

Emergency Information Plan

Resort Village of Elk Ridge

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THE RESORT VILLAGE OF ELK RIDGE EMERGENCY PLAN

The Resort Village of Elk Ridge has an emergency plan that coordinates the community's response to any major event or emergency.

There are six main components to the plan. These are:

- **The Public Emergency Management Plan** – It describes the methodology and general process that the municipality will use to respond to emergency events as well as the bylaw that established the planning process but contains no confidential information. This section also contains information that individuals can use to create a personal/family/business plan to assist in emergency situations.
- **Council Emergency Plan** – This plan is specific for the Elk Ridge Mayor and Councilors. It describes their roles and responsibilities, how to declare a local emergency and provides background information on emergency management in general.
- **Emergency Response Plan** – This plan is for the Emergency Management Organization Coordinator and the Emergency Operations Centre Team members. It describes roles and responsibilities of the Emergency Operations Centre Team members as well as outlining how to establish and operate the Emergency Operation Centre.
- **Emergency Information Plan** – This is the crisis communications plan. It outlines how information will be shared, including public notification and media releases.
- **Evacuation Plan** – This plan is for emergency services staff who are in tactical command of an incident site(s). Their tactical operations achieve the goals and priorities of the Emergency Operations Centre and Council. This plan provides direction for escalating events from day-to-day emergencies to fully supported major disasters.
- **Plan reference section** – containing contact list information for people and resources as well as forms and other emergency operations centre documentation.

Introduction and Approval

The contents of this Emergency Response Plan provide guidance for The Resort Village of Elk Ridge to respond effectively to an incident or major emergency.

This document will not prevent the possibility of an incident or emergency occurring. It is intended to provide citizens with information to make them as resilient as possible in times of emergency; this will allow our local authority and first responders to focus on those individuals that are in the most need of assistance. For your local authority and emergency operations centre staff this plan will aid in providing a prompt and coordinated multi-agency response, thereby reducing human suffering and loss or damage to property or the environment.

For this plan to be effective, it is important that all concerned are made aware of its provisions and that every official, agency and department be prepared to carry out their assigned functions and responsibilities in an emergency.

The public must be informed about the Emergency Planning and educated as to certain elements (i.e., Warning and Evacuation Procedures).

The Emergency Response Plan is a living document that will be amended as necessary.

Community Profile

“your community’s information here including map/maps”

Aim

The aim of this plan is to provide a mechanism to handle any major emergency that threatens the health, safety and welfare of the citizens, or the environment, or property within the Resort Village of Elk Ridge.

This Emergency Response Plan does not apply to those day-to-day situations which can be handled by the responsible municipal services on their own.

Authourity

This Emergency Response Plan is authorized in accordance with:

- Bylaw No 20-2022
- *The Emergency Planning Act, 1989* - Chapter 8 E-8.1 of the Statutes of Saskatchewan

Emergency Definition

An emergency is defined as any abnormal or unique event which occurs with some degree of surprise to demand unusual, extensive and demanding response effort, however caused, which has resulted in or may result in:

- the loss of life; or
- serious harm or damage to the safety, health or welfare of people; or
- widespread damage to property or the environment.

A major emergency is a further escalation with the potential to exceed the community's emergency response capabilities. A major emergency will require resources from other communities and the province.

Scenarios and Response Strategies

The most likely major emergencies, expected durations, and associated response strategies include the following:

Scenario	Response Strategy
Power Outage 2-5 days	Generator sharing among residents
Power Outage >5 days	Large scale rented generators in strategic locations
Water Contamination <5 days	Boil water advisory
Water Contamination 5+ days	Water supply depot using trucked in water
Water Supply Outage >5 days	Water supply depot using trucked in water
Lagoon or sewer line inoperable	Rented Porta Potties in strategic locations
Natural Gas Outage (Winter) >2days	Rented electric heaters
Forest Wildfire	Saskatchewan Public Safety Agency

Scenario	Response Strategy
Structure Fire	Lakeland Fire Dept
Dangerous Goods Exposure	Lakeland Fire Dept
Tornado / Windstorm	Lakeland Fire Dept
Gas Pipeline Leak/Explosion	Lakeland Fire Dept
Lost Person	RCMP

Emergency Operation Centre

The emergency plan enables the activation of an Emergency Operations Centre that will:

- Assist emergency personnel to respond quickly and effectively to potential disasters such as wildfires, major storms, chemical spills, floods, plane crashes, or tornados.
- Provide a concentrated assessment and decision-making body that can best utilize all available resources, and if necessary, resources from the Province.
- Prioritize recovery goals and objectives.
- Coordination of request for responding, mutual aid and support agencies
- Provide Policy direction to Incident site responders
- Provide communications and public/media information packages for elected officials use.

Communications Coordinator

Responsibilities:

1. Serve as the coordination point for all public information, media relations and internal information sources for the EOC.
2. Coordinate and supervise all staff assigned as Area Reps and their activities.

Public Information:

1. Ensure that the public within the affected area receives complete, accurate, and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
2. Ensure that a Toll-Free Public Information Service (hotline or call centre) is established for the public to access helpful information and advice. Provide the call takers with timely and accurate messaging sheets so that they offer only confirmed and approved information.

Media Relations:

1. Serve as the coordination point for all media releases for the EOC.

2. Coordinate media releases with officials representing other affected emergency response agencies.
3. Develop the format for press conferences and briefings in conjunction with the EMO Coordinator.
4. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.

Internal Information:

1. In consultation with EMO Coordinator coordinate VIP and visitor tours of the EOC facility.
2. Develop helpful messaging sheets and / or FAQ sheets (frequently asked questions and answers) to ensure consistent and accurate information sharing amongst EOC staff.
3. Maintain a web site established for EOC information, as appropriate.
4. Liaise with the Communications Coordinators at external agencies.

Activation Phase:

- Determine staffing requirements and make required personnel assignments for Area Reps.

Operational Phase:

- Obtain policy guidance and approval from the EMO Coordinator with regard to all information to be released to the media and public.
- Keep the EMO Coordinator advised of all unusual requests for information and of all major critical or unfavorable media comments. Recommend procedures or measures to improve media relations.
- Identify method for obtaining and verifying significant information as it develops.
- Develop and publish a media briefing schedule, to include location, format, and preparation and distribution of handout materials.
- Implement and maintain an overall information release program.
- Establish a Media Information Centre, as required, providing necessary space, materials, telephones and electrical power.
- Maintain up-to-date status boards and other references at the media information centre.
- Establish distribution lists for recipients of all public information releases.

- In coordination with other EOC sections and as approved by the EMO Coordinator, issue timely and consistent advisories and instructions for life safety, health, and assistance for the public.
- At the request of the EMO Coordinator, prepare media briefings for the Policy Group members and provide other assistance as necessary to facilitate their participation in media briefings and press conferences.
- Ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe. Arrange through logistics appropriate staffing and telephones to efficiently handle incoming media and public calls.
- Develop message statements for EOC Staff and the call takers of the toll-free hotline.
- Ensure that announcements, emergency information and materials are translated and prepared for special populations (non-English speaking, hearing impaired etc.).
- Monitor all media, using information to develop follow-up news releases and rumor control, consult with EMO Coordinator on appropriate wording and actions to take on correcting false or erroneous information.
- Ensure that file copies are maintained of all information released.
- Promptly provide copies of all media releases to the EMO Coordinator.
- Conduct shift change briefings in detail, ensuring that in-progress activities are identified and follow-up requirements are known.

Demobilization Phase:

- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.

Evacuations

Local Authority Evacuation Orders

Ordering an evacuation of all or part of an emergency area is a very serious step and requires detailed planning. In Saskatchewan, the *Emergency Planning Act (1989)* permits the head of a local authority to declare a Local Emergency, and that allows the local authority to order an evacuation should it be absolutely necessary. There are several other statutes (Fire Services Act, Wildfire Act and the Public Health Act) that can be used to order an evacuation.

When it is determined that an evacuation is required, the warning must be timely and accurate. While the main concern is the preservation of life, those displaced from their homes or businesses may be experiencing inconvenience, anxiety and fear.

Removing people from their homes and livelihoods must not be taken lightly. People will

already be under duress during an emergency; however, public safety must be first. It is a delicate balancing act.

Evacuation Process

Stage 1 - Evacuation Alert

The Communication Coordinator will alert the population at risk of the potential for evacuation because of the danger of possible loss of life and they should be prepared to evacuate the area. This warning will be transmitted by:

- Door-to-door campaign with pamphlets/letter delivered
- Electronic media (internet/social media)

Stage 2 - Evacuation Order

The population at risk is ordered to evacuate the area specified in a formal written order. This is an order and as such does not allow for any discretionary decision on the part of the population at risk. They must leave the area immediately. The RCMP will enforce the Evacuation Order. This order will be transmitted by:

- Door-to-door campaign with pamphlets/letter delivered
- Electronic media (internet/social media)

The area in question will have controlled access and that a pass may be required to regain access to the area.

Stage 3 - Rescind

An evacuation order or alert is rescinded when it is determined to be safe for residents to return home. An evacuation order may be reinstated if a threat returns. These reentry criteria will be communicated to evacuees by electronic media (internet/social media).

Reception Centers

If a reception center is deemed necessary where evacuees may be received during an emergency/evacuation, notice will be provided to residents as to its location and contact information.

Shelter-In-Place

In some circumstances - for example, where evacuees would have to travel through a plume of hazardous gases - it may be safer for people to take shelter in their homes, schools or places of work.

If you are advising the residents to shelter in place, some or all of these instructions must be communicated to them depending on the incident:

- Get inside as quickly as possible
- Turn off all heating, ventilation and air conditioning systems. Close vents.

- Close all doors, windows, fireplace flues, vents and other openings. If there are any gaps in the weather stripping, use duct tape, plastic wrap and/or aluminum foil to seal the leaks.
- Close drapes, curtains and shades. Stay away from external windows.
- Use stairwells instead of elevators wherever possible.
- Turn on the radio or television for information. You will be advised what the hazardous material is and what the signs and symptoms of overexposure are.
- Use telephones only if you need immediate emergency assistance. You will be directed how to seek medical help outside the evacuation area.

Protocols for evacuations

- Letter from Authority having jurisdiction to residents
- Evacuation designated routes (if applicable to be included in directions)
- Notification process (media, social media, SK Alert,)
- Home marking (tape color to distinguish each condition)
 - Residents notified and are evacuating or have evacuated (orange)
 - Residents notified and are refusing to evacuate (police to follow-up) (blue)
 - Residents not home (information left) needs follow-up (yellow)
 - Animals alone at/in residence (green)

Appendix A: News Conference Guidelines

1. When you notify media of news conferences/availabilities, be sure to define what kind of event you are having. News conferences are held to announce something for the first time. Press availabilities are held simply to make individuals available to answer questions or demonstrate something.
2. Don't call unnecessary news conferences/availabilities. If it's not worth their time, the media will only be angered.
3. If holding a news conference, try to tell media in advance some details of what you will be announcing.
4. Gauge the size of your crowd carefully when reserving a room; better to have too much than too little space. Make sure microphones, chairs, lighting and water are in place at least 30 minutes prior to the event.
5. Decide format in advance -- who will introduce speakers, who decides when question/answer period ends, and other details.
6. Decide in advance whether handouts are needed. If speaker is giving a talk for which there is a text, you may want to wait and hand out material after the talk so media will stay and listen.
7. Check to see what else is happening in your organization or in the community before scheduling a press conference.
8. Consider whether you need to let other organizations and agencies know you are having a news conference. (You may wish to invite others to attend or participate in your event.)
9. Decide who will maintain control at the news conference, who will decide where cameras are set up, who sits where.
10. Try to plan the length of the news conference but be flexible.
11. Consider the time of the news conference. If you want to make the noon, 6 p.m. or 11 p.m. TV and radio news, you need to allow time for crews to travel and edit tape.
12. If you are going to set restrictions on an event such as limited photo access, try to put the restrictions in writing and communicate to the media at least 24 hours in advance.

Appendix B: Media Relations Reminders

1. Always return media calls. The more co-operative you appear, the better.
2. Communicate with the media -- talk to them as well as listen to them. During crisis time, you may learn a great deal from the media that can be useful to you in further dealing with the crisis.
3. Avoid antagonizing the media. A short tone at a press conference, during a phone call, or elsewhere can affect your future relationship with an individual or other media who may hear the conversation.
4. Consider establishing a dedicated call-in phone line that will offer information to media or others. Information on news conferences, rumor control information, newly acquired information, can be placed on a tape that can be updated. This is particularly useful when regular phone lines are tied up with calls.
5. Consider how information you release to media may affect other agencies, businesses or individuals. If you say things that may result in media calling other agencies, call those agencies first to warn them of impending calls.
6. When talking to the media, be sure to give credit to other agencies, groups or individuals working on the crisis, including your own staff.
7. Try to be pro-active with new information. Even those things may be frantic; if you acquire new information regarding the crisis, reach out to the media.
8. Be honest. Don't make false or misleading statements

How to prepare for Broadcast Interviews

- Prepare "talking paper" on primary points you want to make.
- Anticipate questions--prepare responses.
- Practice answering questions.
- Cover controversial areas ahead of time.
- Know who will be interviewing you, if possible.

- Determine how much time is available.
- Audiences often remember impressions, not facts.

Do's and Don'ts During the Interview process

- Do build bridges.
- Do use specifics.
- Do use analogies.
- Do use contrasts, comparisons.
- Do be enthusiastic/animated.
- Do be your casual likable self.
- Do be a listener.
- Do be cool.
- Do be correct.
- If you don't have the answer or can't answer, do admit it and move on to another topic.
- Don't accept "what if" questions.
- Don't accept "laundry list" questions.
- Don't go off the record.
- Don't think you have to answer every question.
- Don't speak for someone else --beware of the absent-party trap.

How to Handle Yourself During A TV Talk Show Interview

- Audio check-- use regular voice.
- If makeup is offered, use it.
- Sit far back in the chair, back erect...but lean forward to appear enthusiastic and force yourself to use hands.
- Remember... TV will frame your face--be calm, use high hand gestures, if possible.
- Keep eyes on interviewer-- not on camera.

- Smile, be friendly.

Tips On Appearance

- Avoid wearing pronounced stripes, checks or small patterns.
- Grey, brown, blue or mixed colored suits/dresses are best.
- Grey, light-blue, off-white or pastel shirts or blouses are best.
- Avoid having hair cut right before interview.

How to Respond During A Newspaper Interview

- Obtain advanced knowledge of interview topics.
- Make sure you are prepared in detail; print reporters are often more knowledgeable than broadcast reporters and may ask more detailed questions.
- Begin the interview by making your point in statement by making your major points in statement form.
- Try to maintain control of the interview.
- Don't let reporter wear you down.
- Set a time limit in advance.
- Don't let so relaxed that you say something you wish you hadn't.
- Avoid jargon or professional expressions.
- Reporter may repeat self in different ways to gain information you may not want to give.
- Don't answer inappropriate questions; simply say it is "not an appropriate topic for you to address at this time," or "it's proprietary" for example.
- Be prepared for interruptions with questions...it is legitimate for reporters to do that.
- Do not speak "off the record."
- Remember, the interview lasts as long as a reporter is there.

After The Interview

- You can ask to check technical points, but do not ask to see advance copy of the story.
- Never try to go over reporter's head to stop a story.