



CATEGORY: Public Service
POLICY #: D.c.004
OWNER DEPT: Operations
DATE APPROVED BY COUNCIL:
1995

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REVISED:

TOWN OF SLAVE LAKE

TITLE: Emergency Response Plan

POLICY

POLICY STATEMENT:

The Town of Slave Lake Emergency Response Plan will be a guideline to determine appropriate action in the event of an emergency.

POLICY OBJECTIVE:

The objective of this policy is to:

1. Provide a framework to clarify appropriate action in the event of an emergency.
2. Provide clear understanding of established priorities for maintaining services.
3. Minimize duration of service interruption to customers.
4. Minimize damage to equipment and property.
5. Minimize loss of revenue; ours and customers.
6. Maintain a good public image.

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1.0 Definitions

- 1.01 **Emergency** – a situation or occurrence of a serious nature, developing suddenly and unexpectedly and demanding immediate action.

An emergency exists when:

- (a) The situation presents a threat to life or essential services are disrupted.
- (b) The situation presents a threat to property and may result in revenue loss.

1.02 **Essential Services**

- (a) Protective Services
- (b) Flood Protection
- (c) Water and Sewer Services
- (d) Transportation Services

1.03 **Protective Services**

- (a) Ambulance, medical
- (b) Fire
- (c) Police

2.0 Responsibilities

- 2.01 **Mayor and Council**: to ensure policy development is within the framework of the organization's values and beliefs.
- 2.02 **Town Manager**: to ensure that the policy is implemented accordingly, monitor its effectiveness and when needed recommend changes.
- 2.03 **Management Personnel**: to ensure the policy guidelines and policy procedures are being followed.
- 2.04 **Mid Management Personnel**: to ensure staff are fully aware of contents of policies and procedures and are trained to remedy the situation.
- 2.05 **Line Staff**: to be totally aware of policy contents, responsibilities, and procedures in order to implement.

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3.0 Policy Guidelines

3.01 Assessment criteria is based on the following in order of priority:

- (a) threat to life
- (b) is an essential service
- (c) may result in property damage
- (d) may result in revenue loss
- (e) maintaining other services
- (f) may be an inconvenience

3.02 Communications Plan

In the event of an emergency, on-call staff or attending staff must notify:

- (a) Department Foreman/Coordinator or designate or if not available Department Manager or Town Manager.
Include all pertinent information including extent of emergency and possible solutions to the problem.
- (b) Notify affected residents door to door and call CKWA. Provide details of problem and expected time of return to service.
- (c) In the event more than twenty (20) customers are or may be affected supervisor must contact Town Manager or Mayor with full details.

4.0 Procedures

- (a) Assess situation (refer to checklist and procedures specific to emergency).
- (b) Immediately eliminate or reduce risk to life or property.
- (c) Reassess situation and establish priorities.
- (d) Consider remedies or corrective action to entire problem.
- (e) Proceed with first step of communications plan.
- (f) Develop action plan.
- (g) Proceed with second step of communications plan.
- (h) Implement plan.
- (i) Provide written fully detailed occurrence report to Department Head within 24 hours of resolving emergency situation.

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**POLICY
EMERGENCY RESPONSE PLAN CHECKLIST**

Name: _____ Date: _____

Time Call Received: _____

Time of Response: _____

- ☐ Assess situation:
- ☐ Eliminate risk to life or property:

Time: _____

Action Taken: _____

Results: _____

- ☐ Reassess situation:
- ☐ Refer to procedure specific to emergency:
- ☐ Establish priorities:
- ☐ Determine corrective action to entire problem:

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- ☐ First step of communications plan:

Time: _____

- ☐ Develop action plan based on priorities and resources:

Priorities: _____

- ☐ Resources available/required: _____

- ☐ Action plan: _____

- ☐ Second step of communication plan:

Time: _____

- ☐ Implement Plan:

Completion Time: _____

- ☐ Complete occurrence report and applicable reports.