54 Risk Management

A program that embraces all administrative and operational programs that are designed to reduce the risk of emergencies involving acutely hazardous materials. Such programs include, but are not limited to, the design safety of new and existing equipment, standard operating procedures, preventive maintenance, operator training, accident investigation procedures, risk assessment for unit operations, emergency planning, and internal and external procedures to ensure that these programs are being executed as planned.

2.55 Shall, Should, Will and Must

The term “shall”,”will” and “must” define requirements that the member is required to follow.

The term “should” defines a recommendation. The member should understand the potential consequences of not complying with a “should: statement.

2.56 **SCRECC** – Strathcona County Regional Emergency Communication Centre (.i.e.911)

This is the 911 dispatch centre located at Station One in Sherwood Park.

2.57 Situation Analysis

The process of evaluating the severity and consequences of an incident.

2.58 Stakeholder

Any individual, group, or organization that might affect, be affected by, or perceive itself to be affected by an emergency.

2.59 Threshold Quantity

The quantity of dangerous substances that meets or exceeds those contained in the MIACC Lists of Dangerous Substances. When these quantities are found at a location, the conduction of a risk assessment is recommended.

2.60 Vulnerability Analysis

The identification of any person or thing that is susceptible to damage should a potential hazard occur. This may include the population (e.g. residents, employees, sensitive populations - schools, nursing homes, day care centres) that might be in

vulnerable areas, as well as public and private property, including essential support systems (e.g. water, sewerage, storm drainage systems and transportation corridors).

3.0 OPERATIONS

The purpose of the Operations section of the manual is to ensure each member responds to an emergency in a consistent manner. These procedures will be observed for Local, Municipal and NR CAER Mutual Aid emergencies.

3.1 Levels of Emergency

3.1.1 **Procedure**: The various emergency levels are:

i. **Local** - This is an incident that can be managed by the member who has the emergency.

ii. **Municipal** - This is an emergency where the member with the emergency requires assistance from the local municipal emergency services. Notification for other NR CAER members to go on standby may be given at this time.

iii. **NR CAER Mutual Aid** - This is an emergency where the resources of the member with the emergency and the local municipal emergency services are insufficient. NR CAER members will be requested to respond.

iv. **Standby**- All those NR CAER members that may be called upon for assistance should alert their Emergency Crews and inform them that they may be called to respond on request. This does not mean that all emergency crews should muster but should be ready to muster when requested to respond. If the NR CAER member will be unable to muster they must communicate to the requester that they are unable to muster.

v. **All Clear** - When, in the opinion of the local Incident Command or the Unified Command the emergency is no longer a threat to the community or is under control the all clear must be given to all members so they may stand down.

3.1.2 **Responsibilities**: NR CAER members must ensure their emergency crews understand the meaning of the three levels of Emergencies, standby and all clear status. This information must be available to the emergency crews.

3.2 Local (Internal) Response

3.2.1 **Function:** To ensure each NR CAER member has a plan to manage emergencies in their facility/community**.**

3.2.2 **Procedure**: Each member must have an emergency response plan that is acceptable to the following:

i. Authority having jurisdiction

ii. All regulating bodies

iii. NR CAER

It is strongly recommended that each member prepare their emergency plan using the current version of CAN/CSA-Z731 “Emergency Planning For Industry" as well as Z 1600 “Emergency Management and Business Continuity” Many members may also have legal requirements from a regulating body or membership in an association. ERCB Directive 71, E-2 requirements from Environment Canada and the CCPA Responsible CAER initiatives are examples of additional requirements for a Facility Emergency Plan.

The intent of NR CAER is not to be the sole provider of emergency services to each member but to assist the requesting member and the municipal emergency services.

When emergency communications from other NR CAER members take place, notification to responders is essential. For this reason, each NR CAER member that may be called upon to provide emergency services to other members must have a method of informing their emergency responders of when they should go to standby, when they should respond and when it is all clear.

Section 8 of this plan gives guidance for writing an Emergency Plan for facilities. It is not intended to replace CSA Z731, Z1600 or regulatory agency requirements. Section 8 provides guidance to augment them.

3.2.3 Responsibilities: Each NRCAER member shall develop an emergency plan for their facility.

3.2.4 Resources: CAN/CSA-Z731, Z 1600

Legal requirements - e.g ERCB, Alberta Env, Env. Canada

Trade Association Requirements

Responsible Care

NR CAER ERP Guidance Document

3.3 External Response

When reporting an emergency through 911 the member should ensure that they are connected to SCRECC - – the Strathcona County Regional Emergency Communication Centre i.e 911. If the call is routed to a different location they should request redirection to SCRECC.

If a cell phone is used to make the call the receiving operator may not know the location of the emergency. Land lines are preferred.

3.3.1 **Function**: To ensure NR CAER members requesting assistance are able to get help.

3.3.2 **Procedure**: All members will use SCRECC – the Strathcona County Regional Emergency Communication Centre i.e. 911 to request Emergency Response Assistance. The member will state the degree of the emergency and the type of response requested. (e.g. high angle rescue, firefighting, 4000 l/.m of additional water application capability, foam application) SCRECC will discuss with the Platoon Chief and dispatch the resources. This may include an adjacent municipality or NR CAER companies. Resources may also be requested to go on standby.

Example 1: An emergency occurs at an NR CAER member's facility. An emergency is declared that is beyond the scope of the member company using 911. The local emergency services responds to the scene. It is determined that the emergency is now beyond the capabilities of both the emergency services and the NR CAER member. An NR CAER Mutual Aid emergency is declared. The Incident Commander will assess the nature of the additional equipment/ manpower required and contact SCRECC. The NR CAER members with the equipment/manpower required are contacted by SCRECC via the NR CAER Radio and mobilized. The Incident Commander will determine the demobilization process

Example 2: An emergency at an NR CAER company is declared that is beyond the scope of the member company using SCRECC. The NR CAER member informs SCRECC that the incident requires an additional 4000 l/m of firefighting capability. SCRECC discusses with the Platoon Chief and

confirms what resources to deploy. The Resources are deployed through the Municipality, through other NR CAER Members or by an adjacent municipality. NR CAER members responding notify their Local Municipal Organization to ensure that there is a back-up plan in place to provide resources in the event of an emergency at the responding member's location when the member's resources are deployed as part of an NR CAER Mutual Aid response.

Example 3: An emergency at an NR CAER company is declared that is beyond the scope of the member company using SCRECC. The NR CAER member informs SCRECC that the incident requires a specific NR CAER member resource. (e.g. foam plus delivery system from an NR CAER member) SCRECC will confirm with the Platoon Chief that the resource is available and will deploy it without delay.

3.3.3 **Responsibilities**: Each NR CAER member providing external resources shall train their emergency response crews and applicable staff in the External Response procedure. A protocol shall be developed by each member for the notification and the dispatch of their resources to other members. This includes:

i. Notification procedures of responding member's resources
ii. Dispatch procedure of responding member's resources
iii. Each member should provide updated resource listings that could be made available for an NR CAER Mutual Aid response.

3.4 System Activation

3.4.1 **Primary Procedure**: 911 emergency calling is available throughout the NR CAER area.

This is the primary means of requesting assistance.. The NR CAER organization does not have a common radio system available to all members. The NR CAER radio system is a back-up notification and assistance requesting system.

3.4.2 Secondary Protocol for Notification In Areas With a Common Radio System - General Information Notification

" This is (name and company of the member announcing the event). We have a Local Emergency. It is (describe the incident)

For Local and Municipal Emergencies, notification should also be done using the UPDATEline, callout notification message using Message Manager or email notification to NR CAER Member contact distribution list.

3.4.3 **Request for Mutual Aid/Call Out of Resources – NR CAER Mutual Aid**

The member notifies the 911 operator as outlined in Section 3.2

"This is _____(name of requesting Incident Commander or emergency services). We have an Incident requiring NR CAER Mutual Aid. It is _____ (describe the incident)_____".

All members should be prepared to receive requests for resources from SCRECC by phone and radio dispatch.. Those members receiving requests **MUST** confirm that the resources have been released and are on their way.

3.4.4 **Downgrading / Terminating the Incident**

The requesting member should initiate the downgrading or termination of the incident.

"This is _____(name of requesting member)_____. We have downgraded / terminated the incident. At this time all members who were on standby can stand down."

3.5 In Areas Without a Radio System

The member will develop and communicate their back-up process for notification and Mutual Aid requests when the phone system is unavailable.

3.6 Standby Status

3.6.1 **Procedure**: All those NR CAER members (except for the local municipal emergency services) that may be called upon for assistance should alert their Emergency Crews and inform them that they may be called to respond on request. This does not mean that all emergency crews should muster but should be ready to muster when requested to respond.

3.7 Receiving a Request

3.7.1 **Procedure**: The NR CAER member receiving a request to provide resources must first evaluate their own situation to determine if they will

provide the resources requested. If the resources will be provided, a confirmation that the resources will be released must be given to the SCRECC.

The resources will be dispatched to the NR CAER member requesting assistance and will proceed to the plant gate or to the staging area. Instructions must be given to the responding members before they proceed to the scene. Safety of the responders is the primary concern. The responding resources must understand whom they are reporting to, what the mission is and where to go prior to active deployment.

If the resources will not be released SCRECC must be notified immediately and informed why.

3.7.2 **Responsibilities**: All NR CAER members that may be asked to provide assistance must review the section on receiving a request with their Emergency Crews.

3.8 Communications

3.8.1 **Procedure**

3.8.1.1 Communications at the Emergency Scene

When emergency crews arrive at the staging area the requesting member or the local emergency services should provide the responding crews a radio on a frequency that permits communications with the Incident Commander. If a radio is not available, another means of communication must be established before the responding crews enter the emergency scene.

3.8.1.2 **Communications to the SCRECC**

The SCRECC must be kept informed as to the status of the emergency, the resources that are deployed in staging and the need for more resources. SCRECC will in turn keep other potential resource providers informed of the status of the emergency and the need to remain on standby as/if advised by the Fire Department.

3.8.2 **Responsibilities**: Each NR CAER member must prepare a pre-plan for communicating with responding Emergency Response Crews at the emergency site.

3.9 Radio Communications

3.9.1 Purpose**:** To have in place Radio Communications Standard Operational Guidelines which meet the requirements of NR CAER.

3.9.2 **Scope**: Prepare procedures for:

i. 3.9.2.1.0 Testing of the Communication System
ii. 3.9.2.2.0 Activation of the Radio System
iii. 3.9.2.3.0 Communication Operations
iv. 3.9.2.4.0 Basic Regulations For Voice Operation
v. 3.9.2.5.0 Radio Communications With Mobile/Portable Units
vi. 3.9.2.6.0 Regulations of Communication Canada
vii. 3.9.2.7.0 New Members

3.9.2.1 Testing of the Communication System

a) The SCRECC Emergency Communication Operator will test the radio system each Wednesday(depending on other emergency calls in progress). The test message will be repeated twice.

b) Upon hearing the test, each NR CAER member having a portable or mobile radio will advise the Emergency Communication Operator they have received the test message. To accomplish this, the member will use the following example.

c) ”Strathcona Dispatch this is (company name). The test message has been received. The Emergency Communication Operator will acknowledge with “Message Received”.

d) Members not confirming the test message will be contacted via the telephone system to inquire if they have or have not heard the test message.

e) Records of each test will be maintained by Strathcona County Regional Emergency Communications Centre..

3.9.2.2 Activation of the Radio System

a) In event of an emergency where the emergency services having jurisdiction requires NR CAER resources, the Fire Chief (or his designate) will call SCRECC at 780-464-8465 and request the joint radio system be activated.

b) The Fire Chief (or his designate) will then request the equipment and manpower required at the emergency.

c) All NR CAER emergency units, prior to responding to the scene of the emergency, will contact the Emergency Communication Operator via the radio system and request information regarding the location of the emergency and staging area(s).

3.9.2.3 **Communication Operations**

a) Standard procedures will be used by all NR CAER members for handling messages by radio. The use of standard procedures will conserve on-the-air time and will permit accurate, brief, and rapid transmission of essential information.

b) Careless procedures and lack of channel discipline may cause delay, confusion and unnecessary radio transmissions.

3.9.2.4 **Basic Operations** – Voice – see members section of the NR CAER web site.

3.9.2.5 **Radio Communications With Mobile/Portable Units**

a) The identifying call name “Dispatch” will be used by personnel when communicating with mobile and portable units to SCRECC

b) It is mandatory to make a preliminary call and await acknowledgement by Dispatch. before proceeding.

c) Portable radio units will use complete identification for all transmissions made by that unit, for example Engine 1-2 (unit number). The use of only numbers to identify a mobile is not acceptable..

d) Portable radio units will normally use designations, which identify with the apparatus to which assigned, or the name and rank of the member.

3.9.2.6 **Regulations of Industry Canada**

Under the Regulations of Industry Canada, it is unlawful to

(a) transmit superfluous signals or messages of a personal nature by radio,

(b) use profane or offensive language,

(c) cause interference with any other radio communications,

(d) intercept and use or publish the contents of any radio message without the express permission of the proper authority, or

(e) make unidentified transmission

Upon conviction of any of the above offenses, Industry Canada regulations provide either a maximum fine or up to one-year imprisonment, or both.

3.9.2.7 **New Members**

New members of NR CAER acquiring a base station, mobile radio or portable radio may contact Strathcona County Emergency Services (780-467-5216) to clarify the Communication Procedure or Communication system.

3.10 Communicating with Agencies and the Public

3.10.1 **Purpose**: To ensure communication takes place between the member with **the** emergency and all appropriate authorities. These authorities may request a seat at the Emergency Operations Centre.

3.10.2 **Procedure**: In an NR CAER Mutual Aid response, the requesting member could potentially notify any of the following:

- Local municipality
- Alberta Environment
- ERCB
- Alberta Health Services
- Emergency Management Alberta
- RCMP
- Occupational Health and Safety
- Fort Air Partnership
- other NR CAER members.

This communication is done using the NR CAER Call out system using the 24 hour contacts distribution list. The formal communication to your regulating bodies is outside the scope of this document.

3.11 Public Notification

3.11.1 **Function**: To facilitate consistent, timely, reliable, credible contact with the public to ensure their safety.

3.11.2 **Purpose**: To permit the public to carry out informed actions based on fact, it is essential that the public be kept apprised of developments throughout all stages of an emergency situation.

3.11.3 **Procedures**: It is incumbent upon each member organization of NR CAER post messages to the UPDATEline, and to be prepared to use the notification system according to the Community Notification Program protocols and manual.

The duties of the Public Information Officer must be incorporated into the member Incident Command System.

3.12 Media Notification/Relations

3.12.1 **Function**: To facilitate consistent reliable, credible contact with the media and to ensure safety of the public is enhanced through co-operation with the media.

3.12.2 **Purpose**: To permit the public to carry out informed actions based on fact.

3.12.3 **Procedures**: It is incumbent upon each member organization of NR CAER to coordinate their communications to the media with their local municipality prior to release. The emphasis must be on a single clear consistent message supported by all parties. The duties of the Information Officer must be incorporated into the member Incident Command System.

3.12.4 **News Releases**: To reduce the chance of misunderstanding and misinterpretation, public announcements to the media should be provided in the form of written releases.

3.12.5 **Method of Release**: In emergencies, emphasis should be placed on the use of local radio and television broadcasts for public information announcements. In the clean-up and rehabilitation stages, local newspaper announcements would be more appropriate.

3.13 Incident Management (Incident Command Center / EOC)

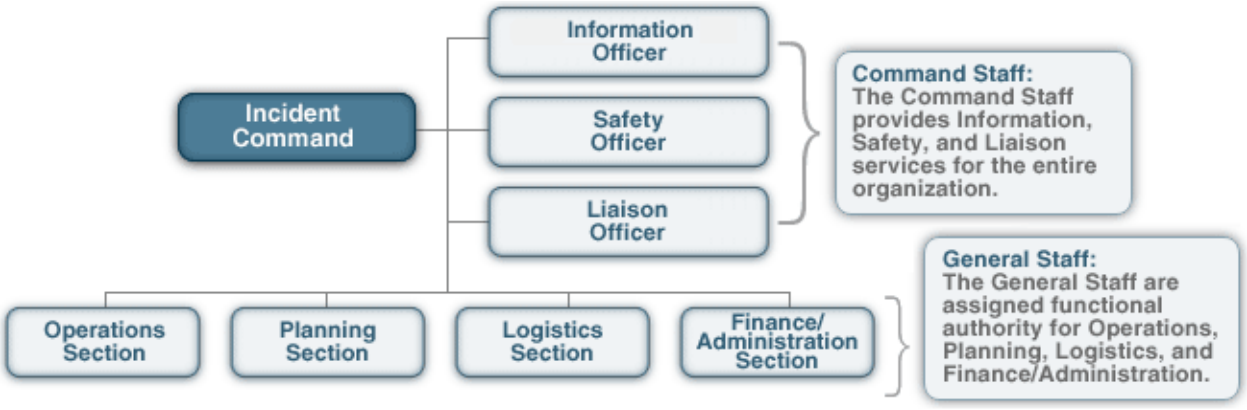
3.13.1 **Introduction**

NR CAER members manage incidents using the Incident Command System (ICS). A standard management system ensures that all members have a common and compatible response organization.

The Incident Command System allows easy expansion and contraction as required. The authority having jurisdiction will always be engaged in the function of Command once they have been requested to assist in the mitigation of any emergency. Command can be either Unified or Single as warranted.

The Incident Command System defines the major management functions and the lines of reporting. All incidents will have an Incident Commander. Incident Command is always the role with overall accountability

3.13.2 **ICS Roles and Responsibilities**



i) **Incident Command**

The role of Incident Command can be transferred as needed or requested based on the size and complexity of the incident. Incident Command is the role with the highest level of accountability and responsibility for management of the incident.

All personnel and equipment involved in the mitigation of the emergency report through their respective managers to Incident Command.

Incident Command is ultimately responsible for managing resources, assigning personnel to the necessary roles and providing overall direction for the incident. If some major management functions are not assigned, the IC is responsible to ensure actions normally assigned to those functions is complete.

ii) **ICS, Command Staff Positions**

a) **Safety Officer**
   i. The Safety Officer reports to Incident Command.
   ii. The Safety Officer is responsible for the health and safety of the responders as well as those that could be impacted by the incident.

b) **Information Officer**
   i. The Information Officer reports to Incident Command.
   ii. The Information Officer is the central point for dissemination of information to the public, the news media, regulatory agencies and the corporate organization.

c) **Liaison Officer**
   i. The Liaison Officer reports to Incident Command.
   ii. The Liaison Officer is the point of contact at the incident for personnel responding from assisting or cooperating agencies. Select personnel from these agencies might be invited to assist in creating a Unified Command

d) **ICS, General Staff**

e) **Operations Chief**
   i. The Operations Chief reports to Incident Command.
   ii. The Brigade, through the Fire Ground Command, Unit Operations and Traffic Control report to the Operations Chief.
   iii. The Operations Chief is responsible to implement the action plan. This includes management of all resources that are required to meet those objectives

f) **Logistics Chief**
   i. The Logistics Chief reports to Incident Command.
   ii. The Logistics Chief is responsible for obtaining and organizing all support and services required to meet the operational objectives. This position includes the procurement of consumables and specialty services.

g) **Planning Chief**

i. The Planning Chief reports to Incident Command.

ii. The Planning Chief is responsible for collecting and evaluating situation information, displaying and preparing status reports as well as developing the action plan for the next operational period. The Planning Chief would also develop a plan to investigate the incident and to restore or remediate the affected area(s). They are also responsible for the completion and preservation of documentation.

h) **Administration / Finance Section Chief**

i. The Administration / Finance Chief Section Chief reports to Incident Command.

ii. The Administration and Finance Section Chief is responsible for all administrative functions. It also includes tracking costs from commitments and claims arising from the incident.

i) **Staging**

i. A Staging area(s) must be defined if external resources have been requested from other NR CAER members. A named point of contact (Staging Officer) is also recommended.

j) **Assignments**

When a contributing NR CAER member is deployed they will be advised as to the chain of command and to whom they report directly. That person must ensure that a reliable method of communication is maintained between them. Objectives must be clear and have agreement by those requesting and by those offering services.

3.13 Equipment Standards

3.13.1 HYDRANT CONNECTIONS

3.13.2 HOSE STANDARDS

3.13.3 RADIOS

4.0 HAZARD IDENTIFICATION, RISK ASSESSMENT, & BUSINESS IMPACT

4.1 Hazard identification

The member shall use a hazard identification and evaluation process that assesses probabilities and consequences connected with hazards arising from human activities, technological events, and natural perils that can have an impact on its operations or areas of responsibility.
Examples of such hazards include

a) spills and other releases of dangerous substances;
b) fires and explosions;
c) utility failures;
d) transportation accidents;
e) fatalities and life-threatening injuries;
f) evacuations;
g) media coverage having an immediate adverse impact on an organization's public image;
h) third-party emergencies (e.g., release of a dangerous substance from a truck or factory owned by a neighbouring organization);
i) events that result in a significant and immediate adverse impact on health and safety;
j) situations requiring unusual rescue efforts or medical treatment;
k) multi-hazard emergencies (e.g., a natural gas line rupture causes fire/explosion/injury);
l) terrorism (e.g., cyberterrorism and chemical, biological, radiological, and nuclear terrorism);
m) sabotage;
n) workplace violence;
o) labour disruption;
p) civil unrest;
q) vandalism;
r) bomb threats;
s) robberies;
t) tornadoes;
u) floods;
v) wildfires;and
w) severe summer and winter storms.

There are several tools available to identify hazards. HAZOP (Hazard ad Operability Process) is the most common tool accepted by most regulatory bodies to identify hazards. "What if" check lists, FEMA and Fault Tree are other example. The objective of all of these tools is to assist the facility in identifying the unknown hazards and to predict potential major industrial accidents.

4.2 Risk assessment and business impact analysis

4.2.1 The member shall conduct a risk assessment includes evaluating the likelihood of a hazard or combination of hazards occurring, taking into account factors such as threat analysis, frequency, history, trends, and probability.

4.2.2 The risk assessment should include data on the consequence of the risk event on the entity and on people, property, and the environment**.**

4.2.3 The member should conduct a business impact analysis that:

(a) Takes the entire facility into consideration when the critical business functions, associated resource requirements, and interdependencies are identified;

(b) Builds on the findings from the risk assessment; and

(c) Considers possible events and how they could affect the facility over time.

4.3 Prevention and mitigation

4.3.1 Prevention

4.3.1.1 The member shall develop and implement a strategy to prevent incidents that threaten people, property, and the environment.

4.3.1.2 The prevention strategies should be based on the information obtained from the hazard identification, risk assessment, and business impact analysis outlined in Clause 4.1.1 and should be kept current.

4.3.1.3 The member shall have a system to monitor the identified hazards and adjust the level of preventative measures commensurate with the risk.

4.3.1.4 The prevention plan shall establish interim and long-term actions to eliminate hazards that could impact the facility.

4.3.1.5 The member shall establish preventative maintenance checks and programs.

4.3.1.6 The member shall maintain effective operation procedures and facility documentation.

4.3.1.7 The member shall ensure that changes in design or service or staff are effectively managed and to minimize impacts on operations.

4.3.1.8 The member shall establish a program for incident investigation and analysis to minimize recurrence.

4.3.2**. Mitigation**

4.3.2.1 The member shall develop and implement mitigation strategies to limit or control the consequences, extent, or severity of an incident that cannot be reasonably prevented.

4.3.2.2 The mitigation strategies should be based on the results of the hazard identification, risk assessment, and business impact analysis described in Clause 4.1,2 as well as program constraints, operational experience, and cost-benefit analysis.

4.3.2.3 The mitigation plan should establish interim and long-term actions to reduce the impact of hazards that cannot be eliminated.

5.0 EMERGENCY RESPONSE PLAN DEVELOPMENT

Each member shall develop an Emergency Response Plan and should include the consequences if of the identified hazards.

a) Emergency Response Plans shall have clearly stated objectives.
b) Plans shall identify the functional roles and responsibilities of internal and external agencies, organizations, departments, and positions.
c) Plans shall identify lines of authority for internal and external agencies, organizations, departments, and positions.
d) Plans shall identify logistics support and resource requirements.
e) Plans shall identify the process for managing activities.
f) Plans shall identify the process for managing the communication and flow of information, both internally and externally.
g) The member shall make appropriate sections of the plans available to those assigned specific tasks and responsibilities therein and to other stakeholders as required.

5.1 Legislative and Industry Code of Practice

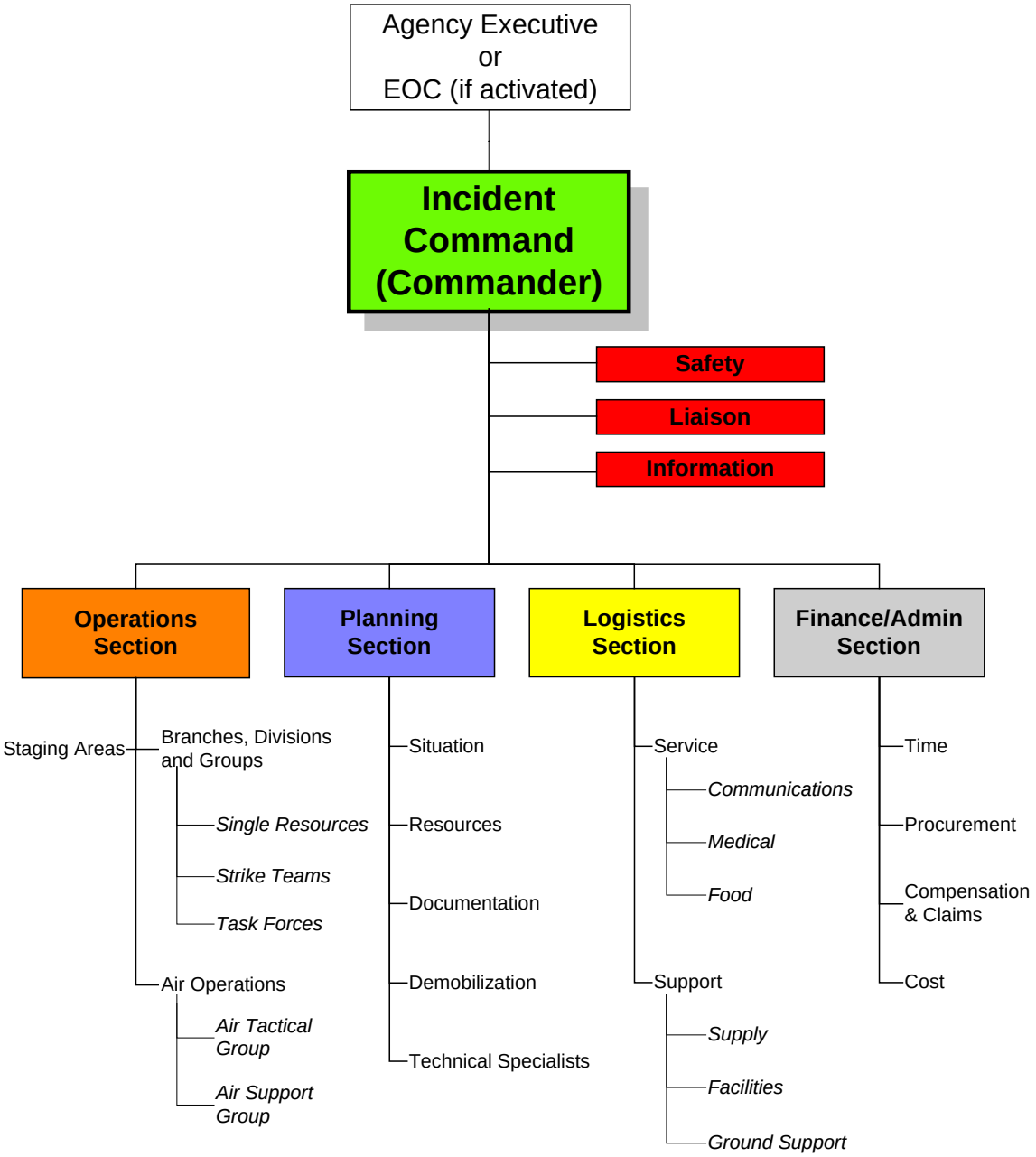
Applicable regulatory requirements for preparing ERPs shall be identified so that ERP parameters can be established. Where appropriate, organizations should consult relevant regulatory agencies.
In some cases, an organization may be bound by industry codes of practice to follow certain procedures. Industry associations should be approached for help identifying applicable codes.

As an example the ERCB has developed an assessment matrix so that incidents can be classified and communicated to others by industry, local authorities, RHAs, and government agencies in a consistent manner throughout the province.

- The licensee must include all the information in Assessment Matrix for Classifying Incidents in its corporate-level ERP.
- The licensee must define appropriate actions, including public protection measures, that would be taken for each level of emergency.

5.2 Roles and Responsibilities

NR CAER requires that our members use ICS for emergency response management. When the NR CAER organization is not involved, the responding municipality also expects the NR CAER member to be using ICS. The following chart details the organization and roles that may be required to manage an emergency.



The ERP should specify the scope of the participants' activities (what, where, when, and how), what communications with the public will consist of, when outside authorities are to be called, what on-site actions are expected, how such actions are to be accomplished, etc.
Flow charts and action checklists are valuable for condensing information and making decisions. If checklists are used, they should contain sufficient detail to ensure that all crucial activities are considered.

5.3 Emergency Response Procedures

5.3.1 The member should develop, coordinate, and implement operational procedures to support execution of the plan.

5.3.2 Procedures shall be established and implemented that incorporate the most appropriate response to and the recovery from the consequences of those hazards identified in Clause 4.1.1. These procedures shall address health and safety, incident stabilization, , minimization of property damage, and

protection of the environment under the jurisdiction of the entity. These procedures may be embodied in general instructions as well as detailed protocols for undertaking specific critical tasks (e.g., transfers of dangerous substances) during an emergency and during the return to normal operations.

5.3.3 Procedures shall be in place to conduct a situation analysis that includes a damage assessment and identification of the resources needed to support response and recovery operation

5.3.4 Procedures should allow for recovery and mitigation activities to be carried out concurrently during emergency response

5.3.5 Procedures shall be established for Transfer of Command succession of leadership during an event.

5.3.6 Emergency response procedures shall include, but not be limited to, the following:

a) control of access to the area within the perimeter; and
b) identifying and accounting for personnel engaged in on-site response activities.

5.3.7 For a facility, the ERP shall describe the following (or indicate where the appropriate information can be obtained):

a) procedures and locations of key isolation points for utilities shut-off;
b) spill control procedures and locations of spill control points;
c) assembly instructions and locations of assembly points; and
d) locations and operation of emergency protective equipment.

The ERP shall include or reference the facility documents that identify storage locations and control procedures for any regulated dangerous substances in the facility.

5.4 Resources – Internal/ External and Locations

5.4.1 Analysis of emergency scenarios based on identified hazards helps determine what internal and external resources are necessary to deal with an emergency.

5.4.2 The Emergency Response Plan shall identify all resources (including their locations) needed to ensure an appropriate response capability in an emergency. If required this will include a Reception Centre. Steps will be taken to address any resource capability shortfalls.

5.4.3 The member shall establish resource management procedures to ensure that adequate human, physical, informational, and financial resources are provided

5.4.4 The capabilities of emergency response contractors shall be assessed. This can be accomplished by drawing on the expertise of business associations, individuals within the organization and government agencies.

5.4.5 Awareness of the capabilities and scope of authority of local emergency services, regulatory agencies, and other public resources is important. Integration with these resources should be considered by the organization.

5.4.6 Each member will have a list of resources that can be leverage out to other members.

5.5 Mutual Aid Agreement

5.5.1 The entity shall determine the need for mutual aid/mutual assistance.

5.5.2 The entity shall establish mutual aid/mutual assistance agreements as required.

5.5.3 Mutual aid/mutual assistance agreements shall be referenced in the emergency plan. The NR CAER standard mutual aid agreement is in the appendix.

5.6 Contact Information

5.6.1 A list containing contact details for internal and external resources shall be compiled. The following information shall be provided for each resource on the list:

a) the name of the resource;
b) a brief description of the resource; and
c) information on how to contact the resource.

5.6.2 All responders identified in the ERP shall be advised that they are on the contact list and know what is expected of them.

5.6.3 The list shall be reviewed at least once a year and updated whenever resources, organizational structures, regulations, or anticipated hazards change.

5.6.4 The list should be accessible only by authorized personnel identified in the ERP.

5.6.5 The organization should ensure that the list complies with applicable federal and provincial legislation regarding privacy and confidentiality of personal information.

5.6.6 Each member shall provide a 24 hr. contact number that will result in action being taken forthwith to mitigate the emergency.

5.8 Community Awareness - Public Education and Information

5.8.1 Function: To inform the public about potential risks and safety measures before an emergency to achieve an effective public response.

5.8.2 Purpose: To establish and maintain communications with the public at large, local agencies and other industries in advance, on matters of public safety education and mutual aid response.

5.8.3 Procedures:

a) Each NR CAER member will ensure that its employees, customers, the public and local agencies are informed about NR CAER and its mandate.
b) Each NR CAER member will ensure that the public is informed of hazards to which it might be exposed and to receive information on emergency measures. This communication may be done by each member or collectively by the NR CAER organization. It is the responsibility of each member to ensure that this communication occurs. The following information should be provided:
c) the hazard(s), including short- and long-term effects, should be described (e.g., Material Safety Data Sheet (MSDS));
d) the ERP(s) should be outlined;
e) the public should be made aware of the communication and warning systems;
f) the public should be made aware of the options for its protection (e.g., shelter-in-place, evacuation, vapour cloud ignition); and
g) the public should be told whom to contact for additional information.

6.0 INDIVIDUAL MEMBER EMERGENCY RESPONSE PLAN GUIDANCE

6.1 General

The process of responding to an emergency involves situational assessment, defining and prioritizing critical issues, emergency action planning, and effective activation of resources. These activities may take place simultaneously or in a sequence determined by the nature of the emergency (see Figure 6).

In the majority of the incidents the member will have a predefined emergency procedure to manage the event. This should include the planned ICS organization and which organization will fill each position of the planned organization.

The member must define which ICS roles are to be filled by the Municipality and External Agencies and which roles are filled internally. A smaller member may relinquish the Incident Commander role to the municipality when they arrive. The member would assume other roles. A larger member may fill all of the ICS roles with the Municipality and external agencies assuming supporting roles or providing resources.

Where possible the organization should be predefined and agreed to by the responding agencies and the NR CAER ER Team in advance.

The Municipality has the responsibility to protect the public and so the details of communication with their Emergency Operations Center and Incident Commander should be included.

6.2 Records Management

6.2.1 General

The Documentation Unit Leader under the Planning Section Chief is responsible to maintain and archive all incident related documentation. ICS provides standard forms to record the necessary information. The retention and security of records may be determined by legal, regulatory, or organizational requirements.

6.2.2 Types of Records

The following records should be created and retained:

a) activation record;
b) resource mobilization record;
c) notification and/or reporting record; and
d) debriefing record.

6.2.3 Reasons for Record Retention

Records are retained for the following reasons:

a) due diligence;
b) training (lessons learned);
c) regulatory requirements; and
d) potential litigation.

6.3 Incident Management Setting Up the E.O.C

6.3.1 **Procedure**: Each NR CAER member shall have a contingency plan to establish an E.O.C. (Emergency Response Centre) and when the member determines that the emergency requires an E.O.C. one of the following options must be exercised:

NR CAER Members With an E. O. C.

Option 1: This is for the NR CAER members with a pre-identified E.O.C. fitted out with the resources required to manage an emergency

The member EOC will ensure that their procedures detail the protocols for linking with the municipal and regulatory EOCs.

NR CAER Members Without an E.O.C.

Option 2: This is for those NR CAER members without a pre-designated E.O.C.

The member must develop a plan with the municipal Emergency Services Department or another NR CAER member to establish an E.O.C.

6.3.2 Major Emergencies With More Than One Member Affected

In the event of a major emergency in the municipality or where several members are affected by the same emergency, the municipal E.O.C. will be activated and NR CAER members may be required to provide assistance in executing the municipal plan.

6.3.3 Backup E.O.C.

Should the NR CAER member's E.O.C. be rendered unusable the municipal Emergency Services Department E.O.C. will be made available. All members shall have a contingency for a backup E.O.C.

6.3.4 Responsibilities:

Each NR CAER member shall have a written contingency for an E.O.C. The E.O.C. shall be equipped with the resources necessary for the Incident Staff to function.

All NR CAER members shall make provision for an incident command post that may be as simple as a vehicle with identifying markings.

6.3.5 Resources: Mobile Command Posts are available from Strathcona County and the City of Fort Saskatchewan Emergency Services Departments.

6.4 Coordinated Response

6.4.1 General

All NR CAER members will use ICS to ensure a coordinated response to emergencies.

Each NR CAER member is to have an emergency response plan identifying specific individual roles and responsibilities of their emergency response organization. This information should be available to NR CAER if requested

6.4.2 Incident Commander (I /C)

6.4.2.1 **Function**: To manage the field emergency response; communicate with operations, and mobilize resources to control and eliminate hazards to personnel, property and the environment.

6.4.2.2 **Procedure:** Each member organization should have a designated I/C to:

- manage field operations
- execute the work plan and schedule

- enforce safety procedures
- document field activities
- request emergency response personnel as required
- direct fire and rescue team leaders
- contain and suppress leaks and spills
- coordinate environmental monitors
- notify affected locations
- maintain communications with internal/external emergency response team and operations function within the site EOC keep emergency site manager EOC and emergency support functions informed of nature and status of the incident and requirements
- establish a command post at a safe distance from the emergency scene
- integrate NRCAER responders dispatched from EOC into field operations

6.4.2.3 **Responsibilities**: Each member organization must designate an Incident Commander trained to manage field operations or call on the local authority Fire Chief to perform the function.

6.4.2.4 **Resources**: Facility emergency plan
Typical emergency response organization
Typical Incident Command worksheet

6.4.3 **Situational Assessment**

ICS form 201 should be used to record this information
The assessment should consider, but not be limited to,

a) determining the specific nature of the emergency (e.g., stage of the emergency, the nature of the hazard(s));
b) identifying any modifying conditions relating to the emergency (e.g., location, time, weather);
c) determining potential threats to life, property, and the environment;
d) determining the appropriate protective and corrective strategies and
e) re-evaluating the effectiveness of the response (is the emergency diminishing in intensity, stable, or escalating in intensity?).

6.4.4 **Action Plan**

6.4.4.1 **General**

The action plans will be pre-planned for many of the emergencies. Modifications may be necessary due to unique circumstances. ICS Form 201 is used to document the action plan.

6.4.4.2 **Site Safety**

The Safety Officer is responsible for implementing a Safety plan for all responders. Much of this plan can be predefined in the facility ERP. (protective equipment for responders, monitoring, etc.)
The site safety plan should address (where appropriate) the following issues:

a) perimeters and site control;
b) methods for keeping track of responders;
c) hazard identification;
d) personal protective equipment;
e) monitoring of individuals and the environment;
f) emergency medical care;
g) site evacuation and rescue plans;
h) communications and warning protocols;
i) plans for partial or full decontamination; and
j) rest periods and rehabilitation services for responders.

6.4.4.3 **Traffic Control**

6.4.4.4 **Function**: To define responsibilities and required response to address traffic control needs for NR CAER members involved in or while providing assistance to an emergency situation.

6.4.4.5 **Purpose**:

i. Ensure orderly and expedient movement of essential vehicular and pedestrian traffic into and out of the set emergency perimeters.
ii. To prevent non-essential vehicular and pedestrian traffic within and around the set emergency perimeters.
iii. Where an incident/disaster is confined within a specific facility with controlled access, the prime responsibility for traffic control lies on the facility involved. The operational plan specific to the facility involved will be used to direct the traffic control action.
iv. Where an incident/disaster involves a public facility and or public roadways, the prime responsibility for traffic control will be under the local police direction. The police emergency procedures manual for the local police authority will be used as a guide.

6.4.4.6 **Responsibilities**: Each NR CAER member is to prepare a section within their emergency plan to address traffic control for their facility(ies). RCMP Detachments at Sherwood Park, Fort Saskatchewan, Redwater and Morinville will maintain Emergency Procedures Manuals that will direct the response of police personnel as it relates to traffic control during an emergency situation.

***NOTE** Ability for police* to *respond for traffic control is often stipulated by the demands placed on them for other priority roles within the incident in question or other emergencies elsewhere. Plans must be reviewed with local RCMP to ensure a coordinated approach.*

6.4.5 Site Security

6.4.5.1 **Functions:** To define responsibilities and required response to address site security needs for NR CAER members involved in or while providing assistance to an emergency situation.

6.4.5.2 **Purpose:**

a) To prevent or minimize personal injury by maintaining a security perimeter.
b) To reduce the exposure of physical assets to loss or damage.
c) To preserve evidence.
d) To prevent unauthorized access to the site.

6.4.5.3 P**rocedures:**

a) Where an incident/disaster is confined within a specific facility with controlled access the prime responsibility for site security lies on the facility involved. The operational plan specific for the facility involved will be used as a guide for setting up site security.
b) Where an incident /disaster is confined within a specific facility with no controlled access the prime responsibility for the site security lies on the facility involved. The operational plan specific for the facility involved will be used as a guide for setting up site security.
c) Where an incident/disaster involves a public facility or a public place, the prime responsibility for site security will be under local police direction. Police emergency procedures, under the direction of the local police authority, will be used as a guide.
d) Where possible the scene must be preserved in order to enable the proper authorities to conduct necessary inquiries and investigations. In case of injury or death appropriate legislative authorities will be allowed access to the scene.
e) In the case of death the local police will assume the prime responsibility for the investigation under authority of the Fatality Inquiries Act for the Chief Medical Examiner for the Province of Alberta.

6.4.5.4 **Responsibilities:**

Each NR CAER member is to prepare a section within their emergency plan to address site security for their facility(ies). RCMP detachments at Sherwood Park, Fort Saskatchewan, Redwater and Morinville will maintain Emergency Procedure Manuals that will direct the response of police personnel as it relates to site security during an emergency situation.

NOTE Ability for police to respond for site security is often stipulated by the demands placed on them for other priority roles within the incident in question or other emergencies elsewhere. Plans must be reviewed with local RCMP to ensure a coordinated approach.

6.4.6 Decontamination

6.4.6.1 **Purpose**: To have a plan that will protect entry personnel, support personnel, the public, and the environment from contaminants that may be transferred from the hazard site.

6.4.6.2 **Procedure**: The plan includes methods and procedures for the decontamination of:

- Response personnel.
- Protective clothing.
- Protective equipment.
- Monitoring equipment.
- Clean-up equipment.
- Vehicles
- Emergency response equipment

As early as possible in any hazardous product emergency, a decontamination plan must be developed. This will prevent personnel from contamination at an early stage and contain the hazard within confined boundaries. The decontamination plan will need to consider weather, geographical location, wind direction, and topographical features to ensure a safe and effective plan.

The decontamination plan will divide the emergency site into three zones. These are:

Exclusion Zone **-** The area where contamination has or could occur. All personnel in the exclusion zone must wear a level of protective clothing that will protect them from the hazards encountered. The outer edge of the exclusion zone, sometimes referred to as the hot line, must have a distinctive clearly marked entrance and exit for personnel and equipment.

Contamination Reduction Zone **-** The area between the exclusion zone hot line and the support zone. This provides an area between contaminated and clean zones that acts as a buffer to prevent the support zone from becoming contaminated. It is in this area that the individual decontamination stations are to be set up and clearly marked corridors for entry and exit set up. The factors that will determine the size and complexity of this zone are the type and size of the hazard being responded to and the number of personnel required to respond within the exclusion zone.

Support Zone **-** The most outer part of an emergency site. It is considered a non-contaminated, or clean, zone. This is an area where authorized personnel and traffic are allowed and does not require any special protective clothing outside of the normal work wear.

Other considerations must be given when setting up a decontamination plan. These are:

- Cost (decontamination versus replacement costs)
- Availability
- Ease of implementation.

The decontamination plan will determine:

- the number and layout of the decontamination stations at an emergency site.
- the type of decontamination equipment required. This may include water supply, brooms, brushes, hoses, garbage receptacles, shovels, plastic, mops, rags, and recovery tanks.
- the best method of decontamination. Some of the most common types decontamination methods are:

Dilution

- Will reduce concentrations of contaminant.
- Water is the most common dilution solution.
- Consideration must be given to control dilution runoff.

Chemical Neutralization

- Will reduce chemical hazard.
- The chemical structure of contaminant is altered.
- May take time to determine correct neutralizer.
- Examples of neutralizer are dilute bases, dilute acids, and organic solvents.
- May require some technical expertise in order to determine the correct neutralizer.

Absorption

- Picks up the contaminated material.
- Examples are soil, clay sand.
- Will not change the hazard of the contaminant.
- Procedure used mainly for tools and equipment

Isolation

- For equipment and clothing that cannot be decontaminated.
- Equipment and clothing to be removed for later disposal.

The effectiveness of the decontamination process should be assessed and modified throughout the emergency response. The effectiveness can be determined by:

- visual observation. (Can any residual containment be seen.)
- wipe sampling of decontaminated equipment. (Actual analysis for containment residual.)
- analyzing the decontamination station final rinse solution. (Should not detect elevated containment levels at this stage.)
- analyzing protective clothing for residual containment.

Hazards associated with the decontamination process include:

- incompatibility of the decontamination solution with the contaminant.
- incompatibility of the decontamination solution with the protective clothing material.
- the vapors that may be generated by the decontamination process.

All materials requiring disposal after decontamination and clean up must meet the current disposal regulations within the jurisdiction that the emergency has occurred

6.4.6.3 **Resources**:

- Emergency Management Alberta
- Canutec
- Material Safety Data Sheets
- Hazard and Resource Section of this Manual
- CSA Standard for Emergency Response Planning in Industry.
- Alberta Environment
- Environment Canada
- Alberta Dangerous Goods & Rail Safety Branch

6.4.6.4 **Responsibilities**: Each stakeholder should address decontamination within their respective emergency plans that will include the preferred methods of decontamination for their products. This information should be made available to other stakeholders when required.

6.5. Resource Mobilization

6.5.1 After key personnel have been alerted and an initial assessment of the need for personnel and equipment has been made, resources should be mobilized in a coordinated manner.

6.5.2. The ERP shall include the ICS process for mobilizing resources. This includes

a) designating the person responsible for mobilizing resources;
b) providing the necessary information for contacting or mobilizing required resources;
c) having a pre-designated staging area for all of the incoming resources; and
d) being located out of any possible line of direct hazard effects to minimize risk.

6.5.5.3 The ERP should identify

a) special logistical considerations for moving required resources to emergency sites and supporting those resources for extended periods of time; and
b) the status of the resources: available, assigned, out of service;

6.6 Damage Assessment

When an emergency causes widespread damage, some expertise in damage assessment beyond the capabilities of a single organization may be required. The facility should document a plan to obtain the appropriate expertise.

6.7 Claims Management

6.7.1 The method for claims assessment should be identified. Assessment may involve insurance claims adjusters or other specialists.

6.7.2 Claims may include losses

a) attributable to response costs;
b) resulting from business interruption;
c) attributable to damaged or destroyed equipment or other property; and
d) incurred by affected members of the public (e.g., evacuation costs, out-of-pocket costs).

6.7.3 All losses should be documented before any claims are submitted. The claimant should determine the losses that require immediate attention.

6.7.4 A communication plan should be available to provide information to the public on how they should process their claims.

Critical Incident Stress Management

Emergency response personnel and others can be placed under enormous stress during critical incidents.

The effects of this stress may manifest themselves immediately or be delayed. When stress is manifested, the emotional well-being and functional capabilities of responders can suffer. Physical or psychological symptoms may appear and normal life may be disrupted until the problem is recognized and resolved.

Each member must have the knowledge to recognize the symptoms of Critical Incident Stress and have programs to help individuals adversely affected by the emergency.
A critical incident stress management program that offers appropriate interventions by qualified personnel should therefore be provided.

Such programs help individuals adversely affected by the emergency to better handle their stress and reduce or eliminate its negative impact on their personal and professional lives.

Recovery

6.9.1 The entity should develop and implement a recovery strategy to support short-term and long-term priorities for recovery of functions, services, resources, facilities, programs, and infrastructure.

6.9.2 The recovery strategy should be based on the results of hazard identification and risk assessment, business impact analysis, program constraints, operational experience, and cost-benefit analysis.

6.9.3 The recovery strategy should include interim and long-term actions to ensure entity recovery and continuity capability to respond to the consequences of those hazards identified in Clause 4.1.1.

6.9.4 The recovery strategy shall include measures to reduce vulnerability of the entity during the recovery period. The measures should be linked to mitigation strategies, as described in Clause 4.1.3.2.

6.9.5 The recovery plans should provide for short-term and long-term priorities for restoration of functions, services, resources, facilities, programs, and infrastructure.

6.10 Review and Debriefing

The effectiveness of the ERP shall be reviewed after the end of the emergency. In some situations, a formal debriefing may be held. The objective of the debriefing should be to improve emergency preparedness and response by identifying areas of success and areas requiring improvement (a debriefing should not be a fault-finding mission). If one is held, all groups that responded to the emergency should be represented. The representatives should come prepared with complete details of their activities during the emergency and, where possible, provide supporting documentation.

Common elements of an effective debriefing include

a) a facilitator;
b) a secretary to record the proceedings;
c) a review of the sequence of events, including timing and actions taken; and
d) identification of those portions of the ERP that were effective and those that require improvement.

Action items identified by the debriefing should be documented and assigned. Key lessons learned should be shared with the appropriate parties. The ERP should be revised as necessary. should be shared with the appropriate parties. The ERP should be revised as necessary. Separate debriefings may be held with different groups that participated in the emergency

6.11 Specific Types of Emergencies

6.11.1 Hazardous Product Release

6.11.1.2 **Procedure**: There is a potential within the areas covered by this plan to experience a hazardous product release. If a hazardous product release occurs, an accurate assessment of the incident will need to be done as soon as possible. Early on in the emergency, an EOC will need to be set up in accordance with the guidelines set forth in this manual.

In assessing an emergency involving a hazardous product release the following guidelines will ensure the protection of life, property, and the environment.

1. State of emergency. Is the release ongoing?
2. The type of hazardous product released. This information can be referenced from the MSDS's catalogued at Alberta Transportation Dangerous Goods (1-800-272-9600). This information is very important in identifying the type of personal protective equipment required by response personnel.
3. The volume of the release. This will determine the number of personnel required and the amount of equipment needed to facilitate successful control and clean up of the emergency site.
4. Location of hazardous product release. The geographical location in relation to populated areas, game sanctuaries, water-ways, etc., will impact on the degree response measures are taken.
5. Time of day. This will dictate such things as: is lighting required, are school children close by, is rush hour traffic going to interfere with response activities etc.
6. Weather conditions. Temperature and wind direction will have an impact on the approach of response personnel, hazardous product reactions, and possible evacuations of populated areas. Climatic conditions. Humidity, rain, snow, etc. will all impact on the type of response.

Resources for a hazardous product release can be found from:

a) Hazard & Resource section of this manual.
b) Transportation – 24 hour emergency service for dangerous goods and disaster services.
   Within Edmonton the number is 422-9600
   Province of Alberta call 1-800-272-9600
c) CANUTEC
d) CCINFO
e) CAN/CSA-Z731

6.11.1.2 **Responsibilities**: Each member is to have a procedure in place to respond to a hazardous product release and the resources on site to carry out their plan if necessary.

Each member should ensure that copies of Material Safety Data Sheets covering Hazardous Products on their site are sent to Emergency Management Alberta for input to a database for members use.

6.11.1.3 Major Fire & Explosion

6.11.1.4 **Function**: To assist the Incident Commander, facility representatives and emergency responders must prepare for and mitigate a major fire and explosion incident.

6.11.1.5 **Procedures**:

i. Each member organization should have plans in place which address:

   a) The protection of life, property and environment
   b) Designated facility representative or Incident Commander to coordinate with NR CAER responders at the scene.
   c) Facility representatives with Incident Commander will:
      - determine nature and extent of emergency
      - coordinate actions within facility in conjunction with NR CAER response.

ii. In responding to a major fire and explosion incident, the facility representative and NR CAER responders must ensure the following action items are addressed:
   a) site assessments
   b) site entry requirements
   c) personal protective equipment of responders
   d) health and environment monitoring conducted for:
      - combustible vapors
      - oxygen deficient atmosphere
      - toxic substances
      - notification of affected communities
   e) periodic monitoring, health and environment scene and site control
   f) determination of exclusion, contamination and support zones, (hot ,warm, cold zones)
   g) isolation of fuels
   h) isolation of utilities
   i) notification of authorities

- OH&S
- Dangerous Goods Control (427-8901)
- Local emergency agency

j) decontamination of responders

6.11.1.6 **Responsibilities**: Each member organization must designate a facility representative knowledgeable in materials and handling flammable vapors to coordinate with Incident Commander or local Fire Chief

All such facilities must have an emergency plan that includes response to a fire & explosion scenario.

6.11.1.7 **Resources**: Emergency Planning for Industry CSA-Z731

6.11.2 Mass Casualty Incidents

6.11.2.1 Description: A Mass Casualty Incident (MCI) is an event in which Emergency Medical Services (EMS) personnel and equipment at the scene are overwhelmed by the number and severity of casualties. A rough guide is when the number of seriously injured is greater than five.

6.11.2.2 Function: To ensure that medical and pre-hospital care support are provided in a coordinated response in the event of a Mass Casualty Incident.

6.11.2.3 Activation: The process is activated through the 911 call and then by Municipal Responders once they assess the scope of the care needed vs. the resources that are available. Alberta Health Services has RAAPID North (Referral, Access, Advice, Placement, Information, Destination) to manage the response in our region. They can coordinate ambulance, helicopter and hospital care. They also have a ZEOC (Zone EOC) that will be set up for a major incident to support the municipality.

To improve response provide as much information as possible to the 911 operator and the municipal responders

7.0 ADMINISTRATION

7.1 Training

7.1.1 The entity shall develop, implement, and maintain or provide a competency-based training and educational curriculum to support the program.

7.1.2 The objective of the curriculum shall be to create awareness and enhance the skills required to develop, implement, maintain, and execute the program.

7.1.3 Personnel included in the ERP shall be trained in their roles and responsibilities. Training records shall be maintained.

7.1.4 The amount and frequency of training will depend on, among other things, the following:

a) procedures;
b) roles and responsibilities;
c) equipment;
d) hazards;
e) regulatory requirements; and
f) lessons learned from previous response activities (real and simulated).

7.1.5 Emergency response personnel that respond to NR CAER events at another member's facility will be trained to NFPA 1081 or equivalence.

7.1.6 Emergency response personnel that may respond to emergencies outside of their home jurisdiction shall meet the training requirements of the appropriate foreign jurisdictions, e.g., for business in the USA, National Fire Protection Association (NFPA) Standard 471, 472, or 600, or the Occupational Safety and Health Administration (OSHA) Standard in 29 Code of Federal Regulations, Part 1910.120.

7.2 Inspection and Maintenance

7.2.1 Emergency response equipment (owned, contracted, or leased) identified in the ERP shall be regularly inspected and maintained in a state of readiness.

7.2.2 The inspection and maintenance records shall be retained.

7.2.3 The organization shall verify that the emergency response contractors listed in the ERP meet the requirements of this clause.

7.3 Exercises

7.3.1 An exercise is an organized activity that requires people to take action, solve problems, and make decisions in a team structure as if they are responding to an actual emergency.

7.3.2 Essential elements, interrelated elements of the ERP, or emergency procedures shall be exercised at least annually to ensure that the ERP is current, comprehensive, and effective.

7.3.3 Additional evaluations shall be based on post-incident analyses and reports, lessons learned, and performance evaluations

7.3.4 Procedures shall be established to take corrective action on any substantive deficiency identified during the evaluation.

7.4 Testing the Plan

7.4.1 **Purpose**: Testing of various elements of the Emergency Plan is critical to ensure it is functional. Through the first responder's knowledge and understanding of the plan, the risks to individua1s, property and resources can be minimized. The purpose is to provide the first responders exposure to the plan in a training environment and to ensure that they are competent during a real emergency.

7.4.2 **Procedure**: The following is a condensed version of what is found in the standard. For complete details please refer to Emergency Planning for Industry CAN/CSA-Z731 Testing. Your regulator may also have specific requirements for testing your plan. (e.g. Directive 71)

7.5 H1. Principles of Exercise Design

H 1. 1 General

An exercise is a simulation of an actual emergency. It enables a trainee to learn by practicing. During an exercise a monumental mistake is not a monumental disaster.

H 1.2 Types of Exercise

H1.2.1 General

The type of exercise depends on the purpose, the availability of human and mate rial resources, and the limitations of conducting exercises that apply to the location of operations or businesses.

HI.2.2 Administrative Exercises
HI.2.1.1 Tabletop Exercises
H1.2.1.2 Synthetic Exercises
H1.2.2 Operational Exercises
H1.2.2.1 Communication Exercises
H1.2.2.2 Major Full Simulation Exercises – with equipment roll-out
H2.1 Process of Exercise Design
H2.2 Programming
H2.2.1 General

Programming is the broad formulation of exercise requirements promulgated annually in an exercise program containing:

a) schedule of exercises for the next calendar year with an exercise specification for each exercise; and

b) Provisional and tentative exercises for succeeding years.

H2.2.2 Exercise Specification
H2.3 Planning
H2.3.1 General
Planning is the process by which the achievement of the exercise objective(s) is measured, problem areas identified, conclusions drawn, action plans identified, and recommendations made.

H2.5.2 Types of Evaluation

H2.6 Reporting

H3 Summary

7.5.1 **Responsibility**:

a) Each facility will test their emergency plans as required by local management, regulatory authorities or their trade association.
b) It is incumbent upon the Training Committee of NR CAER to plan, schedule, execute, and follow-up on a minimum of one Emergency Plan Exercise per year.
c) It is incumbent upon NR CAER participants to acquaint themselves with the Emergency Plan and participate in one or more emergency exercises each calendar year.

7.5.2 **Distribution**

7.5.3 **Member ERP**

Copies of the member ERP shall be accessible to all employees, departments, and agencies charged with responsibilities under the plan. Hard copies shall be accessible to authorized individuals at key locations (e.g., ICC, EOC). Care should be taken to ensure that distribution is not so wide that the distribution and tracking process become unwieldy.
A formal record of distribution and distribution amendments shall be kept. The organization should ensure compliance with the appropriate federal or provincial legislation regarding the privacy and confidentiality of personal information.

Note: Many facilities and operations are required to make an up-to-date copy of the ERP readily available for inspection by a regulatory authority.

7.5.4 NR CAER ERP Guidance Document
The NR CAER ERP Guidance document will be available to the membership through the Members Only section of the NR CAER

web site. Membership will be notified of any changes to this document.

7.6 Updating

7.6.1 Member ERPs

Emergency response planning is a process that requires continuous adjustment to take into account factors such as operational, organizational, personnel, and regulatory changes, and lessons learned from real-life events or exercises. The entity shall establish program validation, evaluation, change management, and continuous
improvement processes. The ERP shall be kept current by annual (or more frequent) reviews and by regular hazard determinations. A mechanism should be established to enable parties charged with responsibilities under the ERP to suggest amendments. Such parties should be promptly notified of any significant changes to the ERP.

7.6.2 NR CAER ERP Guidance Document

The NR CAER Guidance Document will be updated as needed due to lessons learned and regulatory changes. Members are required to notify the Emergency Planning Committee of any needed changes forthwith. A complete review will be completed every three years.

7.7 Approval

7.7.1 Member ERPs

7.7.2 The ERP should be approved by the management of the affected facility or facilities, both initially and when any significant changes in scope are made. The results of the reviews mentioned in Clause 7.5 should be communicated to management.

7.7.3 The ERPs for all organizations that will interact during an emergency should be compatible with and complement one another.

7.7.4 ERPs may also have to be submitted for governmental review and approval to comply with legislative requirements.

7.7.5 The ERP should be approved by the Municipal authority.

7.7.6 The portion of the ERP requiring NR CAER resources should be reviewed by the NR CAER Emergency Procedure Committee.

7.7.7 NR CAER ERP Guidance Document

7.7.8 The NR CAER Guidance Document changes will be approved by the Emergency Response Planning Committee and the Management Committee.

7.8 Member ER Plan Audit

7.8.1 Purpose: An audit of the Emergency Plan is a formal process to determine the adequacy and completeness of the plan. The audit may consist of an internal review by the member (self audit), an NR CAER audit under the direction of the Technical Team, an external review by industry peers or community groups and in some cases the audit may be conducted by a government agency with a public safety role.

The frequency of audits varies according to organizational policy and regulatory requirements. Key elements of the Member emergency plan should be assessed annually. Unless otherwise specified, a comprehensive emergency preparedness audit should be performed at least every five years.

7.8.2 Function: This section of the Emergency Plan provides guidance for the audit process. This is accomplished through a series of suggested audit categories derived from Emergency Planning for Industry CAN/CSA-Z731 Appendix D Audit. The appendix includes a modified version of that audit document to include the NR CAER ER Plan requirements.

7.8.3 Responsibility: The Member is required to confirm that an adequate Emergency Plan audit process is in place for their facility. The Technical Team will provide resources and assist the member with the ER Plan audit if requested by the member.

The audit has two components

a) The first section contains questions applicable to all NR CAER members. All members should complete this section.
b) The second section provides guidance where a regulatory authority or a trade association does not provide required audit criteria. This section should be used when another NR CAER approved audit criteria is not in place.

The Member will ensure that gaps identified by the audit are:

a) documented;
b) reviewed with management; and
c) corrected.
d) validated