

REMO Committee Meeting AGENDA
MODL Cookville NS – via Microsoft Teams
Monday, January 18, 2021 – 1:30 p.m.

Time & Page

1. **CALL TO ORDER**
2. **INTRODUCTIONS**
3. **VOTE FOR NEW CHAIR & VICE-CHAIR – Alex Dumaresq**
Voting via email – please have access readily available to your email at the beginning of the meeting.
4. **APPROVAL OF AGENDA – ADDED ITEMS**
5. **APPROVAL OF MINUTES of September 21, 2020 (circulated)**
6. **OVERVIEW OF REMO FOR NEW COUNCIL**
 - 6.1 Overview of REMO and Workplan..... 1-19
7. **BUSINESS ARISING FROM MINUTES**
 - 7.1 Comfort Centre & Emergency Shelters Procedures 20-38
 - 7.2 Guide to Emergency Management for Elected Officials & Quick Reference Guide..... 39-76
 - 7.3 Emergency Communications Plan for Widespread or Large Incidents 77-90
8. **NEW BUSINESS**
 - 8.1 2021-2022 REMO Budget
9. **NS EMO UPDATES**
10. **REMO COORDINATOR UPDATES**
11. **ADDED ITEMS**
12. **NEXT MEETING – Monday, March 15, 2021 – 1:30 p.m.**
13. **ADJOURNMENT**

**** This meeting will be held virtually through Microsoft Teams.**

The link and/or phone number are available through the meeting invite. **

Any problems connecting, please contact Angela at (902) 930-1085.



REMO Overview to Advisory Committee

January 18, 2020



Welcome REMO Advisory Committee (REMAC)

Chester	MODL	Bridgewater	Mahone Bay	Lunenburg
Allen Webber	Carolyn Bolivar-Getson	David Mitchell	David Devenne	Matt Risser
Floyd Shatford	Martin Bell	Andrew Tanner	Richard Nowe	Peter Mosher
Danielle Barkhouse	Michelle Greek	Wayne Thorburne	Penny Carver	n/a



Why REMO was formed

- The Nova Scotia *Emergency Management Act* states that **responsibility for the health and welfare of the public rests with the elected officials** of a municipal government. Every municipality **must be prepared within its own capabilities** to meet any threat that may arise from emergencies or disasters.
- REMO – Regional Emergency Management Organization
- 2005 Inter-Municipal Service Agreement (Chester, MODL, Bridgewater, Mahone Bay
 - 2017 Town of Lunenburg joined



Powers & Duties of Municipalities (One Council)

- establish and maintain a **municipal emergency by-law**, subject to the approval of the Minister
- establish and maintain a **municipal emergency management organization**
- **appoint a co-ordinator** of the organization, duties shall include the preparation and co-ordination of emergency management plans for the municipality
- **appoint a committee** consisting of members of the municipal council to advise it on the development of emergency management plans
- **prepare and approve emergency management plans.**



The municipality may:

- **pay the reasonable expenses** of members of the organization or members of the committee
- **enter into agreements** make payments for services in the development and implementation of emergency management plans;
- **enter into an arrangement or agreement with any other municipality** respecting a common organization, plan or program;



Duty to Report

- Every municipality shall, immediately upon becoming aware of it, **inform the Department of any real or anticipated event or emergency** that could impact the health, safety or welfare of Nova Scotians, their property or the environment.



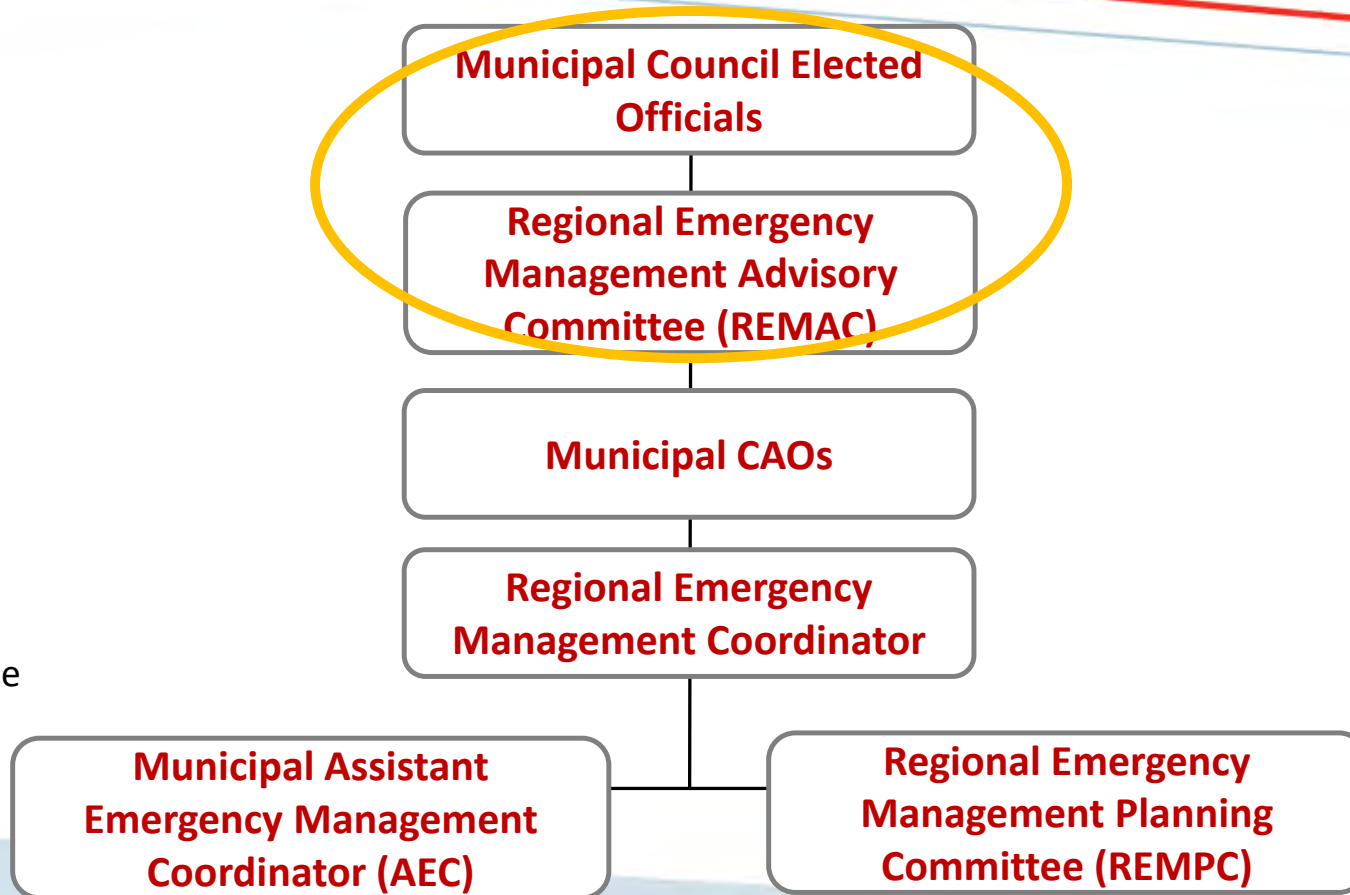
State of Local Emergency (SOLE)

- Can be declared by Mayor/Warden or Council – valid for seven days
- Do everything necessary for protection of property and health or safety
 - confiscate property
 - prevent price gouging
 - require assistance
 - control/prohibit travel
 - entry without warrant
 - order or cause evacuation

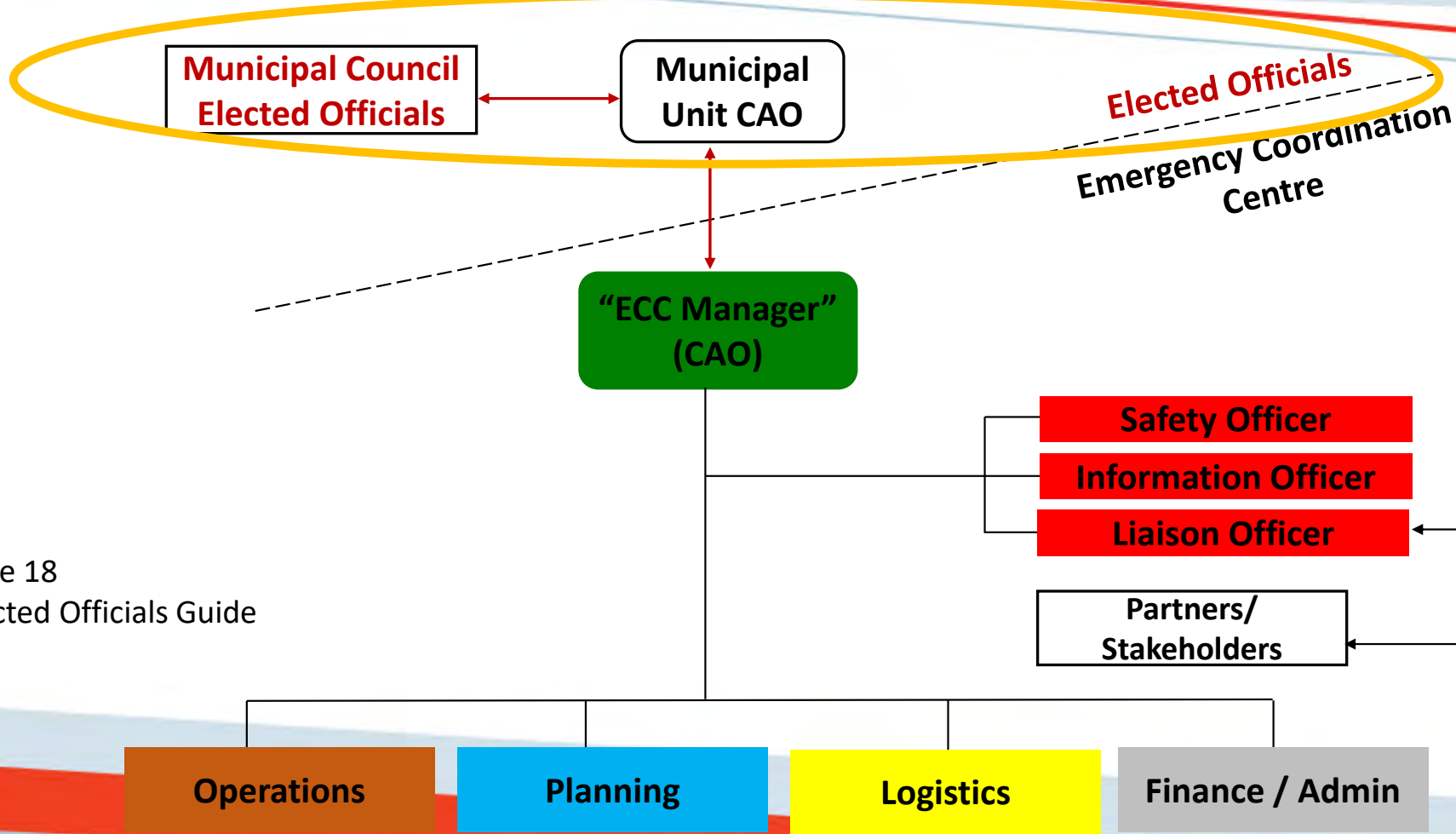
**Does not need to be declared to receive funding



REMO Day to Day Operations



REMO Structure When the ECC is Activated



REMO Workplan Status

REMO Workplan (including Hurricane Dorian Recommendations)

Theme	Priority			Jan 20, 20	Jul 20, 20	Jan 9, 21
	High	Med.	Low	% Complete	% Complete	% Complete
Comfort Centres	x			35%	70%	70%
Shelters	x			10%	20%	20%
Emergency Coordination Centre	x			10%	25%	90%
Communications	x			35%	70%	85%
Critical Infrastructure	x				5%	20%
Contact Lists	x			90%	95%	95%
Vulnerable Sector Residents	x				30%	35%
Agreements / Clear Definition		x				
Contingency Plans		x			10%	10%
Exercises		x		10%	25%	70%
Planning Committee		x				15%
Roles & Responsibilities		x				60%
Business Continuity / Essential Services		x			20%	20%
Fuel Shortage		x				10%
Municipal Elected Officials		x		40%	75%	90%
Public Alerting		x			50%	50%
IT		x			-	60%
Logo and Acronym			x			
Power Outages			x			
Stakeholder Engagement			x		60%	60%
Telecommunications			x		60%	80%
Fire Services <i>not REMO</i>			x		-	-

REMO Workplan

Highlights from 2020

Comfort Centres Policy

Activation Triggers

Crisis Communications Plan

Contacts List

Training and Exercises

Business Continuity Plans

Goals for 2021

Comfort Centres Site Profiles & MOUs

Shelters

Contingency Plans

Critical Infrastructure

Website & Public Education Campaigns

Inter-Municipal Agreements & Bylaws



Synopsis of 2020

Activations (active monitoring, partial, full)	16
Training	8
Exercises	4
Public Education & Outreach	3
Articles written	3



Contact Information

- Most communication will flow between REMO and Elected Officials via the CAO, especially in an emergency
- On-call number is 902-930-1085 (answered by Angela or an AEC)
- After Hours 902-543-8650
- emo@modl.ca or Angela.Henhoeffer@modl.ca



Questions

- What were the highlights in the presentation?
- What topics you would like more information on for future sessions?



7.1 Comfort Centre Policy

- During Hurricane Dorian, the existing policy was tested some changes were recommended during the debrief
- Comfort Centres still decide when to open on their own, let REMO know when they are opened
- Process:
 - Dorian Debrief, input from CAOs and AECs
 - Presented to Advisory, taken back to individual Councils
 - Some Comfort Centres were visited for opinions



7.2 Elected Officials Guide

- To provide clarity to elected officials of their role before and during and emergency
- Process:
 - Created draft, CAO and AECs reviewed/input
 - Presented to Advisory
 - Taken back to Councils, some changes suggested

Motion: *“that the Regional Emergency Management Advisory Committee approve the Guide to Emergency Management for Elected Officials dated January 2021, as presented.”*



7.3 Emergency Communications Plan

- Following Dorian, to create a Communications plan during an emergency and roles and responsibilities of the five units
- Process:
 - Communications reps met, drafted a plan based on other jurisdictions, review/input from Comms reps
 - Presented to CAOs and AECs for input/changes
 - Presented to Advisory

Motion: *“that the Regional Emergency Management Advisory Committee approve the Emergency Communications Plan as presented.”*



8. REMO Budget

Account	2020/21 Budgeted	2021/22 Proposed	
01-2250000-119- REMO-HONORARIUM	\$ 69,403.00	\$ 72,300.00	CPI increase
01-2250000-129- REMO-BENEFITS	\$ 11,697.00	\$ 12,500.00	CPI increase
01-2250000-140- TRAVEL	\$ 3,000.00	\$ 3,000.00	
01-2250000-141- CONFERENCE/TRAINING	\$ 3,800.00	\$ 3,800.00	
01-2250000-201- OFFICE EXPENSES (REMO)	\$ 1,000.00	\$ 1,000.00	
01-2250000-210- ADMINISTRATION-INSURANCE	\$ 1,300.00	\$ 1,300.00	
01-2250000-225- RADIO EQUIPMENT	\$ 1,300.00	\$ 1,300.00	
01-2250000-226- OTHER EQUIPMENT	\$ 2,500.00	\$ 2,500.00	
01-2250000-230- TELEPHONE-LOCAL SERVICE	\$ 1,400.00	\$ 1,400.00	
01-2250000-231- CELLULAR PHONE (REMO)	\$ 1,000.00	\$ 1,500.00	increase for I Am Responding and Backup MIFI
01-2250000-235- ADVERTISING-GENERAL	\$ 1,000.00	\$ 1,000.00	
01-2250000-236- ADMINISTRATION-ACCOUNTING	\$ 1,000.00	\$ 1,000.00	
01-2250000-248- ADMINISTRATION-RENTAL	\$ 1,300.00	\$ 1,300.00	
01-2250000-249- MOCK EXERCISES	\$ 1,000.00	\$ 1,000.00	
01-2250000-254- LICENSE FEES	\$ 800.00	\$ 800.00	
01-2250000-272- WEBSITE	\$ 5,000.00	\$ 5,000.00	
01-2250000-299- CONTINGENCY	\$ 4,000.00	\$ 10,000.00	Increase to match Incident Authorization
01-2250001-235- ADVERTISING-SPECIAL	\$ 1,000.00	\$ 1,000.00	
01-2250001-236- ADMINISTRATION-CLERICAL	\$ 3,500.00	\$ 3,500.00	
01-2250006-295- GROUND SEARCH & RESCUE GRANT	\$ 10,000.00	\$ 10,000.00	
	\$ 125,000.00	\$ 135,200.00	



8. REMO Budget Breakdown

Cost Sharing	2020-21 Budget			2021/22 Proposed Budget			
	UA 2018/19	share	Contribution	UA 2019/20	share	Contribution	Increase
Town of Bridgewater	671,832,908	12.7%	\$ 15,869.32	688,450,419	12.4%	\$ 16,819.39	\$ 950.07
Town of Mahone Bay	131,291,709	2.5%	\$ 3,101.23	138,736,951	2.5%	\$ 3,389.45	\$ 288.22
District of Chester	1,598,816,174	30.2%	\$ 37,765.53	1,671,069,183	30.2%	\$ 40,825.55	\$ 3,060.02
District of Lunenburg	2,625,377,705	49.6%	\$ 62,013.87	2,756,431,053	49.8%	\$ 67,341.80	\$ 5,327.93
Town of Lunenburg	264,597,830	5.0%	\$ 6,250.05	279,311,517	5.0%	\$ 6,823.80	\$ 573.75
Totals	5,291,916,326	100.0%	\$ 125,000.00	5,533,999,123	100%	\$ 135,200.00	\$ 10,200.00

Motion: *“that the Regional Emergency Management Advisory Committee recommends a total 2021/22 budget of \$135,200 to partner Municipal Units for approval.”*





Lunenburg County Regional Emergency Management Organization Comfort Centres

Effective Date: 2020-01-06	Supersedes: All Previous Procedures
Presented to REMO Advisory Council: 2020-01-20	Approved By REMO Advisory Council: ##-##-##

1.0 Definitions

Comfort Centre is a facility that is used for residents who are Sheltering-In-Place and remaining in their homes during an emergency but do not have full services such as electricity, heat, and water. Comfort Centres are intended to provide: a place to go to get warm/cool; light refreshments; charge electronic devices; provide updates; community gathering point; and washroom facilities. To operate as a Comfort Centre, the facility must have a generator.

Comfort Centres do not provide overnight accommodations and will not accept evacuees.

Emergency Shelter is a facility opened at the request of the Lunenburg County Regional Emergency Management Organization in a large-scale emergency and is operated by the Canadian Red Cross, under the direction of Department of Community Services. An Emergency Shelter includes providing personal services, accommodation and can include psycho-social services. To operate as an emergency shelter, the facility must have: a generator; running water available during power outages; kitchen facility; showers; and a large space for cots to be set up.

2.0 Scope

The Risk Analysis (2015) for Lunenburg County reveals the highest risks (probability and impact) are weather-related incidents. A secondary risk associated with such incidents is power outages.

Historical evidence and predictive science suggest weather related events are likely to occur with increasing frequency. Risk tolerance within Lunenburg County to weather-related events is decreased significantly when the impacts include power outages. Efforts to increase individual and community preparedness by having a 72-hour personal preparedness kit for families and pets may increase risk tolerance.

Municipalities within the REMO receive their power supply, delivery or restoration from a variety of sources. Supply is managed by Nova Scotia Power (NSP), a private corporation. Nova Scotia Power, the Town of Lunenburg, the Town of Mahone Bay, and Riverport Electric operate electrical utilities to deliver power to residents and businesses. Restoration is facilitated by Nova Scotia Power and the Town of Mahone Bay, and Riverport Electric.

3.0 Becoming and Opening a Comfort Centre

A Comfort Centre will be at a community gather point such as community centre, fire hall, school, or church.

During differing types and phases of an emergency incident, Lunenburg County may need both Comfort Centres and Emergency Shelters.

Depending on the severity of the emergency and its impact on the telephone and cellular systems, it may be necessary to assign Amateur Radio operators to provide communications with the Lunenburg County Emergency Coordination Centre. Deployment of Amateur Radio operators can be requested through Lunenburg County REMO. Space requirements are to ensure that the Amateur Radio operators have a private room or area for their equipment, with electrical power and easy access to the outside for antenna cables (e.g.: a window that can be opened).

To become a recognized Comfort Centre in Lunenburg County:

- A facility or group can express their interest to the Lunenburg County REMO.
- A designate will visit the facility to complete a Facility Profile of the facility as well as obtain three contacts for the facility.
- Staffing, resources, and liabilities will be the responsibility of the Comfort Centre.
- A Memorandum of Understanding will be completed for the group or facility operating a Comfort Centre.
- The Comfort Centre will be entered into a database and shared on the REMO website for residents to learn where their nearest facility is. Residents can then add the locations into their personal preparedness kit.

3.1 Procedure for Opening a Comfort Centre

Comfort Centres may provide different services depending on resources available. However, comfort centres are intended to provide:

- A place to get warm;
 - Electronic device charging capabilities;
 - Washroom facilities;
 - Light refreshments;
 - Check on each other, and share information; and
 - Updates on weather and power resumption.
- i. Comfort Centres are not overnight shelters.
 - ii. Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended Comfort Centres open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.
 - iii. The decision to open a Comfort Centre can be made by the community group responsible for the centre.
 - iv. In the event of a localized emergency, Lunenburg County REMO may ask a Comfort Centre to open for a period of time, to assist the local residents.
 - v. Comfort Centres are to be staffed by volunteers from within the community as prearranged by the community group responsible for the Comfort Centre.
 - vi. Once the decision has been made to open a Comfort Centre, the Comfort Centre contacts REMO by calling (902) 930-1085 or emailing info@emergencymeasures.ca with its opening and closing times, and information will be shared with residents, NS EMO, media, etc.
 - vii. Comfort Centres are not intended for overnight shelter. If, during the daytime operations, the Comfort Centre volunteers identify a requirement for overnight shelter, requests shall be made to REMO, at which time arrangements will be made to provide overnight shelter. REMO can be contacted by calling (902) 930-1085 or emailing info@emergencymeasures.ca.
 - viii. The decision to deactivate a Comfort Centre can be made by the community group responsible for the Comfort Centre, in consultation with REMO. Once the decision is made to deactivate a comfort centre, the Comfort Centre contacts REMO by calling (902) 930-1085 or emailing info@emergencymeasures.ca and the information will be shared with residents, NS EMO, media, etc.

4.0 Communications

Lunenburg County REMO may track community Comfort Centre facilities as part of situational awareness during emergency events in order to notify residents and Councillors of the situation. REMO will maintain lists of approved facilities for reporting purposes to NS EMO, media, 211, Nova Scotia Power or other Emergency Support Partners. Comfort Centres are required to report their opening and closing times and services to REMO by calling (902) 930-1085 or emailing info@emergencymeasures.ca.

Dan McDougall, CAO
Municipality of the District of Chester

Date: _____

Alex Dumaresq, Deputy CAO
Municipality of the District of Lunenburg

Date: _____

Tammy Crowder, CAO
Town of Bridgewater

Date: _____

Bea Renton, CAO
Town of Lunenburg

Date: _____

Dylan Heide, CAO
Town of Mahone Bay

Date: _____

**Memorandum of Understanding
Use of Facilities as a Comfort Centre during an Emergency**

Between

**[Name of Facility]
Herein referred to as the “Facility Owner”**

And

**Lunenburg County Regional Emergency Management Organization
Herein referred to as “Lunenburg County REMO”**

The Facility Owner desires to enter into an agreement with Lunenburg County REMO to provide its facility as a Comfort Centre during a loss of infrastructure caused by severe weather, an emergency event, or a declared State of Local Emergency.

This Memorandum of Understanding (MOU) does not limit the xxxx {Fire Hall or Community Centre or Church Group} from activating their facility as a Comfort Centre on their own initiative. If such an activation takes place, the Facility Owner agrees to inform Lunenburg County REMO of the Comfort Centre activation.

DEFINITIONS:

Comfort Centre is a facility that is used for residents who are Sheltering-In-Place and remaining in their homes during an emergency but do not have full services such as electricity, heat, and water. Comfort Centres are intended to provide: a place to go to get warm/cool; light refreshments; charge electronic devices; provide updates; community gathering point; and washroom facilities. To operate as a Comfort Centre, the facility must have a generator.

Comfort Centres do not provide overnight accommodations and will not accept evacuees.

Emergency Shelter is a facility opened at the request of the Lunenburg County Regional Emergency Management Organization in a large-scale emergency and is operated by the Canadian Red Cross, under the direction of Department of Community Services. An Emergency Shelter includes providing personal services, accommodation and can include psycho-social services. To operate as an emergency shelter, the facility must have: a generator; running water available during power outages; kitchen facility; showers; and a large space for cots to be set up.

AGREEMENT:

1. The parties agree when this facility is opened as a Comfort Centre, the facility’s volunteers are responsible for the care and upkeep of the facility. The attached Guidelines provide guidance as to the offerings of a Comfort Centre.

2. Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended Comfort Centres open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.
3. The parties further agree this facility will not be used as an overnight Emergency Shelter. If an overnight Emergency Shelter is required, the request will be made to the Lunenburg County REMO for consultation with NS EMO, Department of Community Services, and the Canadian Red Cross.
4. Lunenburg County REMO shall advertise the location of Comfort Centres for use by any resident or persons in need without regard to their place of residence. Advertising can only be completed once opening time and closing time are provided to Lunenburg REMO.
5. Any facility on a well shall meet safe drinking water guidelines at the time of opening to the public. To ensure safe water quality, the Facility Owner shall submit test samples of its water supply annually to a health authority for clearance as a safe source of potable water.
6. Any facility offering food shall be made in a commercial kitchen using safe food handling practices, or only offer pre-packaged food.
7. Any facility dependent on a septic system shall ensure the system is fully operational, able to meet the capacity needs of the facility for extended periods.

WITNESS WHEREOF: This Memorandum of Understanding executed by Lunenburg County REMO and Facility Owner, made this:

_____ day of _____, 20_____.

Witness

Lunenburg County REMO
Representative:

Witness

Facility Owner:
Representative:

COMFORT CENTRE FACILITY GUIDELINES

The priority is to ensure the safety and comfort of people using the Comfort Centre. Steps to become an approved Comfort Centre and be posted on the REMO website for residents:

- A facility expresses interest to the Lunenburg County REMO.
- A Facility Profile, including three contacts, is completed (reviewed annually).
- A Memorandum of Understanding is signed by the Facility Owner and REMO.
- The Comfort Centre determines its opening and closing times and relays the information to REMO by calling (902) 930-1085 or emailing info@emergencymeasures.ca for advertising to residents and sharing with media.

The following criteria for comfort centres locations should be considered.

- Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended Comfort Centres open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.
- There is a generator on site for alternate power.
- Physical location is safe and is in a central location, with adequate parking, away from potential hazards.
- The Centre is not opened when RCMP or Transportation Authority is requesting residents stay off the roads.
- Building and grounds are barrier-free and wheelchair accessible.
- Any facility on a well shall meet safe drinking water guidelines at the time of opening to the public. To ensure safe water quality, the Facility Owner shall submit test samples of its water supply annually to a health authority for clearance as a safe source of potable water.
- Food, if any is provided, is made in a commercial kitchen using safe food handling practices or offer only pre-packaged food.
- The building has heating and where possible, air conditioning.
- There are adequate power outlets to allow visitors to charge devices.
- A first aid kit and an Automated External Defibrillator (AED) are on site.
- There is enough available seating for the number of expected visitors, as well as facility personnel.
- There is adequate space outside the property in the event of telecommunication outages for a portable communications hub (provided by the Province, if available). Requests to be made to REMO if required.
- Adequate staff/volunteers are available for at least the first 24 hours.
- The Comfort Centre determines its opening and closing times and relays the information to REMO by calling (902) 930-1085 or emailing info@emergencymeasures.ca for advertising to residents and sharing with media.

Comfort Centre Facility Profile

General Information		
Name of Facility		Civic Address of Facility
Municipality		Mailing Address of Facility
Contact Person 1	Daytime Phone	Email
Contact Person 2	Phone	Email
Contact Person 3	Phone	Email
After Hours Procedure to Open Facility		
Type of Facility:		Capacity of Facility
Comfort Centre <i>(no overnight accommodations)</i> Emergency Shelter		Comfort Centre Emergency Shelter
Services that could be offered at a Comfort Centre:		
<input type="checkbox"/> A place to get warm/cool <input type="checkbox"/> Light refreshments <input type="checkbox"/> Charge electronic devices <input type="checkbox"/> Tea/coffee <input type="checkbox"/> Washroom facilities <input type="checkbox"/> Potable or Bottled Water <input type="checkbox"/> Share information/updates <input type="checkbox"/> Pre-packaged food <input type="checkbox"/> Other: <input type="checkbox"/> Prepared food		
Location of Emergency First Aid Kit?		Location of Automated External Defibrillator (AED)?

Physical Information			
Wheelchair Accessible		Washrooms Accessible	Elevators, chair lift, etc.?
Yes	No	Yes	No
Number of Washrooms?		Number of Showers?	
Male _____	Female _____	Unisex _____	Male _____
Physical Dimensions, Approx. Square Footage		Is there a room for comfort of animals (pets)?	
		Yes	No
Water Source		If Well	Date Well Last Tested
Municipal	Well (GPM) _____	Potable	Non-Potable
Wastewater		Is the facility alarmed?	Is there an Emergency Evacuation Plan?
Municipal Sewer	Septic		Yes
			No

Kitchen Facilities								
Number of Fridges?		Number of Freezers?		Number of Stoves?		Number of BBQs?		
Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	
# of Tables			# of Chairs			Number of Sinks?		
Overall Kitchen Rating					Date of Health Inspection?			
Less than Residential		Residential		More than Residential				
Other Information Regarding the Kitchen								

Electrical					
Type/size of electrical panel (amp)			Number of 110V outlets		Circuit Breakers or Fuses?
200	400	600			Yes No
Generator	Type			Generator Testing	
Yes	Fixed	Manual Transfer Switch		Frequency:	
No	Portable	Automatic Transfer Switch		Last Tested:	
Capacity				Make, Model, Size:	
Full Building		Limited			
List the areas served including elevators, and lifts, rooms, etc.					

Miscellaneous						
Primary Heating Source		Electric	Propane	Natural Gas	Oil	Other
Times the Comfort Centre may be open if required during a long term power outage			Any Hazardous Materials stored onsite (propane, glycol, etc.). If yes, explain.			
Are there any volunteers available and ready to assist should the Comfort Centre be required on short notice?			How do the volunteers get mobilized for the Comfort Centre?			
Yes		No				
Date Completed			Completed by (please print)			
Notes and special features or anything else related to the facility.						

Comfort Centre Response Plan Activation Checklist

Before opening:

- Advise REMO the Centre's opening and closing times by calling (902) 930-1085 or emailing info@emergencymeasures.ca so info can be shared with media and residents.
- Volunteers to report to the location at least one hour before it is scheduled to open.
- Turn on the heat/air conditioning and other necessary equipment.
- Set up chairs and post signage, if required.
- Prepare any refreshments (tea, coffee, etc.) that will be offered.
- Check the washrooms to ensure they are clean and have an adequate supply of soap, toilet paper, and paper towels.

After opening:

- Advise the Regional Emergency Management Organization that the centre is open by calling (902) 930-1085 or emailing info@emergencymeasures.ca.
- Re-stock supplies as required.
- Post closing times in a visible location for residents.
- Support the Comfort Centre Manager in providing reports to REMO.
- Advise Manager if you need to leave so your position can be filled.
- Advise the Manager of any security concerns.

Daily closing:

- Advise visitors that the centre will be closing at least 15 minutes in advance.
- Once the doors are closed and locked, check the facilities, clean them and replenish supplies as required.
- Ensure all equipment has been turned off or unplugged and that the heat/air conditioning is set to the appropriate level for overnight.
- If possible, leave together and be mindful of personal safety when returning to your vehicle or home.

Deactivation:

- The Manager will lead the deactivation process, supported by volunteers.
- Check the facilities, clean and replenish supplies as required.
- Clean up as required and place garbage, compost, and recycling in the appropriate places.
- Ensure all equipment has been turned off or unplugged and that the heat/air conditioning is re-set to the appropriate level.
- The Manager will host a debrief and all volunteers should participate in an after-action report.
- Tell your Manager if you need Critical Incident Stress Management.

ACTIVATION TRIGGERS

Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended Comfort Centres open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.

Lunenburg County Regional Emergency Management Organization Emergency Shelters

Effective Date: 2020-01-06	Supersedes: All Previous Procedures
Presented to REMO Advisory Council: 2020-01-20	Approved By REMO Advisory Council: ##-##-##

1.0 Definitions

Comfort Centre is a facility that is used for residents who are Sheltering-In-Place and remaining in their homes during an emergency but do not have full services such as electricity, heat, and water. Comfort Centres are intended to provide: a place to go to get warm/cool; light refreshments; charge electronic devices; provide updates; community gathering point; and washroom facilities. To operate as a Comfort Centre, the facility must have a generator.

Comfort Centres do not provide overnight accommodations and will not accept evacuees.

Emergency Shelter is a facility opened at the request of the Lunenburg County Regional Emergency Management Organization in a large-scale emergency and is operated by the Canadian Red Cross, under the direction of Department of Community Services. An Emergency Shelter includes providing personal services, accommodation and can include psycho-social services. To operate as an emergency shelter, the facility must have: a generator; running water available during power outages; kitchen facility; showers; and a large space for cots to be set up.

2.0 Scope

The Risk Analysis (2015) for Lunenburg County reveals the highest risks (probability and impact) are weather-related incidents. A secondary risk associated with such incidents is power outages.

Historical evidence and predictive science suggest weather related events are likely to occur with increasing frequency. Risk tolerance within Lunenburg County to weather-related events is decreased significantly when the impacts include power outages. Efforts to increase individual and community preparedness by having a 72-hour personal preparedness kit for families and pets may increase risk tolerance.

Municipalities within the REMO receive their power supply, delivery or restoration from a variety of sources. Supply is managed by Nova Scotia Power (NSP), a private corporation. Nova Scotia Power, the Town of Lunenburg, the Town of Mahone Bay, and Riverport Electric operate electrical utilities to deliver power to residents and businesses. Restoration is facilitated by Nova Scotia Power and the Town of Mahone Bay, and Riverport Electric.

3.0 Becoming and Opening an Emergency Shelter

A Emergency Shelter will be at a community gather point such as community centre, fire hall, school, or church.

During differing types and phases of an emergency incident, Lunenburg County may need both Comfort Centres and Emergency Shelters.

Depending on the severity of the emergency and its impact on the telephone and cellular systems, it may be necessary to assign Amateur Radio operators to provide communications with the Lunenburg County Emergency Coordination Centre. Deployment of Amateur Radio operators can be requested through Lunenburg County REMO. Space requirements are to ensure that the Amateur Radio operators have a private room or area for their equipment, with electrical power and easy access to the outside for antenna cables (e.g.: a window that can be opened).

To become a recognized Emergency Shelter in Lunenburg County:

- A facility or group can express their interest to the Lunenburg County REMO.
- A designate will visit the facility to complete a Facility Profile of the facility as well as obtain three contacts for the facility.
- Staffing, resources, and liabilities will be the responsibility of the Emergency Shelter.
- A Memorandum of Understanding will be completed for the group or facility operating an Emergency Shelter.
- The Emergency Shelter will be entered into a database and shared on the REMO website for residents to learn where their nearest facility is. Residents can then add the locations into their personal preparedness kit.

3.1 Procedure for Opening an Emergency Shelter

- i. The decision to open an Emergency Shelter is made by the Lunenburg County REMO through consultation with emergency service partners and first responders. In most cases, an Emergency Shelter is opened when evacuation of a large number of residents is required or anticipated.
- ii. Once the decision to open an Emergency Shelter has been made, REMO advises its need for an Emergency Shelter to NS EMO who in turns contacts the Department of Community Services. The Canadian Red Cross initiates their response protocols for the setup and operation of the Emergency Shelter.
- iii. Lunenburg County REMO will notify residents and media sources of the Emergency Shelter.

- iv. The decision to deactivate the Emergency Shelter will be made by the Lunenburg County REMO in consultation with the Canadian Red Cross and other emergency service partners and first responders.
- v. Once the decision is made to deactivate an Emergency Shelter, REMO will share the information with residents, NS EMO, media, etc.

4.0 Communications

Lunenburg County REMO may track community Emergency Shelter facilities as part of situational awareness during emergency events in order to notify residents and Councillors of the situation. REMO will maintain lists of approved facilities for reporting purposes to NS EMO, media, 211, Nova Scotia Power or other Emergency Support Partners. The Emergency Shelter is required to report their opening and closing times and services to REMO if it changes from the requested times, by calling (902) 930-1085 or emailing info@emergencymeasures.ca.

Dan McDougall, CAO
Municipality of the District of Chester

Date: _____

Alex Dumaresq, Deputy CAO
Municipality of the District of Lunenburg

Date: _____

Tammy Crowder, CAO
Town of Bridgewater

Date: _____

Bea Renton, CAO
Town of Lunenburg

Date: _____

Dylan Heide, CAO
Town of Mahone Bay

Date: _____

**Memorandum of Understanding
Use of Facilities as an Emergency Shelter during an Emergency**

Between

**[Name of Facility]
Herein referred to as the “Facility Owner”**

And

**Lunenburg County Regional Emergency Management Organization
Herein referred to as “Lunenburg County REMO”**

The Facility Owner desires to enter into an agreement with Lunenburg County REMO to provide its facility as an Emergency Shelter during a loss of infrastructure caused by severe weather, an emergency event, or a declared State of Local Emergency.

This Memorandum of Understanding (MOU) limits the xxxx {Fire Hall or Community Centre or Church Group} from activating their facility as an Emergency Shelter on their own initiative. If such an activation takes place, the Facility Owner agrees to inform Lunenburg County REMO of the Emergency Shelter activation.

DEFINITIONS:

Comfort Centre is a facility that is used for residents who are Sheltering-In-Place and remaining in their homes during an emergency but do not have full services such as electricity, heat, and water. Comfort Centres are intended to provide: a place to go to get warm/cool; light refreshments; charge electronic devices; provide updates; community gathering point; and washroom facilities. To operate as a Comfort Centre, the facility must have a generator.

Comfort Centres do not provide overnight accommodations and will not accept evacuees.

Emergency Shelter is a facility opened at the request of the Lunenburg County Regional Emergency Management Organization in a large-scale emergency and is operated by the Canadian Red Cross, under the direction of Department of Community Services. An Emergency Shelter includes providing personal services, accommodation and can include psycho-social services. To operate as an emergency shelter, the facility must have: a generator; running water available during power outages; kitchen facility; showers; and a large space for cots to be set up.

AGREEMENT:

1. The parties agree when this facility is opened as an Emergency Shelter, the facility’s volunteers are responsible for the care and upkeep of the facility. The attached Guidelines provide guidance as to the offerings of an Emergency Shelter.
2. Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended Emergency Shelters open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.
3. The parties further agree this facility will be used as an overnight Emergency Shelter. If an overnight Emergency Shelter is required, the request will be made to the Lunenburg County REMO for consultation with NS EMO, Department of Community Services, and the Canadian Red Cross. As an Emergency Shelter, the above-mentioned agencies staff the shelter and provide for the needs of persons evacuated to the Shelter, including food, blankets, cots, personal care items, and registration. The facility shall operate without interruption until notified by Lunenburg County REMO to terminate activities.
4. Lunenburg County REMO shall advertise the location of Emergency Shelters for use by any resident or persons in need without regard to their place of residence. Advertising can only be completed once opening time and closing time are provided to Lunenburg REMO.
5. Any facility on a well shall meet safe drinking water guidelines at the time of opening to the public. To ensure safe water quality, the Facility Owner shall submit test samples of its water supply annually to a health authority for clearance as a safe source of potable water.
6. Any facility offering food shall be made in a commercial kitchen using safe food handling practices, or only offer pre-packaged food.
7. Any facility dependent on a septic system shall ensure the system is fully operational, able to meet the capacity needs of the facility for extended periods.

WITNESS WHEREOF: This Memorandum of Understanding executed by Lunenburg County REMO and Facility Owner, made this:

_____ day of _____, 20__.

Witness

Lunenburg County REMO
Representative:

Witness

Facility Owner:
Representative:

EMERGENCY SHELTER FACILITY GUIDELINES

The priority is to ensure the safety and comfort of people using the Emergency Shelter. Steps to become an approved Emergency Shelter and be posted on the REMO website for residents:

- A facility expresses interest to the Lunenburg County REMO.
- A Facility Profile, including three contacts, is completed (reviewed annually).
- A Memorandum of Understanding is signed by the Facility Owner and REMO.
- The Emergency Shelter will be contacted by a representative of REMO to determine the opening and closing times for advertising to residents and sharing with media.

The following criteria for Emergency Shelter locations should be considered.

- Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended Emergency Shelters open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.
- There is a generator on site for alternate power.
- Physical location is safe and is in a central location, with adequate parking, away from potential hazards.
- The Centre is not opened when RCMP or Transportation Authority is requesting residents stay off the roads.
- Building and grounds are barrier-free and wheelchair accessible.
- Any facility on a well shall meet safe drinking water guidelines at the time of opening to the public. To ensure safe water quality, the Facility Owner shall submit test samples of its water supply annually to a health authority for clearance as a safe source of potable water.
- Food, if any is provided, is made in a commercial kitchen using safe food handling practices or offer only pre-packaged food.
- The building has heating and where possible, air conditioning.
- There are adequate power outlets to allow visitors to charge devices.
- A first aid kit and an Automated External Defibrillator (AED) are on site.
- There is enough available seating for the number of expected visitors, as well as facility personnel.
- There is adequate space outside the property in the event of telecommunication outages for a portable communications hub (provided by the Province, if available). Requests to be made to REMO if required.
- Adequate staff/volunteers are available for at least the first 24 hours.
- The Comfort Centre determines its opening and closing times and relays the information to REMO by calling (902) 930-1085 or emailing info@emergencymeasures.ca for advertising to residents and sharing with media.

Emergency Shelter Facility Profile

General Information		
Name of Facility		Civic Address of Facility
Municipality		Mailing Address of Facility
Contact Person 1	Daytime Phone	Email
Contact Person 2	Phone	Email
Contact Person 3	Phone	Email
After Hours Procedure to Open Facility		
Type of Facility:		Capacity of Facility
Comfort Centre <i>(no overnight accommodations)</i> Emergency Shelter		Comfort Centre Emergency Shelter
Services that could be offered at a Comfort Centre:		
<input type="checkbox"/> A place to get warm/cool <input type="checkbox"/> Charge electronic devices <input type="checkbox"/> Washroom facilities <input type="checkbox"/> Share information/updates <input type="checkbox"/> Other:		
<input type="checkbox"/> Light refreshments <input type="checkbox"/> Tea/coffee <input type="checkbox"/> Potable or Bottled Water <input type="checkbox"/> Pre-packaged food <input type="checkbox"/> Prepared food		
Location of Emergency First Aid Kit?		Location of Automated External Defibrillator (AED)?

Physical Information			
Wheelchair Accessible		Washrooms Accessible	Elevators, chair lift, etc.?
Yes	No	Yes	No
Number of Washrooms?		Number of Showers?	
Male _____	Female _____	Unisex _____	Male _____ Female _____ Unisex _____
Physical Dimensions, Approx. Square Footage		Is there a room for comfort of animals (pets)?	
		Yes No	
Water Source		If Well	Date Well Last Tested
Municipal	Well (GPM) _____	Potable Non-Potable	
Wastewater		Is the facility alarmed?	Is there an Emergency Evacuation Plan?
Municipal Sewer	Septic		Yes No

Kitchen Facilities								
Number of Fridges?		Number of Freezers?		Number of Stoves?		Number of BBQs?		
Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	
# of Tables			# of Chairs			Number of Sinks?		
Overall Kitchen Rating					Date of Health Inspection?			
Less than Residential		Residential		More than Residential				
Other Information Regarding the Kitchen								

Electrical							
Type/size of electrical panel (amp)			Number of 110V outlets		Circuit Breakers or Fuses?		
200	400	600			Yes	No	
Generator	Type			Generator Testing			
Yes	Fixed	Manual Transfer Switch		Frequency:			
No	Portable	Automatic Transfer Switch		Last Tested:			
Capacity				Make, Model, Size:			
Full Building		Limited					
List the areas served including elevators, and lifts, rooms, etc.							

Miscellaneous					
Primary Heating Source	Electric	Propane	Natural Gas	Oil	Other
Times the Comfort Centre may be open if required during a long-term power outage			Any Hazardous Materials stored onsite (propane, glycol, etc.). If yes, explain.		
Are there any volunteers available and ready to assist should the Comfort Centre be required on short notice?			How do the volunteers get mobilized for the Comfort Centre?		
Yes		No			
Date Completed			Completed by (please print)		
Notes and special features or anything else related to the facility.					

Emergency Shelter Response Plan Activation Checklist

Before opening:

- Discuss the need for an Emergency Shelter with REMO to determine if a shelter is required by calling (902) 930-1085 or emailing info@emergencymeasures.ca.
- REMO will contact Red Cross for availability to service the shelter.
- REMO and the Facility Owner will agree on opening and closing times so info can be shared with media and residents.
- Volunteers to report to the location at least one hour before it is scheduled to open.
- Turn on the heat/air conditioning and other necessary equipment.
- Prepare any refreshments (tea, coffee, etc.) that will be offered.
- Check the washrooms to ensure they are clean and have an adequate supply of soap, toilet paper, and paper towels.

After opening:

- Department of Community Services and the Canadian Red Cross will come in to activate the Emergency Shelter. Generally, the Red Cross Shelter Manager will liaise with the Emergency Shelter for facility related issues and with a REMO representative for Emergency Management or community related issues.
- If you are unsure of a request made to the emergency shelter facility, please contact REMO by calling (902) 930-1085 or emailing info@emergencymeasures.ca.

Deactivation:

- The Shelter Manager will lead the deactivation process, supported by volunteers.
- Check the facilities, clean and replenish supplies as required.
- Clean up as required and place garbage, compost, and recycling in the appropriate places.
- Ensure all equipment has been turned off or unplugged and that the heat/air conditioning is re-set to the appropriate level.
- The Manager will host a debrief and all volunteers should participate in an after-action report.
- Tell your Manager if you need Critical Incident Stress Management.

ACTIVATION TRIGGERS

Following the international standard for emergency preparedness, it is recommended residents prepare personal preparedness kits for their family and pets to Shelter in Place for up to 72 hours. It is further recommended Comfort Centres open after 72 hours have passed. In extenuating circumstances, there may be a need to open a Comfort Centre prior to 72 hours.



Lunenburg County REMO
Guide to
Emergency Management
for
Elected Officials

January 2021

Table of Contents

<u>Glossary of Terms</u>	<u>3</u>
<u>Executive Summary.....</u>	<u>4</u>
<u>Lunenburg County Regional Emergency Management Organization (REMO).....</u>	<u>5</u>
<u>Quick Reference Checklist</u>	<u>6</u>
<u>What you need to know</u>	<u>7</u>
<u>Elected Officials.....</u>	<u>8</u>
<u>Getting Involved Before a Disaster</u>	<u>11</u>
<u>Reinforce Preparedness Message with the Public and Prepare Yourself.....</u>	<u>11</u>
<u>Become Familiar with Legislation</u>	<u>12</u>
<u>State of Local Emergency</u>	<u>13</u>
<u>Support Businesses in Knowing their Risks.....</u>	<u>14</u>
<u>Familiarization with Emergency Management Plans.....</u>	<u>15</u>
<u>Activation Levels and Staffing Complement</u>	<u>16</u>
<u>Responding to the Disaster.....</u>	<u>17</u>
<u>REMO Day to Day Operations.....</u>	<u>18</u>
<u>REMO Structure When the ECC is Activated</u>	<u>19</u>
<u>Communicating with Residents and Media</u>	<u>20</u>
<u>Talking to the Media</u>	<u>20</u>
<u>Refer Calls from the Public.....</u>	<u>20</u>
<u>Stay Safe and Lead by Example.....</u>	<u>21</u>
<u>Increase Awareness of Response Capabilities</u>	<u>22</u>
<u>Comfort Centres and Emergency Shelters.....</u>	<u>23</u>
<u>After the Disaster.....</u>	<u>24</u>
<u>Support Recovery Efforts</u>	<u>24</u>
<u>Key Phone Numbers and Contacts</u>	<u>25</u>
<u>Forms</u>	<u>27</u>
<u>Mayors/Wardens/Elected Officials on Advisory Committee (or Designates) Checklist.....</u>	<u>27</u>
<u>State of Local Emergency Flowchart.....</u>	<u>28</u>
<u>Form 4 Declaration of State of Local Emergency for Muncipal Councils.....</u>	<u>29</u>
<u>Form 5 Declaration of State of Local Emergency for Mayor or Warden</u>	<u>30</u>
<u>Form 6 Renew a State of Local Emergency.....</u>	<u>31</u>

DRAFT

Glossary of Terms

AEC	Assistant Emergency Management Coordinator
ECC	Emergency Coordination Centre
EMC	Emergency Management Coordinator
IC	Incident Commander
NS EMO	Nova Scotia Emergency Management Office
REMAC	Regional Emergency Management Advisory Committee
REMO	Regional Emergency Management Organization
REMP	Regional Emergency Management Plan
SOE	State of Emergency <u>(declared by the province)</u>
SOLE	State of Local Emergency <u>(declared by a municipal unit or REMO)</u>
TMR	Trunk Mobile Radio

Executive Summary

Lunenburg County is vulnerable to many hazards, ranging from severe storms and flooding, to forest fires and power outages. Elected officials are responsible for ensuring public safety and welfare of their communities.

The Nova Scotia Emergency Management Act states that responsibility for the health and welfare of the public rests with the elected officials of a municipal government. Every municipality must be prepared within its own capabilities to meet any threat that may arise from emergencies or disasters.

Given the close geographical proximity and the ability to increase efficiency of resources a Regional Emergency Response Agreement was signed creating a Regional Emergency Management Organization. The Lunenburg County REMO supports the Municipality of the District of Lunenburg, the Municipality of the District of Chester, the Town of Bridgewater, the Town of Mahone Bay, and the Town of Lunenburg for emergency management response.

Emergency Management operations before, during, and after an emergency, are an essential function of Elected Officials and local government agencies. Elected officials must have a clear understanding of how government responds to emergencies and disasters, what resources are available, what types of assistance can be provided to residents, and how much time it may take to deliver that assistance. They must be able to instill a sense of calm in disaster survivors and the public, and temper expectations of what government can do to aid in the recovery.

A coordinated message to the public between elected officials and emergency management is necessary so people do not receive conflicting information.

This guide is meant to be a general overview of the Lunenburg County Regional Emergency Management Organization process for Elected Officials and is not intended as a complete reference document. This document may differ from any of the municipal unit's internal documents as it is from the lens of a regional approach to emergency management.

Please consult with your Emergency Management Coordinator for further information or questions.



Lunenburg County Regional Emergency Management Organization (REMO)

On January 18, 2017, the Lunenburg County Regional Emergency Management Organization (REMO) was established. An Inter-Municipal Agreement was signed and is comprised of the Municipality of the District of Chester, the Municipality of the District of Lunenburg, Town of Bridgewater, Town of Lunenburg, and Town of Mahone Bay, for any emergencies in Lunenburg County. REMO was established to provide a coordinated response to an emergency and the day-to-day duties of being prepared for a major emergency or incident was delegated to this organization.

The Regional Emergency Management Plan (REMP) for Lunenburg County is based on an all-hazards approach to ensure that the County is prepared for any type of disaster or incident — whether natural or human caused.

Hazard Analysis Summary 2015

Points calculated based on Probability and Severity

High Risk	Moderate Risk	Low Risk
Flood Inland Winter Storm Hurricane Coastal Flooding/Storm Surge Epidemic – Human Industrial Hazardous Chemical Release/Spill	Forest Fire Hot Days/Heat Wave Transportation Accident Water Contamination Animal Disease Outbreak Thunderstorm	Telecommunications Failure Drought

(Lunenburg REMO Hazard Analysis 2015)

Quick Reference Checklist

BEFORE THE DISASTER

- Reinforce Preparedness Messages
- Become Familiar with Legislation
- Know your area
- Support Businesses in Knowing their Risks
- Become Familiar with Lunenburg County REMO Plans

RESPONDING TO THE DISASTER

- Refer Calls to the Appropriate Agencies
- Be Consistent with media using Key Messages as provided by Information Officer
- Stay Safe and Lead by Example in the Impacted Area(s)

AFTER THE DISASTER

- Support Recovery Efforts



What you need to know

When there is a disaster the public will turn to Elected Officials as the leaders in Lunenburg County for answers and assistance.

While residents will often turn to their Elected Officials for guidance and assurance during difficult times, Elected Officials have **no direct operational role** in Emergency Management.



The following information is intended to guide Elected Officials through individual emergency preparedness steps. By gaining an understanding of Lunenburg County's emergency management system and knowing how to best communicate with residents after disaster hits, Elected Officials can affect the outcome of an emergency in a positive manner.



Nova Scotians are encouraged to be ready to cope on their own for at least the first 72 hours of an emergency.

Elected Officials

- ✓ Attend initial briefing for Situational Awareness.
- ✓ The roles and responsibilities of Elected Officials do not include attendance at the Emergency Coordination Centre (ECC) unless specifically requested by the ECC Manager. Visits to the ECC by Municipal Mayors/Wardens will be coordinated by the ECC Manager.
- ✓ Support the ECC Manager in the management of the emergency response by providing strategic direction as requested by the ECC Manager.
- ✓ Report credible information that comes from your constituents to the CAO or as an alternative, the representative of the Regional Emergency Management Advisory Committee (REMAC).
- ✓ Be available to meet and discuss a Declaration of a State of Local Emergency as recommended by the ECC Manager in accordance with the *Nova Scotia Emergency Management Act*.
- ✓ Provide advice on the long-term impact of an incident on people, critical infrastructure, the environment, finances, operations, business, industry, and reputation.
- ✓ Prepare your family and home so that you can be available if requested when the time comes.

- ✓ Help spread the Public Safety Information developed by the ECC Information Officer and approved by the ECC Manager (CAO). A coordinated message to the public is necessary so people do not receive conflicting information.
 - REMO is a unified group of municipal units working together to the benefit of all of Lunenburg County, therefore a coordinated approach to messaging is important.
- ✓ Let the professionals trained in emergency management do their jobs. Understand why it is important that any site visits to the impacted area are to be coordinated through the Incident Commander and the Information Officer.
- ✓ Unless specifically asked to do so, please do not speak to the media.
- ✓ Do not speculate on what is happening regarding the emergency incident.
- ✓ Do not share privileged information that could jeopardize the operation.



In consultation with the Emergency Coordination Centre (ECC), through the ECC Manager:

- ✓ Keep the community informed of the situation via Public Information messages developed by the Information Officer and approved by the ECC Manager (CAO).
- ✓ Engage with other levels of government for financial and resource support as required.
- ✓ Provide briefings to other levels of government, if requested.
- ✓ Authorize major expenditures as required.



Getting Involved Before a Disaster

Reinforce Preparedness Message with the Public and Prepare Yourself



Elected Officials should reinforce messages on the importance of making family communication plans and maintaining emergency supplies such as food, water, batteries, medications, and first aid supplies for individuals, families, and pets.

The **72-hour preparedness** message should always be communicated when discussing emergency preparedness with the residents of Lunenburg

County. If an emergency occurs in Lunenburg County, it may take emergency workers some time to reach all residents affected. All residents of Lunenburg County should be prepared to take care of themselves and their families for a minimum of 72 hours.

Lunenburg County has personal emergency preparedness information available through the Emergency Management Coordinator emo@modl.ca.

Elected Officials need to have an emergency plan in place for themselves, their families, and pets before being able to assist residents.

Maintain a current list of contacts and phone numbers you might need in order to respond to a disaster.

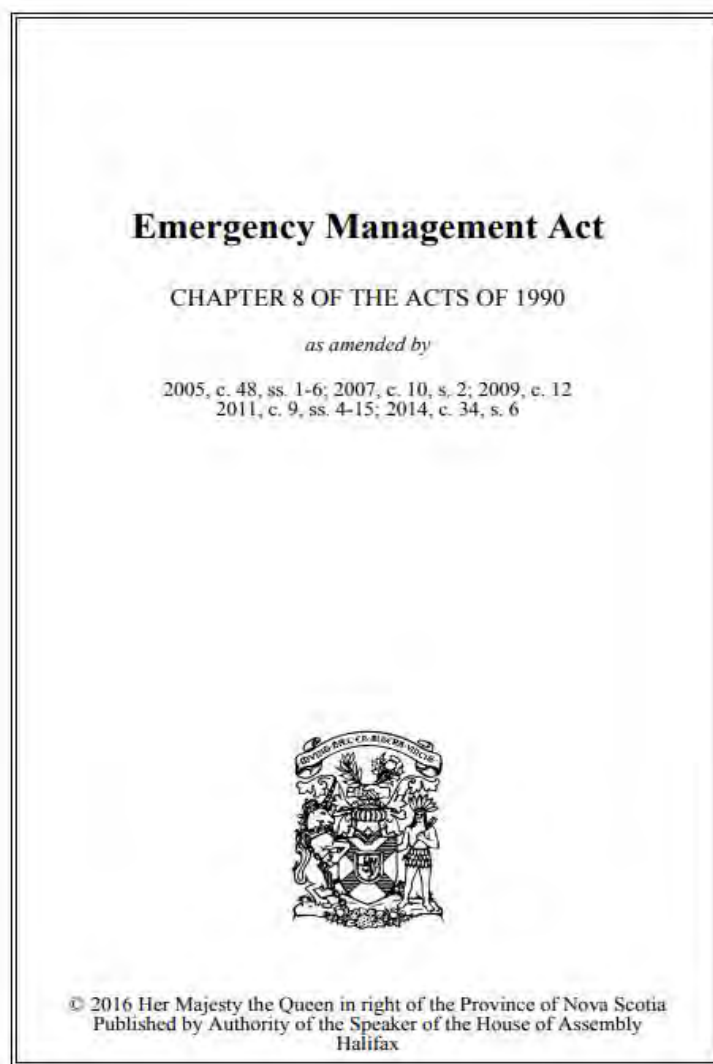


Become Familiar with Legislation

Generally knowing how local, provincial, and federal response resources are requested and mobilized gives officials credibility when talking with the public and responding to questions from the media.

Provincial and federal resources can be requested through the Nova Scotia Emergency Management Office (NS EMO).

The Lunenburg County REMO Emergency Management Bylaw provides for the direction and control of the County's emergency operations under the provincial [NS Emergency Management Act](#).



State of Local Emergency

Through the [NS Emergency Management Act](#), the Municipal Mayors/Wardens and Council have the power to declare, renew or terminate a State of Local Emergency (SOLE), and the power to put emergency plans into operation. The process is outlined in the Emergency Management Bylaw.

The Municipal CAO as ECC Manager, or designate, will make the recommendation to declare a State of Local Emergency. Municipal Mayors/Wardens will call a Special Council meeting and whoever is present within an hour represents a quorum and can make the declaration ([Form 4](#)). If a quorum is not present, the Mayor of each Municipality has the power to declare a State of Local Emergency ([Form 5](#)). The Declaration will identify specific powers, identify to whom they are delegated and where the powers are in force. The extraordinary powers, outlined in Section 14 of the [NS Emergency Management Act](#), include:

- Seize real or personal property
- Require qualified person to render aid
- Control or prohibit travel
- Restore essential services
- Cause evacuation
- Authorize entry without a warrant
- Cause demolition
- Procure or fix prices

The County can declare a State of Local Emergency for seven (7) days. After each seven (7) day period, the declaration must be terminated or renewed. The Province does not have to approve the declaration but can veto it. [Declaring a State of Local Emergency flowchart](#) is outlined at the back of this guide.

Support Businesses in Knowing their Risks

Businesses within Lunenburg County should have emergency plans to safeguard employees and property and to mitigate the impact of possible disruptions. Elected Officials should encourage businesses to take emergency preparedness steps consistent with existing standards and practices. Small businesses play critical roles in the economy of the County.

Recovery planning for municipal government and industry will increase the chances of economic recovery after a disaster.

Statistics show that approximately 40 per cent of businesses and industries involved in a catastrophic disaster do not reopen; 30 per cent of those that do reopen close within three (3) years. *(This is an industry average based on surveys after major disasters such as Hurricanes and Wildfires).*

Familiarization with Emergency Management Plans

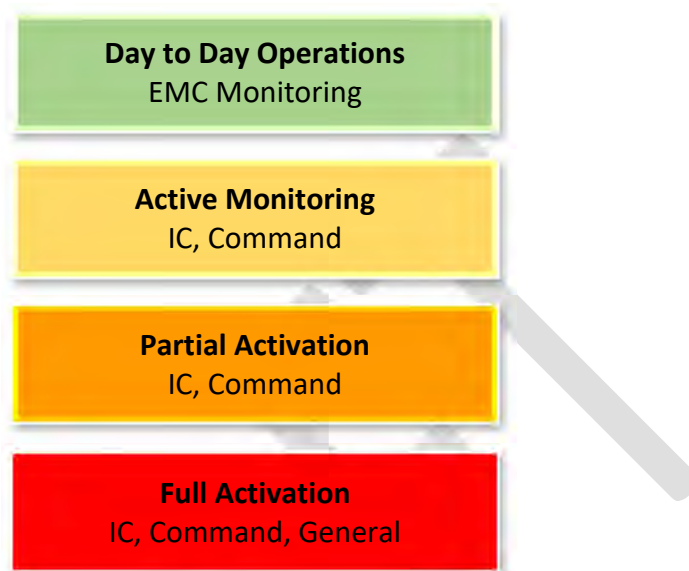
Lunenburg County REMO has developed a Regional Emergency Management Plan, dated 2009, was last updated June 2014.

When there is an incident, the Emergency Coordination Centre (ECC) can be activated when the incident size requires support. Criteria for ECC activation include (but are not limited to):

- Significant number of people at risk, e.g., requiring immediate or potential evacuation of the surrounding area;
- Potential for prolonged disruption of essential services;
- Immediate or potential threat to life, health, property or the environment beyond the ability of first responders to handle; and
- Potential for the situation to escalate.

Activation Levels and Staffing Complement

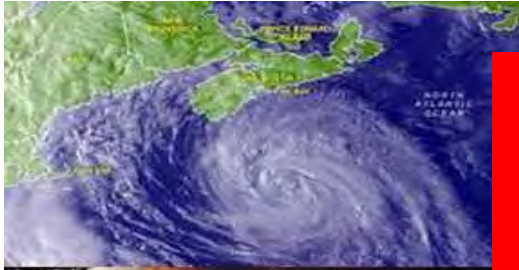
Depending on the type of size of incident, the ECC may open virtually or physically with any or all positions filled. The Incident Commander will be monitoring the incident and determine to increase or decrease the staffing and resource level.



The Emergency Coordination Centre (ECC) is staffed with CAOs, EMC, AECs, and municipal staff from across Lunenburg County under the Incident Command System and the role of the ECC is to:

- Coordinate activities and resources in support of the Incident Commander in the field.
- Coordinate and reconfigure municipal services for the remainder of the municipality or agency.
- Coordinate and disseminate information to the public, during and immediately following an incident.
- Provide policy direction.
- Establish priorities and strategies.
- Collect, analyze and display information related to the incident.
- Plan for recovery, short and long-term.

Responding to the Disaster



Communication with the public is critical in the days and hours leading up to an incident, as well as during and immediately after an event. Some hazards like flooding and severe winter weather offer some warning to officials and the public. Others, like chemical spills, may occur without notice.



Regardless of the type of hazard, Elected Officials can play a productive role by relaying accurate communication and key messages.

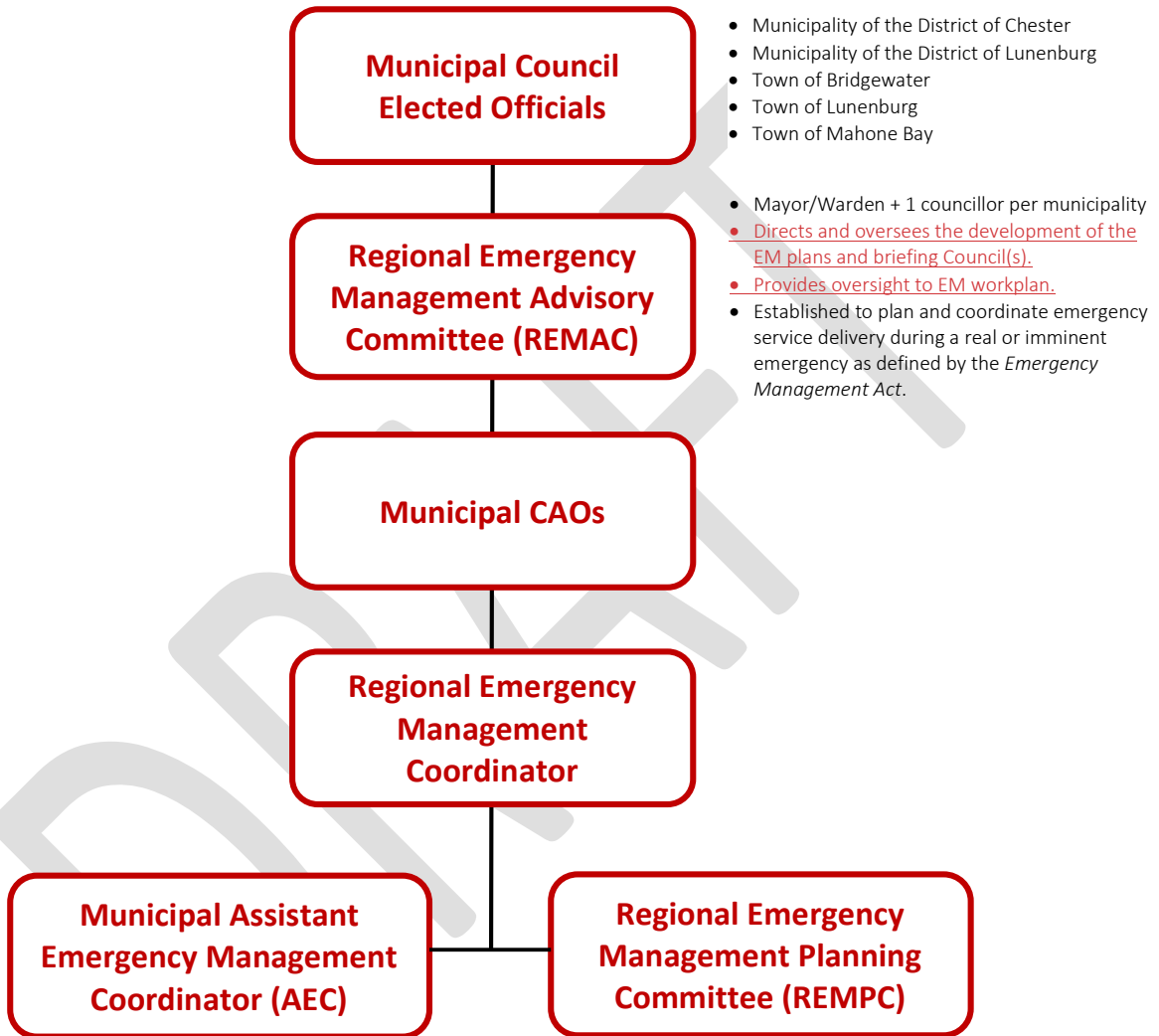


Emergency incident site visits for Elected Officials will be coordinated through the Emergency Coordination Centre (ECC).



Lunenburg County Regional Emergency Management Organization

REMO Day to Day Operations



- Municipality of the District of Chester
- Municipality of the District of Lunenburg
- Town of Bridgewater
- Town of Lunenburg
- Town of Mahone Bay

- Mayor/Warden + 1 councillor per municipality
- Directs and oversees the development of the EM plans and briefing Council(s).
- Provides oversight to EM workplan.
- Established to plan and coordinate emergency service delivery during a real or imminent emergency as defined by the *Emergency Management Act*.

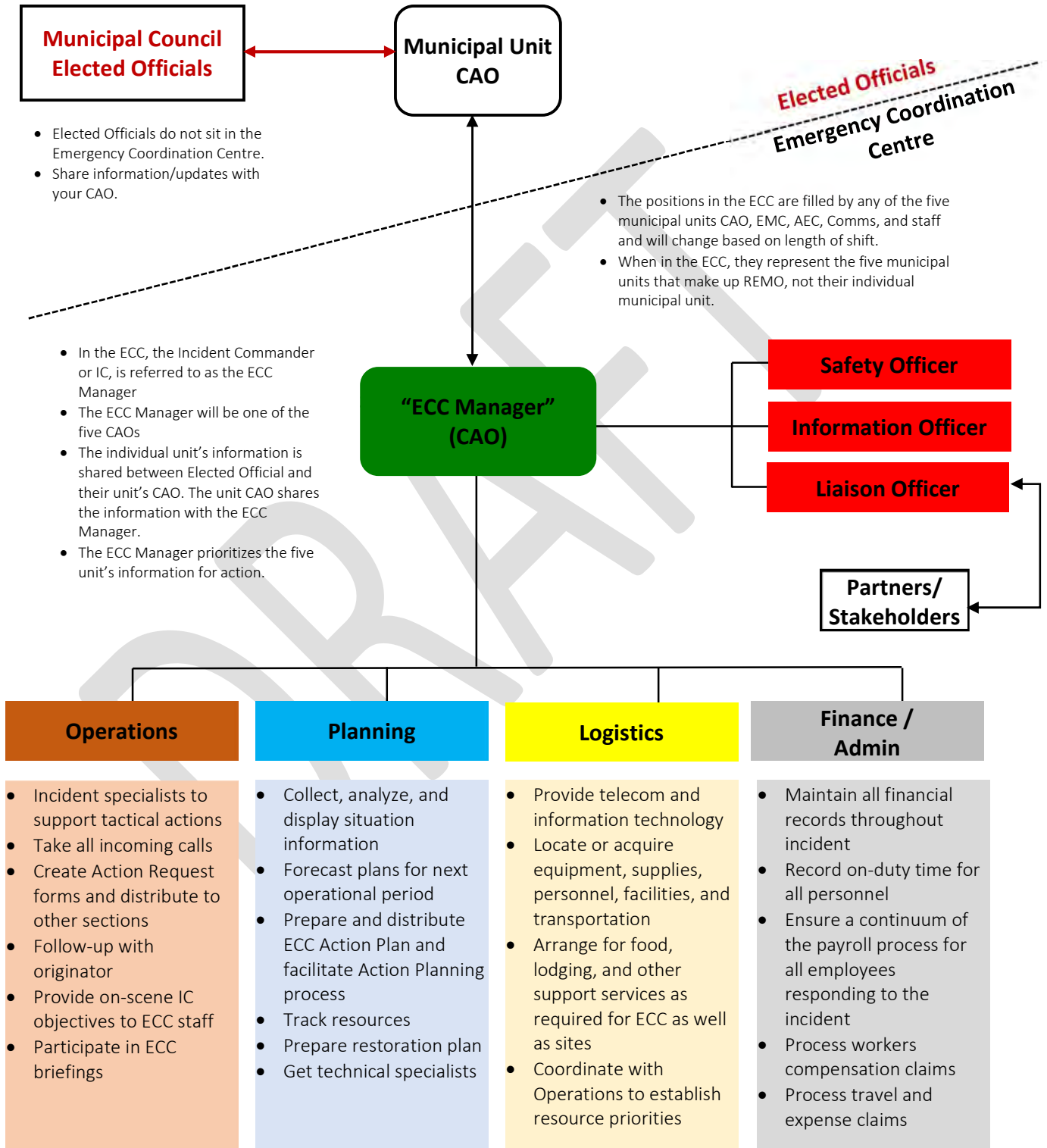
Represent their municipal unit, the AECs assist with preparing and coordinating the regional emergency plans and are active during a response.

Recommend policy and procedures to REMAC for maintaining a reasonable state of preparedness for emergencies and is comprised of CAOs, EMC, AECs, staff members, other agencies.



Lunenburg County Regional Emergency Management Organization (REMO)

REMO Structure When the ECC is Activated



Communicating with Residents and Media

Elected officials are encouraged to share posts from the municipal social media channels or REMO on their personal accounts. It helps streamline information through accuracy and consistency between all five municipal units. Keep in mind, everything you say or share, is “on the record”.

What you say to the media can have a great impact on the public’s perception of response and recovery efforts.

Talking to the Media

Remain consistent with messages released by the Information Officer when speaking with the media. If calls from the media are expected, request and retain talking points and pre-released bulletins from Corporate Communications and/or the Emergency Coordination Centre (ECC), when activated, or refer them to the Information Officer.

Refer Calls from the Public

Emergency communications for Lunenburg County emergencies or disasters are typically released from Corporate Communications and/or the Emergency Coordination Centre (ECC), when activated.

It is the responsibility of the Information Officer to release warnings, life safety messages and directions to the media and the public at large. Questions from the public should be directed to the Public Information Officer within the ECC. Questions should not be directed through the 911 service as they will likely be very busy with issues related to the first response to the incident.

Elected officials can play two additional roles when responding to calls or questions from the public:

1. pass along accurate information to the public, and
2. compile issues and concerns.

In sharing information with residents, it is important that Elected Officials stay within the parameters of previously created information and directives from Corporate Communications to help establish realistic expectations about the municipal response and services.



During an emergency, the ECC will utilize a variety of communication methods to communicate with the municipal units, the province and first responders. These methods could include telephone, email, TMR (Trunk Mobile Radio), satellite phone, Amateur Radio, or showing up in person to the Coordination Centre should all forms of communication fail.

Elected Officials can help by doing such things as encouraging residents to help their neighbours, e.g., shovelling the sidewalk during severe winter weather, or checking on neighbours to share duties or pooling resources.

Stay Safe and Lead by Example

Elected Officials could face the issue of evacuating their own neighbourhood during a disaster. Only by staying safe can officials help others. Elected Officials should follow directives to evacuate or shelter-in-place.

If Elected Officials wish to re-enter or visit an impacted area, they should send a request through the Emergency Coordination Centre due to safety concerns for themselves and emergency responders in the area.

Increase Awareness of Response Capabilities

Due to population increases, more reliance on technological infrastructures and interdependencies of utilities, (e.g. power grid), the number of incidents which can occur is increasing. Elected Officials can positively affect the outcome of an emergency in the policy area through active participation on the quarterly Regional Emergency Management Advisory Committee (REMAC) meetings.

As an Elected Official, you will probably receive calls from your constituents. Work with the Information Officer in the Emergency Coordination Centre (ECC) to coordinate public information.

Comfort Centres and Emergency Shelters

A **Comfort Centre** is a facility that is used for residents who are Sheltering-In-Place and remaining in their homes during an emergency but do not have full services such as electricity, heat, and water. The determination to open a Comfort Centre lies with the facility and REMO asks that the opening and closing times are shared for advertising and advising residents.

Comfort Centres are intended to provide any of the following services:

- a place to go to get warm/cool
- light refreshments
- charge electronic devices
- provide updates
- community gathering point
- washroom facilities.

An **Emergency Shelter** is a facility opened at the request of the REMO in a large-scale emergency. The Shelter is operated by the Canadian Red Cross, under the direction of Department of Community Services. An Emergency Shelter includes providing personal services, accommodation and can include psycho-social services. The request to open an emergency shelter is solely made by REMO and the Incident Commanders and a request is initiated through NS EMO to assist.

After the Disaster

Support Recovery Efforts

Recovery involves all of the cleanup, repair and financial assistance needed to return an area back to pre-disaster conditions. As soon as it is safe to do so, the County will conduct preliminary damage assessments to determine the level of damage to private property and community infrastructure.

Financial assistance may be available from the Province or Federal Government through Disaster Recovery Programs.

During the recovery phase, regular briefings are held in the ECC regarding the extent of damage and status of the recovery process. These briefings will be shared to keep you informed and better able to answer questions from your constituents and the media. Implementation of mitigation measures to prevent, avoid or lessen the reoccurrence of identified hazards ensures a safer community, and often one that is more liveable and attractive to its residents.

As an Elected Official, briefings will be shared on the extent of damage and status of the recovery process from the Emergency Coordination Centre via your CAO. These briefings will help you answer questions from your constituents and the media.

Key Phone Numbers and Contacts

911 This is for emergencies only. If someone's health, safety or property is threatened and help is needed right away, call 911.

Emergencies include:

- Fire
- Crime in progress
- Emergency Medical Situation
- Serious Accident
- Poisoning

811 For health information and advice when you have a health concern or question

511 For information about Provincial roads in Nova Scotia

211 For Community and Social Services

Non-Emergency Numbers:

RCMP 1-800-803-7267

Bridgewater Police 902-543-2464

EHS – Ambulance 1-888-346-9999

FIRE Contact your local fire department (only if they have someone in the station)

Other Important Numbers:

Power Outages

NS Power Outages Line 1-877-428-6004

NS Power Government Relations 902-428-6352

Mahone Bay Electric After Hours: 902-543-3251
During Office Hours: 902-624-8327

Town of Lunenburg Electric After Hours: 902-527-0150
During Office Hours: 902-634-4410, ext. 3

Riverport Electric 902-543-2502

Bell Aliant Outage 611 or 1-800-663-2600

Eastlink Outage 1-888-345-1111

Drinking Water Safety 1-877-936-8476

Food Safety 1-877-252-FOOD (3663)

Forest Fires 1-800-565-2224

Poaching 1-800-565-2224

Wildlife – Emergency Situations

1-800-565-2224

Environmental Emergencies

(Such as Oil Spills and Gas Leaks)

1-800-565-1633

NS Emergency Management Office

1-866-424-5620

DRAFT

Forms

Mayors/Wardens/Elected Officials on Advisory Committee (or Designates) Checklist

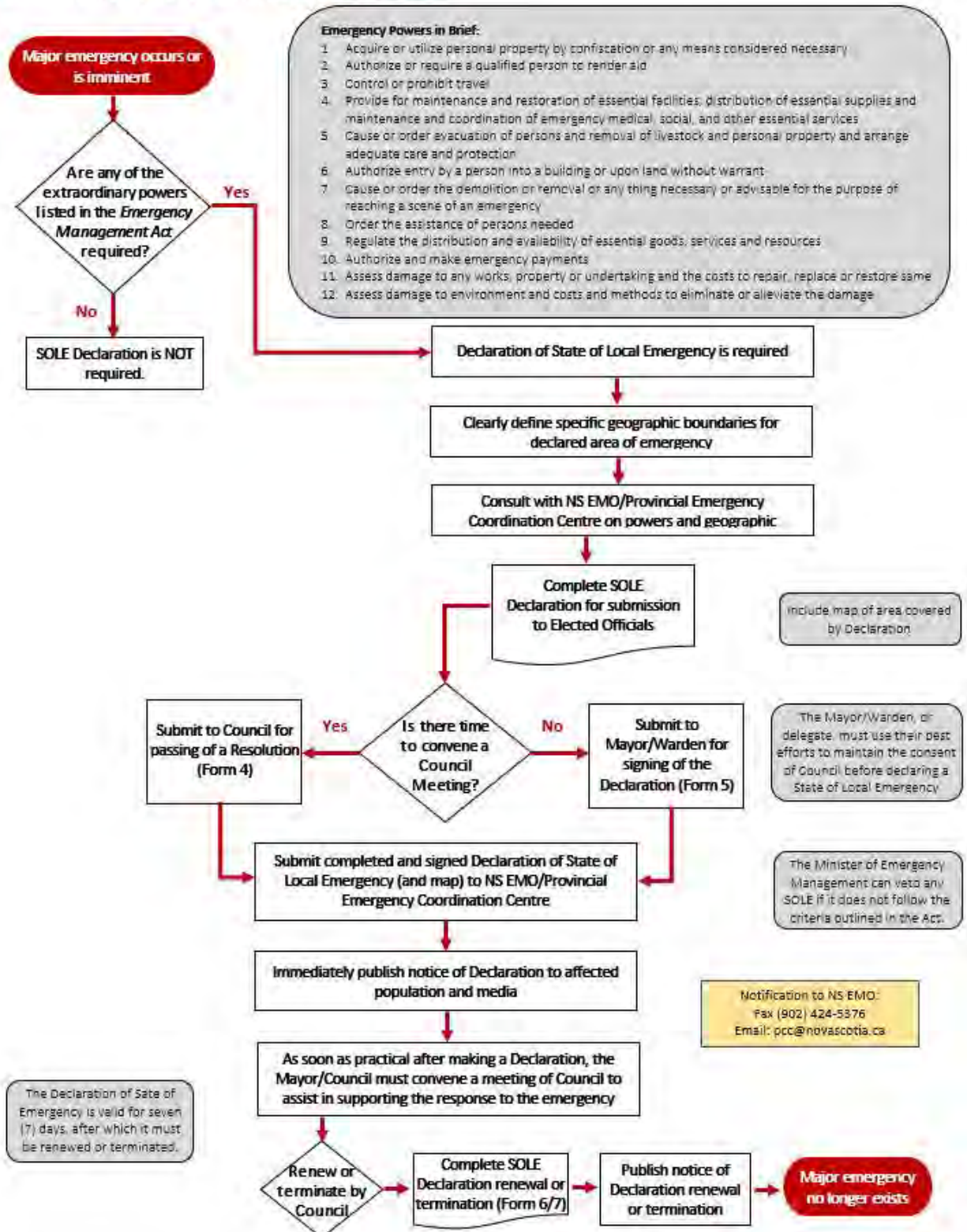
Mayors/Wardens and Elected Officials on the REMO Advisory Committee may be requested to respond to the Emergency Coordination Centre if established. Emergency duties specific to Elected Officials may include:

- ✓ If requested, respond to the ECC or set-up telecommunications to receive and transmit as directed by CAO or Elected Officials Liaison
- ✓ Upon recommendation of the ECC Manager, declare a State of Local Emergency (SOLE) (Form 4 or 5)
- ✓ If required, renew the SOLE declaration(s) every seven days (Form 6)
- ✓ Exercise all powers necessary as conferred by the [*Nova Scotia Emergency Management Act*](#) ([section 10\(1\) page 6](#)).
- ✓ Authorize the expenditure of municipal funds in consultation with the CAO
- ✓ Participate in situational awareness updates/meetings as appropriate
- ✓ Advise and update Council of the current emergency situation. The decision to hold separate council updates or one joint council will be made in consultation with all Mayor(s)/Warden and the ECC Elected Officials Liaison
- ✓ In consultation with the ECC Liaison Officer / Public Information Officer, brief the Media at a designated Media Information Centre using Key Messages as presented by the ECC
- ✓ In consultation with the ECC Liaison Officer/ Public Information Officer, inform the public of significant developments
- ✓ Upon recommendation of ECC, terminate the State of Local Emergency (Form 7)
- ✓ Maintain a timed log of all requests and actions taken

State of Local Emergency Flowchart

Declaring a State of Local Emergency (SOLE)

Nova Scotia Emergency Management Act (Sections 12, 14, 18, and 20)



Form 4 Declaration of State of Local Emergency for Municipal Councils

FORM 4

DECLARATION OF A STATE OF LOCAL EMERGENCY (Council of Municipality)

Section 12(2) of the *Emergency Management Act*, S.N.S. 1990, c.8

WHEREAS the area herein described is or may soon be encountering an emergency that requires prompt action to protect property or the health, safety or welfare of persons therein;

Emergency Area:

The area generally described as

Province of Nova Scotia (hereafter referred
to as the "Designated Area(s)")

Yes () No ()

Nature of the Emergency:

AND WHEREAS the undersigned is satisfied that an emergency as defined in Section 2(b) of Chapter 8 of the Statutes of Nova Scotia, 1990, the *Emergency Management Act*, exists or may exist in the Designated Area(s) noted above;

THE UNDERSIGNED HEREBY DECLARES pursuant to Section 12(2) of the *Emergency Management Act*, a State of Local Emergency in the Municipality noted above as of and from _____ o'clock in the forenoon () or afternoon () of the ____ day of _____, 20__.

THIS DECLARATION OF STATE OF LOCAL EMERGENCY shall exist until _____ o'clock in the forenoon () or afternoon () of the ____ day of _____, 20__, or for a maximum of 7 days from the date and time specified above unless the Declaration is renewed or terminated as provided in Section 20 of the *Emergency Management Act*.

DATED at _____, in the Municipality of _____, Province of Nova Scotia, this _____ day of _____, 20__.

Council, Municipality

Name

Position

[Authorized by Resolution No. _____
dated the _____ day of _____,
20__]

Form 5 Declaration of State of Local Emergency for Mayor or Warden

FORM 5

DECLARATION OF A STATE OF LOCAL EMERGENCY (Mayor/Warden)

Section 12(3) of the *Emergency Management Act*, S.N.S. 1990, c.8

WHEREAS the area herein described is or may soon be encountering an emergency that requires prompt action to protect property or the health, safety or welfare of persons therein;

Emergency Area:

The area generally described as

Province of Nova Scotia (hereafter referred to as the "Designated Area(s)")

Yes ()

No ()

Nature of the Emergency:

AND WHEREAS the undersigned is satisfied that an emergency as defined in Section 2(b) of Chapter 8 of the Statutes of Nova Scotia, 1990, the *Emergency Management Act*, exists or may exist in the Designated Area(s) noted above;

AND WHEREAS the Council of the Municipality is unable to act;

AND WHEREAS the undersigned has (check appropriate box)

(a)	Consulted with a majority of the members of the Municipal Emergency Management Committee	Yes ()	No ()
(b)	Found it impractical to consult with the majority of the Municipal Emergency Management Committee	Yes ()	No ()

THE UNDERSIGNED HEREBY DECLARES pursuant to Section 12(3) of the *Emergency Management Act*, a State of Local Emergency in the Municipality noted above as of and from _____ o'clock in the forenoon () or afternoon () of the ____ day of _____, 20_.

THIS DECLARATION OF STATE OF LOCAL EMERGENCY shall exist until _____ o'clock in the forenoon () or afternoon () of the ____ day of _____, 20_, or for a maximum of 7 days from the date and time specified above unless the Declaration is renewed or terminated as provided in Section 20 of the *Emergency Management Act*.

DATED at _____, in the Municipality of _____, Province of Nova Scotia, this _____ day of _____, 20_.

Mayor/Warden's signature

Municipality of _____

Form 6 Renew a State of Local Emergency

FORM 6

RENEWAL OF A STATE OF LOCAL EMERGENCY (Council of Municipality/Mayor/Warden)

Section 20(2) of the *Emergency Management Act*, S.N.S. 1990, c.8

WHEREAS the area herein described is or may soon be encountering an emergency that requires prompt action to protect property or the health, safety or welfare of persons therein;

Emergency Area:

The area generally described as

Province of Nova Scotia (hereafter referred to as the "Designated Area(s)")

Yes () No ()

Nature of the Emergency:

AND WHEREAS the Declaration of a State of Local Emergency was signed on the _____ day of _____, 20__;

AND WHEREAS the undersigned is satisfied that an emergency as defined in Section 2(b) of Chapter 8 of the Statutes of Nova Scotia, 1990, the *Emergency Management Act*, continues to exist or may exist in the Designated Area(s) noted above;

THE UNDERSIGNED HEREBY DECLARES pursuant to Section 20(2) of the *Emergency Management Act*, a State of Local Emergency in the Municipality noted above is renewed as of and from _____ o'clock in the forenoon () or afternoon () of the _____ day of _____, 20__.

THE RENEWAL OF A DECLARATION OF STATE OF LOCAL EMERGENCY shall exist until _____ o'clock in the forenoon () or afternoon () of the _____ day of _____, 20__, or for a maximum of 7 days from the date and time specified above unless the Declaration is renewed or terminated as provided in Section 20 of the *Emergency Management Act*;

THIS RENEWAL was authorized by the Minister responsible for the *Emergency Management Act*, pursuant to Section 20(2) of the Act by approval dated the _____ day of _____, 20__.

DATED at _____, in the Municipality of _____, Province of Nova Scotia, this _____ day of _____, 20__.

Council of Municipality

Name

Position

[Authorized by Resolution No. _____
dated the _____ day of _____,
20__]

In the event the Council is unable to act:

Mayor/Warden

Form 7 Termination of a State of Local Emergency for Council of Municipality

FORM 7

TERMINATION OF A STATE OF LOCAL EMERGENCY (Council of Municipality)

Section 18(2) of the *Emergency Management Act*, S.N.S. 1990, c.8

WHEREAS by a Declaration of a State of Local Emergency dated the _____ day of _____, 20____, as renewed on the _____ day of _____, 20____, a State of Local Emergency was declared for the following area:

Emergency Area:

The area generally described as

Province of Nova Scotia (hereafter referred to as the "Designated Area(s)")

Yes () No ()

Nature of the Emergency:

AND WHEREAS the undersigned is of the opinion that an emergency no longer exists in the Designated Area(s).

THE UNDERSIGNED pursuant to Section 18(2) of Chapter 8 of the Statutes of Nova Scotia, 1990, the *Emergency Management Act*, hereby terminates the State of Local Emergency effective as of and from _____ o'clock in the forenoon () or afternoon () of the _____ day of _____, 20__.

DATED at _____, in the Municipality of _____, Province of Nova Scotia, this _____ day of _____, 20__.

Council of Municipality

Name

Position

[Authorized by Resolution No. _____
dated the _____ day of _____,
20__]

LUNENBURG COUNTY REMO

**Emergency Management Coordinator
902-930-1085**

**EMO@MODL.CA
INFO@EMERGENCYMEASURES.CA**

 **@RegionalEMO**





Elected Official Quick Reference Guide During an Emergency

Before the Disaster

- ✓ Reinforce preparedness messages
- ✓ Become familiar with legislation
- ✓ Know your area
- ✓ Support businesses in knowing their risks
- ✓ Become familiar with Lunenburg County REMO Plans

Responding to the Disaster

- ✓ Refer calls to the appropriate agencies
- ✓ Be consistent with media using key Messages as provided by Information Officer
- ✓ Stay safe and lead by example in the impacted area(s)

After the Disaster

- ✓ Support Recovery Efforts

What You Need to Know

When there is a disaster the public will turn to Elected Officials as the leaders in Lunenburg County for answers and assistance.

While residents will often turn to their Elected Officials for guidance and assurance during difficult times, Elected Officials have **no direct operational role** in Emergency Management.

Talking to The Media

Remain consistent with messages released by the Information Officer when speaking with the media. If calls from the media are expected, request and retain talking points and pre-released bulletins from Corporate Communications and/or the Emergency Coordination Centre (ECC), when activated.



Elected Officials

- ✓ Prepare your family and home so that you can be available if requested when the time comes.
- ✓ Attend initial briefing for Situational Awareness (if applicable) or obtain update from CAO.
- ✓ Elected Officials do not attend the Emergency Coordination Centre (ECC) unless specifically requested.
- ✓ Report credible information from your constituents to the CAO or the council representative of the REMO Advisory Committee.
- ✓ Be available to meet and discuss a State of Local Emergency in accordance with the [*Nova Scotia Emergency Management Act*](#).
- ✓ Provide advice on the long-term impact of an incident on people, critical infrastructure, the environment, finances, operations, business, industry, and reputation.
- ✓ Help spread the Public Safety Information developed Information Officer. Share posts from the municipal social media channels or REMO on your personal accounts. A coordinated message to the public is necessary so people do not receive conflicting information.
- ✓ Let the professionals trained in emergency management do their jobs. Understand why it is important that any site visits to the impacted area are to be coordinated through the Incident Commander and the Information Officer.
- ✓ Unless specifically asked to do so, please do not speak to the media. Everything you say or share, is “on the record”.
- ✓ Do not speculate on what is happening regarding the incident.
- ✓ Do not share privileged information that could jeopardize the operation.

What you say to the media can have a great impact on the public’s perception of response and recovery efforts.

Key Phone Numbers and Contacts

911 This is for emergencies only. If someone's health, safety or property is threatened and help is needed right away, call 911.

Emergencies include:

- Fire
- Crime in progress
- Poisoning
- Emergency Medical Situation
- Serious Accident

811 For health information and advice when you have a health concern or question

511 For information about Provincial roads in Nova Scotia

211 For Community and Social Services

Non-Emergency Numbers:

RCMP 1-800-803-7267

Bridgewater Police 902-543-2464

EHS – Ambulance 1-888-346-9999

FIRE Contact the local department if they have someone in the station

Other Important Numbers:

Power Outages

NS Power Outages Line 1-877-428-6004

NS Power Government Relations 902-428-6352

Mahone Bay Electric After Hours: 902-543-3251

During Office Hours: 902-624-8327

Town of Lunenburg Electric After Hours: 902-527-0150

During Office Hours: 902-634-4410, ext 3

Riverport Electric 902-543-2502

Bell Aliant Outage 611 or 1-800-663-2600

Eastlink Outage 1-888-345-1111

Drinking Water Safety 1-877-936-8476

Food Safety 1-877-252-FOOD (3663)

Forest Fires 1-800-565-2224

Poaching 1-800-565-2224

Wildlife – Emergency Situations 1-800-565-2224

Environmental Emergencies

(Such as Oil Spills and Gas Leaks) 1-800-565-1633

NS Emergency Management Office 1-866-424-5620

Municipal Specific Information



Lunenburg County REMO

Emergency Communications Plan

January 2021

Staff Attachment: Emergency Communications Working Documents including detailed workplans, contact lists, log ins, checklists, and examples.

REMO Emergency Communications Plan

Contents

- Acronyms 2
- Distribution 3
- Purpose 4
- Goals and Objectives..... 5
 - Pre-Event..... 5
 - Emergency Response Event 5
 - Recovery..... 5
- Audiences..... 6
 - External Audiences 6
 - Internal Audiences 6
 - Special Note 6
- Official Communication Channels External Communication Channels..... 7
 - Internal Communication Channels 7
- Council Notification 8
- Chain of Approval for Communication Materials..... 9
 - Official Spokespersons 10
- Technology Failure 10
- Recovery Phase 12
 - PIO..... 12
 - Spokespersons 12

Acronyms

CAO	Chief Administrative Officer
ECC	Emergency Coordination Centre
EMC	Emergency Management Coordinator
NSEMO	Nova Scotia Emergency Management Organization
PIO	Public Information Officer
REMO	Regional Emergency Management Organization
SPIO	Shelter Public Information Officer

Distribution

The most current Emergency Communications Plan and Working Documents will be maintained by the Emergency Management Coordinator and will be posted on WebEOC and each Communication Specialist will save to their OneDrive account.

The Public Information Officer (PIOs), who will be representing the Regional Emergency Management Organization (REMO) in an emergency, have usernames and passwords to access the site at all times. A reminder that your WebEOC password expires every two months so log in to keep your access current.

Purpose

The purpose of this plan is to ensure accurate, up-to-date information is effectively shared with the residents of the REMO municipalities, internal stakeholders, and external audiences during an emergency.

At all times, the Municipality will seek to have open lines of communication established with internal and external audiences. The type and severity of the emergency will determine which audiences are involved.

This plan is in support of REMOs Emergency Management Plan and will be used when any of the municipalities need to respond to the information needs and concerns of their audiences.

At all times, the emergency communications team will support emergency operations and take a proactive role with regard to internal and external communications, strategically using a variety of communication channels to maximize the effectiveness in alerting people of emergency situations.

Reliable dissemination of information to the public may become difficult during an emergency. Multiple methods of communication must be used to provide the greatest possibility of getting accurate information to audiences. The information must remain consistent across all communication channels.

Goals and Objectives

1. Share information as rapidly as possible so people can make decisions and take appropriate actions to prepare and/or respond to an emergency.
2. Maintain the public's sense of trust and credibility in REMOs ability to prepare and respond to an emergency and in the REMOs recovery efforts.
3. Demonstrate that REMO is prepared, cooperating with external agencies, and reacting responsibly to the event.

All communications will be:

- As accurate and precise as reasonably possible
- Transparent
- Timely, with an emphasis on repeating messages through all communication channels

Pre-Event

1. To provide clear accurate information so audiences can have the necessary information to prepare for an emergency.
2. To maintain public confidence in REMOs level of preparedness.

Emergency Response Event

1. To provide accurate, current information to audiences so they can respond appropriately to the situation, which can save lives, reduce suffering, and prevent further damage.
2. To provide accurate, transparent, and timely information to media, external and internal audiences about the event to reduce rumours, speculation, and the circulation of inaccurate information.
3. To maintain public confidence in REMOs response to the emergency.
4. To maintain open communication with all call centres, front line staff, Shelter centres (if established) and comfort centres (as appropriate).

Recovery

1. To provide accurate, timely, transparent information to audiences on the status of the recovery so they can make informed decisions to facilitate personal recovery efforts.
2. To gather input and feedback from audiences to ensure recovery efforts meet the needs of the community.

Audiences

External Audiences

- Municipality residents
- Business owners
- Schools
- Neighbouring communities that may or may not be impacted
- Visitors (travellers)
- Media
- General public outside the area have not been impacted
- Special interest groups
- Vulnerable sector residents
- Provincial and Federal Governments, local MLA, and MP.

Internal Audiences

- Emergency operations personnel
- Emergency social services agencies
- First responders
- Municipal staff and contractors
- Mayors/Warden and Council
- Supporting agencies who are assisting with the response (NSEMO, Red Cross, etc.)

Special Note

The role of the PIO is not to duplicate work that is the responsibility of other agencies, such as the weather service or the Nova Scotia EMO, however information will be shared where appropriate.

The role of the PIO is to provide specialized response communications that are local to the REMO, and to amplify the updates from NSEMO and other agencies.

Official Communication Channels

External Communication Channels

- Alert Ready, Emergency Alert System
- Municipal websites
- REMO website (emergencymeasures.ca)
- REMO Facebook page – recommended as posts can be promoted with budget to ensure visibility
- Municipal Facebook pages – recommended as posts can be promoted with budget to ensure visibility
- REMO Twitter
- Municipal Twitter accounts (where available)
- Email lists: emergency news flash, media contacts, trusted organizations (see appendix), REMO has a distribution group of emails for community members and partners
- Additional venues where printed materials could be distributed include: Shelters, bulletin boards at coffee shops, hotels, schools, and community centres

Internal Communication Channels

- Email
- Notices in staff rooms or common areas
- Face-to-face meetings (directors or CAO with staff)
- Phone calls

Council Notification

- The EMC will send an initial notification to AECs and CAOs. The CAOs will deliver to Councils.
- CAOs will continue to inform Councils. Regular updates and key messages will be distributed to Council on a regular basis should they be asked by members of the public about emergency communication information.
- Council may also be directed to help with serving as the ‘face’ of the Municipality during the emergency and may be asked to visit the Shelter, help in various locations, share information with other elected officials, or other duties.
- Council members are encouraged to share posts from official social media channels on their personal accounts. Ideally, elected officials refrain from writing and creating their own posts as it may conflict with the direction and priorities of the response. Elected officials are asked to alert the CAO if they receive relevant information about the event through their communication networks. They are encouraged to direct all questions to the CAO and the CAO will share with the ECC and PIO.

Chain of Approval for Communication Materials

- All key messages, Emergency Alerts and News Releases to be distributed to external audiences will be reviewed and receive final approval by the ECC Manager who is one of the municipal CAOs, in consultation with the EMC.
- Approval of all messages for public distribution will be made by the ECC Manager or delegate; if the ECC is not activated, the EMC or available CAO will approve the release of information.
- The ECC Manager or EMC if the ECC is not activated, is responsible for approving all external information in a timely manner. The EMC ensures that information is as accurate and open as reasonably possible. They will provide updates to the PIO as soon as new information is available and provide direction to issues and questions that have been raised by external or internal audiences.
- It will be assumed that social media posts and dissemination of information on other platforms about information that has been approved will not require additional approvals.

Official Spokespersons

It is traditional for Mayor/Warden to be the main spokesperson. Additional technical experts will be used to support communications, depending on the situation. Ideally all spokespersons should be able to maximize public trust and adjust to rapidly changing situations.

The spokesperson's role is to clarify the situation and REMOs response while retaining public trust so that those impacted can better process the information and understand expectations.

The Communications team will work with spokespersons to ensure all information is distributed on all municipal media channels and is consistent with the information shared by spokespersons. If the official spokesperson is unavailable, the PIO, or designate, can act as the spokesperson in reporting specific updates from briefings of the ECC.

- The spokesperson will provide timely updates on the situation and REMOs preparedness should an emergency response be necessary
- The spokesperson will speak to all public audiences, attend press conferences, and participate in interviews with the media. At all times the spokesperson will ensure that the information is consistent, and as accurate and timely as possible
- The EMC will be a key technical expert in charge of describing specific measures in place to prepare for an event and protect the community
- The EMC will support the spokesperson in providing updates on the technical status of the response
- Technical experts (could include: Director of Operations, RCMP Staff Sergeant/BW Police Chief, or Fire Chief) will supplement information from the spokesperson regarding technical aspects of the response (e.g., status of firefighting personnel or flood mitigation efforts).
- The spokesperson will use key messages and information approved by the ECC Manager and PIO when speaking with members of the media or when posting any information on their social media channels (e.g., Twitter, Facebook).

Technology Failure

In the event that communication technology fails (internet, municipal server, cell phones and landlines), the following processes will be put in place to ensure that information continues to be distributed:

- At least one communications staff member will relocate to an area that has not been affected by the event. This could mean working from home if he/she lives in a neighbouring community or renting a hotel room. The staff member will take a two-way radio and their

work computer. TMR or satellite phones may be used. Finally, if needed having a representative in the ECC would be required.

- The off-site communications staff will receive updates from the Emergency Coordination Centre/ECC Manager/EMC through the two-way radio and will be responsible for posting this on all social media channels, the website and emailing them to the media.
- A OneDrive account with shared access to all PIOs will be used to save all press releases, media updates and information materials so all members of the communication team can access them.
- Media availabilities and press conferences will be arranged through an alternate email account.
- Information bulletins, speaking notes or other communication materials will be printed and distributed to the Shelter, public facilities, and gathering spots. Copies will be distributed to section chiefs to distribute to supervisors and staff.

Recovery Phase

PIO

The PIO will oversee a comprehensive communication plan to inform and involve residents in the recovery phase. Specific responsibilities include:

- Working with officials and partner organizations to create timely, accurate and transparent messages about the status of recovery efforts
- Organizing information sessions, and public open houses that include technical spokespeople and officials who can answer questions and provide detailed synopses of recovery efforts
- Organizing not-in-person information gathering should also be considered
- Creating and managing the budget for all communication materials and initiatives
- Overseeing the development of information materials that inform the public of emergency mitigation activities
- Coordinating media interview requests
- Providing briefing notes, key messages, and communication support to all Municipality spokespersons
- Liaising with communication professionals from external agencies (e.g., provincial government, Red Cross) to ensure cross-agency information is shared and messages are consistent
- Creating comprehensive communication plans to support the overall strategy and focus of recovery

Spokespersons

External audiences:

- The Mayor/Warden or delegate will resume their regular role as spokesperson for the Municipality
- Representatives from different levels of government and external agencies who are aiding in the recovery may be asked to provide information about specific technical aspects of the recovery
- Internal technical experts such as the Director of Operations, RCMP Staff Sergeant/BW Police Chief, or Fire Chief may provide specific technical information about the status of recovery (e.g., road repairs, dyke construction, etc.)

- External technical experts (e.g., consultants helping to restore the community) may provide additional technical information on the status of projects

Internal audiences:

- CAOs and heads of Municipality departments will meet with staff to provide updates and answer questions on municipal recovery projects.