

# TOWN OF HINTON EMERGENCY MANAGEMENT PLAN



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# **Town of Hinton**

## **EMERGENCY MANAGEMENT PLAN**



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## **1.0 Introduction**

The Town of Hinton is subject to a wide variety of hazards and disasters. These hazards may be either natural or manmade in nature and may originate either within Town limits or outside in Yellowhead County which may ultimately impact the Town directly or through spill over as results enter and impact the Town. The Emergency Management Plan establishes the framework through which the Town will deploy its resources to ensure the timely return to normalcy. It is anticipated that by including all agencies with which the Town would normally interact in times of disaster that all participants will be aware of their respective roles and responsibilities and will actively engage in the creation, approval, dissemination and exercising of this plan.

It is unreasonable to expect that the mere existence of this plan will guarantee an effective and efficient response to any given incident. It is a framework through which emergency, municipal, and supporting services and officials may ensure that response, ongoing operations, and recovery priorities are appropriately tasked and completed. The plan must remain flexible enough to address a wide variety of disasters and may be supported with incident specific plans.

**In order to be effective, this plan must be**

- **tested on a regular basis**
- **supported through training and exercises**
- **reviewed following all incidents and exercises where the plan is activated: and amended or updated as required**



## **2.0 Purpose**

The purpose of the Town of Hinton Emergency Management Plan is to provide guidance to all personnel with a role in the Emergency Management, being the three key areas of readiness, response and recovery for emergency incidents. These personnel are not exclusive to the Town of Hinton and may include provincial representation and our mutual aid partners. This plan provides a framework of guidelines within which extraordinary arrangements and measures may be implemented thereby providing a coordinated response to emergencies or disasters that overwhelm the normal response capabilities of the Town of Hinton. It is intended that through the activation of the plan that the Town's emergency services and resources will be deployed efficiently and effectively ensuring the most expeditious return to normalcy possible.

### **3.0 Scope**

An emergency may arise from an existing danger or it may be the result of a situation abnormal to day to day events. The incident may originate either within or outside Town borders. The common denominator is that the event has the likelihood of affecting the operations, property, health, welfare, or safety of the community. The nature of the event therefore requires the coordinated and controlled response by select agencies that may include all or some other orders of government, private enterprise, and not for profit agencies.

## 4.0 Planning Assumptions

- Emergency – defined as an event or mutual aid request that has either occurred or is impending that in the absence of a controlled and coordinated response will overwhelm the communities ability to respond and that could or will result in serious harm to citizens, substantial damage to property, or infrastructure and is caused by but not limited to forces of nature, health risk accident, a visit by dignitaries, terrorism whether intentional or otherwise.
- Under normal circumstance the established response capabilities of the Town are considered adequate. During an emergency event the Towns response capability may require a broad range of assistance. A catastrophic disaster or emergency will most likely require regional (mutual aid) provincial and or federal assistance. It is assumed this assistance will be available in times of need.
- Emergencies may occur with little or no warning, and may escalate faster than the Towns ability to respond, or may occur with substantial notice. e.g. a visit by dignitaries
- Emergencies may result in property damage, property loss, loss of infrastructure and support systems, injury and or fatalities. Large numbers of these will stress or overwhelm the Town ability to respond.
- Adequate preparedness of community and individuals reduces the immediate demands on response organizations. Public awareness, preparedness, and education programs are required to ensure citizens will adequately prepare themselves, reduce their vulnerability and be self sufficient for at least the first 72 hours of an emergency.
- The Emergency Operations Centre will be activated and staffed to manage strategic response, support incident site operations, and ongoing Town operations. This activation will in most instances be on very short notice; it is expected that available designated Town staff will attend the Emergency Operations Centre.
- Emergency Operations Centre operations will be conducted and staffed based on the tenants of the Incident Command System. It is assumed that in the absence of sufficient qualified Town of Hinton staff outside resources (Mutual aid, Regional, Provincial, and Federal) will provide similarly trained personnel.
- Personnel using this plan are trained to understand EOC concepts and terminology.

## 5.0 Legal Authority

Legislation under which the Town of Hinton its employees and agents are authorized to respond to an emergency are as follows

- 5.1 Province of Alberta Emergency Management Act (**Appendix 10.1.1**)
- 5.2 Town of Hinton Bylaw 1061 – Municipal Emergency Management bylaw (**Appendix 10.1.2**)

## 6.0 Emergency Management Structure

### 6.1 Mayor:

The Mayor, or in his/her absence, the Deputy Mayor, and/or to a committee comprised of any two members of council may by, the powers specified in Town of Hinton's Municipal Emergency Management bylaw, declare or renew a state of local emergency.

#### 6.1.1 Mayoral Roles/Responsibilities (operationalized as per checklist in Appendix 10.3.0)

1. Address policy needs to meet the needs of the incident.
2. Declare a state of local emergency if required.
3. Liaise with political counterparts in other municipalities and other levels of governments as needed.

### 6.2 Council:

The Mayor, or in his/her absence, the Deputy Mayor, and/or to a committee comprised of any two members of council may by, the powers specified in Town of Hinton's Municipal Emergency Management bylaw, declare or renew a state of local emergency.

#### 6.2.1 Council Roles/Responsibilities

Council shall

- (a) appoint three (3) of its members to serve on the Emergency Advisory Committee;
- (b) provide for the payment of expenses of the members of the Emergency Advisory Committee;
- (c) appoint the Hinton Town Manager as Director of Emergency Management and the acting Town Manager when the Town Manager position is vacant. The Town Manager may assign other individuals as Deputy Directors of Emergency Management.
- (d) ensure that emergency plans and programs are prepared to address potential emergencies or disasters in the Town of Hinton;
- (e) approve the Town of Hinton's emergency plans and programs; and
- (f) the Emergency Advisory Committee will review the status of the Municipal Emergency Management Program and related plans and programs at least once each year.

### 6.3 Emergency Advisory Committee

#### 6.3.1 Composition

The Emergency Advisory Committee shall be comprised of three members of Council

#### 6.3.2 Roles/Responsibility

- (a) review the status of the Municipal Emergency Management Program and related plans and programs at least once each year;
- (b) advise Council, duly assembled, on the status of the Municipal Emergency Management Program and related plans at least once each year.

### 6.4 Municipal Emergency Management Agency (MEMA)

#### 6.4.1 Composition

- (a) the Director of Emergency Management (EOC Director);
- (b) Liaison Officer;
- (c) Information Officer;
- (d) Risk Management Officer
- (e) Operations Section Chief;

- (f) Planning Section Chief;
- (g) Logistics Section Chief
- (h) Finance/Admin Section Chief

And may include:

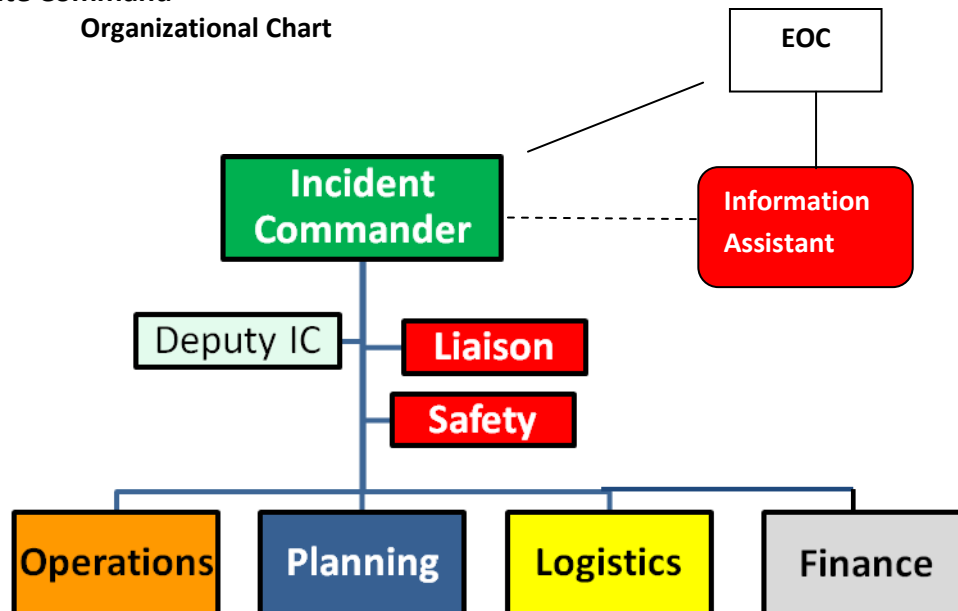
- (a) the Fire Chief or designate
- (b) the Police Chief or designate or the N.C.O. in Charge, R.C.M. Police or designate
- (c) the Ambulance Service Manager or designate;
- (d) the Social Services Manager or designate;
- (e) the Public works Foreman or designate
- (f) representative(s) from adjacent communities which have entered into mutual aid agreements;
- (g) representative(s) from local industry or industrial associations;
- (h) the Community Development Manager or designate;
- (i) the Health Inspector or designate;
- (j) the Hospital Director or designate;
- (k) anybody else, as determined by the Director of Emergency Management (DEM), who in the opinion of the DEM might serve a useful purpose in the preparation or implementation of the Municipal Emergency Management Plan.

#### **6.4.2 Roles/Responsibility**

- (a) prepare and co-ordinate the Municipal Emergency Management Plan and related plans for the Town of Hinton
- (b) Conduct and review a complete Hazard Risk Vulnerability Assessment (HRVA) for the Town on a regular basis

## 6.5 Site Command

### 6.5.1 Organizational Chart



#### Important notes:

- The Incident Commander is responsible for all jobs until an ICS organization is developed on the site and responsibilities delegated.
- The Incident Commander will report to the Director of Emergency Management or the Deputy Director of Emergency Management; this will be determined by the Director of Emergency Management.
- Only one incident command vehicle/location will be used for the location of Incident Command.
- Single Command will be the normal command function but “unified” command may be employed as needed.
- The Emergency Operations Centre (EOC) does NOT drive the site. The EOC supports the site and ensures that the needs of the rest of the municipality are being planned for and met.
- If an Incident Commander has not been declared at the site, the Emergency Operations Centre (Director of Emergency Operations) will appoint an Incident Commander.

The individual in charge of an incident site is called the [Incident Commander](#). This role is usually filled by a RCMP supervisor or Fire Officer, but depending on the type of incident, an individual from another organization such as EMS may serve in this role.

The Incident Command Post is often manned by the following agencies: RCMP, Fire Department(s), EMS, and information officer.

**NOTE: The Incident Commander does not manage any of the agencies directly. Agency Representatives will be in charge of specific agency operations at the incident site.**

#### **6.5.2 Responsibilities:**

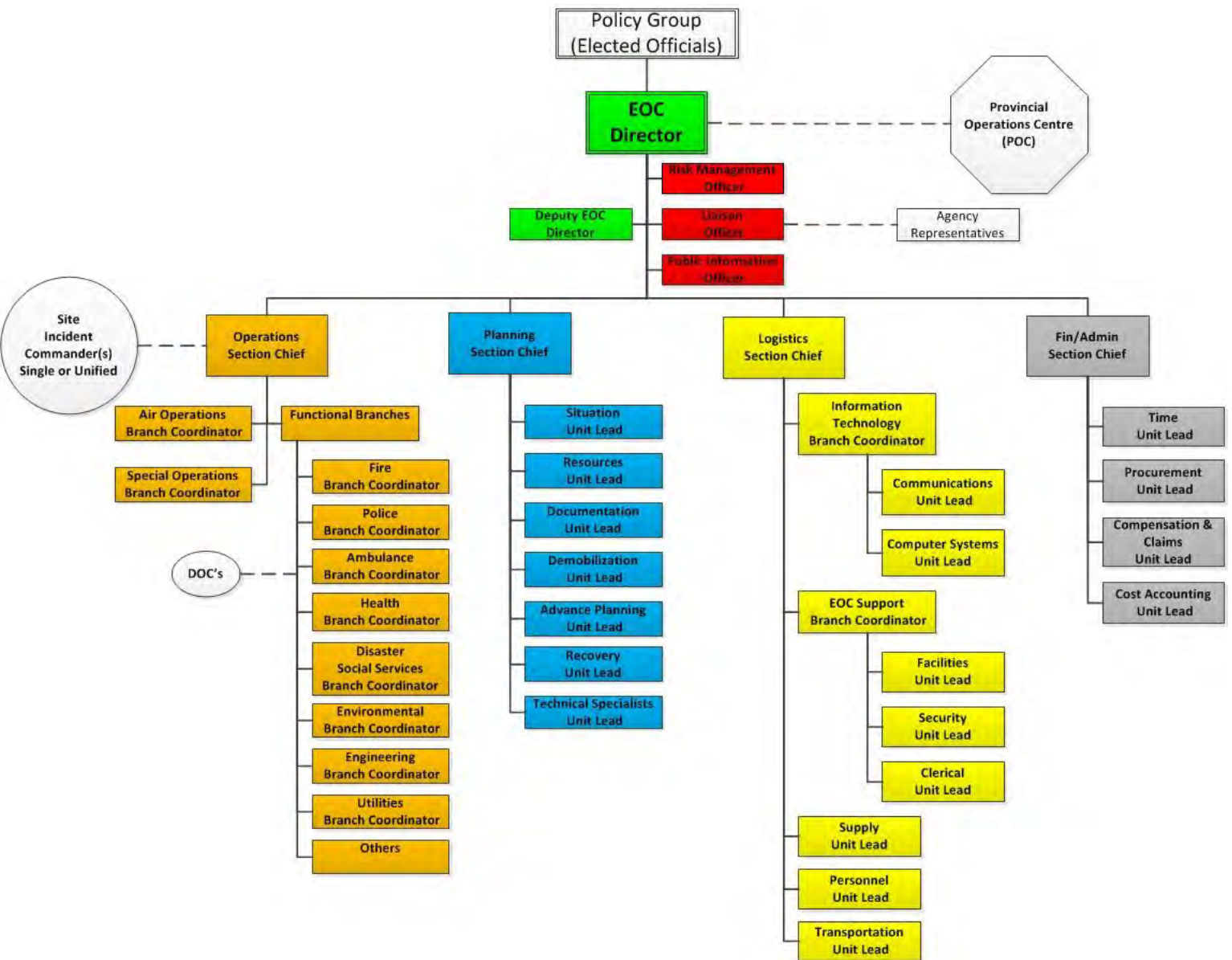
1. Manage and coordinate site operations including:
  - a. Plan and implement required responses for the incident site.
  - b. Ensure the safety of responders and the public.
  - c. Assess and identify resources needs; request additional resources through the emergency operations centre as needed.
  - d. Keep the Emergency Operations Centre briefed on the situations and needs.
2. Develop a single set of priorities and action plans in conjunction with Site Command Post staff. Direct responders to implement the action plan and priorities.
3. Activate appropriate Site Command elements to establish an incident command organization to fit the needs of the response.
4. Ensure scene integrity and evidence preservation, if required.

### **6.6 Emergency Operations Centre**

#### **6.6.1 Organization**

The Emergency Operations Centre shall be organized following the Incident Command Structure as detailed in the following chart. The exact positions required will be determined by the needs of the incident.





**6.6.2 Composition**

The Emergency Operations Centre shall be staffed firstly using Town staff as detailed in Appendix 10.3.1, this is not to preclude the use of outside resource where required.

**6.6.3 Roles/Responsibilities**

The Emergency Operations Centre’s role is limited to supporting site operations, recovery, and to attend to the orderly continuation of day to day operations of the Town of Hinton.

## 6.7 Outside Agencies

### 6.7.1 Roles/Responsibilities

It is expected that all outside agencies will respond to and support EOC operations in accordance with this plan. It is further expected these agencies have established and are maintaining their own plans in accordance with applicable provincial and federal policies, legislation, and regulations. Unless otherwise directed, all outside agencies will report to the Liaison Officer in the EOC.

## 6.8 Individual Citizens

### 6.8.1 Roles/Responsibilities

In the event of an emergency or disaster it is most likely that the immediate response capabilities of the Town of Hinton and its mutual aid partners will be overwhelmed. For this reason it is the responsibility of individuals to be prepared and self sufficient for a period of not less than 72 hours as well as to ensure they are aware of or informed of actions required of them.

Preparedness information

<http://www.getprepared.gc.ca/index-eng.aspx>

Information sources to monitor or subscribe to

Radio information

Eagle Radio Station 97.5 on the FM dial

Email/Text notification

<http://www.hinton.ca/list.aspx> news flash/emergency alert

Web alert/Face book notification

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

<http://www.facebook.com/abemergalert>

## 7.0 Response

### 7.1 General

First Responders (Fire, Police, Ambulance, and many Town departments) manage a myriad of emergencies on a daily basis. As the scope and impact of an emergency increases, the ability of these responders diminishes. As response ability diminishes the requirement for additional support increases and the Town may find itself calling upon mutual aid partners, surrounding communities, or the provincial and federal governments to aid in dealing with the overall impacts of the emergency. When site personnel determine a situation possesses the likelihood of exceeding their ability to respond to the point the well being of the community may be threatened the Director Emergency Management (DEM) will be notified)

The response to an emergency will be managed using the Town of Hinton Emergency Management Plan (this document).

### 7.2 Plan Activation

#### 7.2.1 Criteria for EOC Activation

The decision to activate the Emergency Operations Centre is determined by the situation. The following are some triggers that may indicate when an Emergency Operations Centre should be activated. If the answer is yes to any of the following questions, the EOC should be activated:

- Does incident command post require additional support?
- Is the incident expected to be of long duration (i.e. 12+ hours)?
- Will the incident (or incidents) require resources beyond local capabilities?
- Will major policy decisions be required? (i.e. Spending large amounts of money)
- Would activation of the Emergency Operations Centre be advantageous to managing the incident?
- Does the incident require a large commitment or extraordinary coordination of resources?
- Are emergency response resources committed to managing a response or responses, leaving parts or the entire Town of Hinton at risk? (I.e. no or extremely limited fire/policing service available if there is another call for service?)
- Does the incident have the potential to become much larger with significant impact on local resources?
- Does a State of Local Emergency need to be declared?
- Do a large number of individuals need to be evacuated or received from elsewhere?
- Is there particularly high public concern about the incident?
- Will the incident have a critical wide spread impact on the community/region? (For example power outage in cold weather; water outage for a longer duration?)
- Do you have a gut feeling based on your experience in emergency response that this could become big, bad, ugly, and difficult to handle?

**Note: The EOC may also be activated in preparation for a large special event(s) to ensure readiness.**

**EMERGENCY MANAGEMENT RESPONSE CHART**



**FIRST RESPONDER DECISION TO NOTIFY MUNICIPALITY OF EVENT**

1. Is there a need or potential need to evacuate residents beyond the site?
2. Is the environment/property/utility damage or potential damage critical?
3. Does the incident require more resources than are available locally or through mutual aid request?
4. Will this event likely attract media beyond local media or require public information?
5. Are Regulatory, government, and/or industry agencies required?
6. Has a request for Mutual Aid been made?



If YES to any one question



NO to all questions

**NOTIFY MUNICIPALITY BY CALLING**  
 DEM or alternate DEM at 780-740-3398 **or direct call**  
**as per Appendix 10.3**  
 If no contact call AEMA POC at 1-866-618-2362

Proceed with Standard First Responder Procedures and call mutual aid if necessary



**DEM DECISION TO ACTIVATE EMERGENCY OPERATIONS CENTRE (EOC)?**

1. Immediate EPWS activation for public safety?
2. Immediate or potential threat to life, environment, or property beyond the ability of first responders?
3. Immediate or potential evacuation of residents beyond the site?
4. Prolonged or potentially prolonged disruption of key services and/or utilities?
5. Is public information required or is media interest likely beyond local media?

If "YES"  
 Activate  
 the box to  
 the right

NO to all questions



Proceed with Standard First Responder Procedures and call mutual aid if necessary

**EPWS Authorized User List:**

Name	Phone	Cell
Emily Olsen	780-865-6087	780-223-3960
Kimberley Worthington	780-865-6004	780-865-0162
Tara Muldoon	780-740-8060	780-740-4447
Bernie Kreiner	780-865-6003	780-740-3398
Peter Ensor	780-865-6020	780-865-6266
Gordie Lee	780-865-6012	780-865-0250



If YES to any one question

**DEM/Alternate DEM activates EOC and delegates as many of these duties as possible**

1. Immediately assembles EOC team using "EOC Activation Call List" in the box to the right.
2. Gets EOC facility operational
3. Start first coordination & support procedures
4. Further immediate actions:
  - Identifies and assigns job responsibilities of EOC team members as they arrive(if not pre-determined)
  - If required, appoint site manager and defines site perimeters
  - If required, suggest to declare a "state of Local Emergency"
  - Facilitates EOC and municipal operations

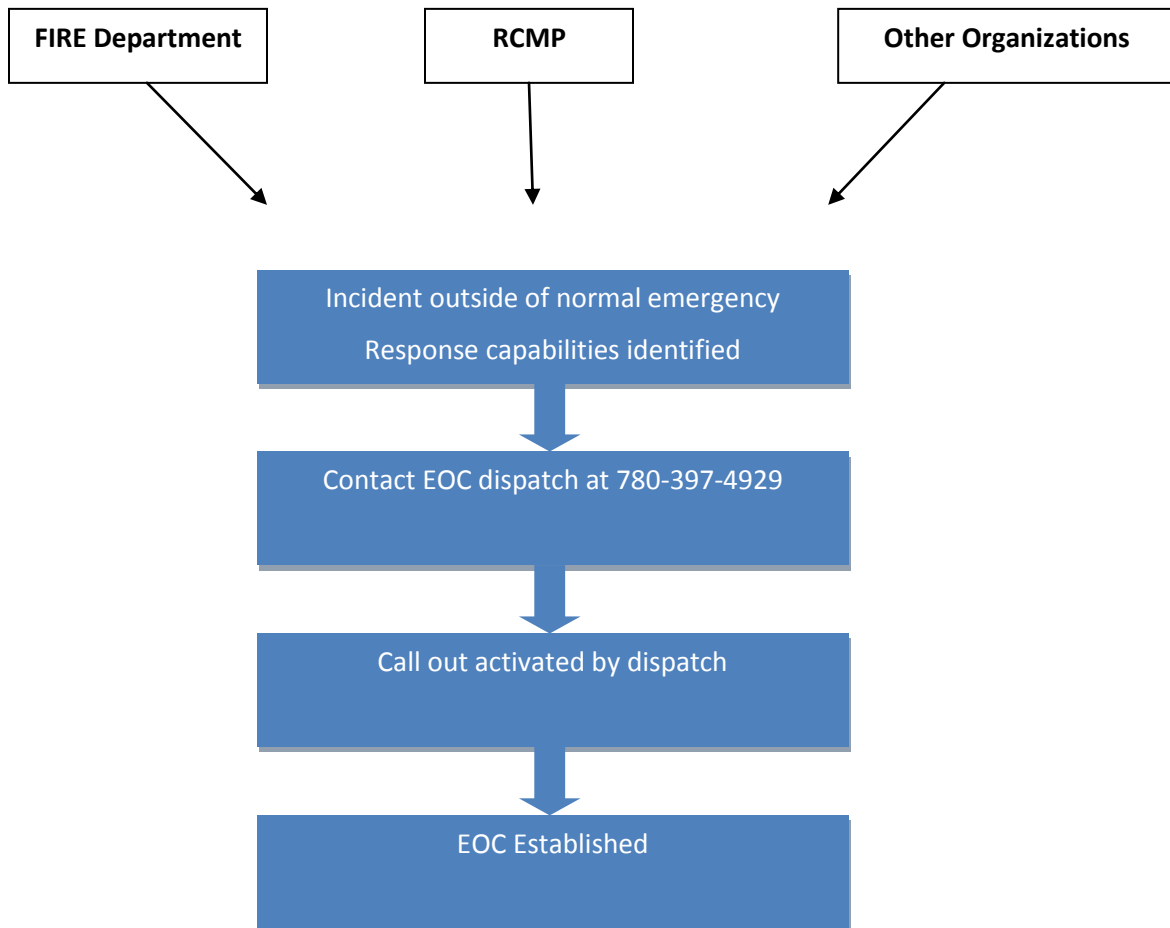
**CALL AEMA POC at 1-866-618-2362**

**EOC Activation Call List:**

**Refer to Appendix 10.3 Emergency Operations Centre Staffing and Position Descriptions**



Note: DEM = EOC Director



The Town of Hinton EOC is in Hinton at the Fire Hall, 184 Eaton Road.

This is the EOC that will be activated unless otherwise specified or indicated (for example that EOC is impacted by the incident).

The Town of Hinton Backup EOC is located at the Infrastructure Services Building, 330 Fleming Drive.

7.2.2 EOC Activation Levels

<p><b>EOC Activation Level</b></p>	<p><b>Event / Situation</b></p>	<p><b>Minimum Staffing Requirements</b></p>
<p><b>One</b></p>	<ul style="list-style-type: none"> <li>• Small event</li> <li>• One site</li> <li>• Two or more agencies involved</li> <li>• Potential threat of:               <ul style="list-style-type: none"> <li>- flood</li> <li>- severe storm</li> <li>- interface fire</li> <li>- Etc.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Information Officer</li> <li>• Liaison Officer</li> <li>• Operations Section Chief</li> <li>• Province notified</li> </ul>
<p><b>Two</b></p>	<ul style="list-style-type: none"> <li>• Moderate Event</li> <li>• Two or more sites</li> <li>• Several agencies involved</li> <li>• Major scheduled event (e.g., conference or sporting event)</li> <li>• Limited evacuations or reception of evacuees</li> <li>• Some resources / support required</li> </ul>	<ul style="list-style-type: none"> <li>• EOC Director</li> <li>• Information Officer</li> <li>• Liaison Officer</li> <li>• Risk Mgmt Officer</li> <li>• Section Chiefs (as required)</li> <li>• Provincial EOC notified</li> </ul>
<p><b>Three</b></p>	<ul style="list-style-type: none"> <li>• Major event</li> <li>• Multiple sites</li> <li>• Regional disaster</li> <li>• Multiple agencies involved</li> <li>• Extensive evacuations or reception of evacuees</li> <li>• Resources / support required</li> </ul>	<ul style="list-style-type: none"> <li>• All EOC functions and positions (as required)</li> <li>• Policy Group</li> <li>• Provincial EOC attend EOC</li> </ul>

## 8.0 Recovery

### 8.1 Recovery Operations:

Recovery is defined as being the coordinated process by which the community may reconstruct physical infrastructure and restore emotional, social, economic, and physical well being to the community. The objective of recovery operations then is to return Town operations, business operations, and citizen quality of life to a state of normalcy as quickly and efficiently as possible.

### 8.2 Recovery Priorities

Recovery Priorities are differentiated between Short & Long term

#### Short Term Priorities

1. Life safety, search, and rescue
2. Debris removal to effect higher priority missions (life, safety, evacuation)
  - a. Main transportation and evacuation routes
  - b. Secondary transportation routes and staging areas
  - c. Tertiary transportation routes and staging areas
3. Implementation and maintenance of site security
4. Temporary restoration of critical infrastructure (order of priority)
  - a. Power restoration
  - b. Potable water
  - c. Waste water collection and treatment facilities and equipment
  - d. Telecommunications (plain old telephone system, fiber, voice, data)
5. Debris removal not required for immediate life, safety, and evacuation missions
6. Temporary health and welfare
7. Shelter, food, and medical assistance
8. Permanent debris removal and relocation
  - a. Debris categorization
  - b. Debris estimation
  - c. Site selection, approval, and disposal
9. Preservation and securing of crime scene evidence or localized areas of interest
10. Delivery of Critical Incident Stress Debriefing (CISD) to site/EOC responders and citizens as necessary.

#### Long Term Priorities<sup>1</sup>

Long-term recovery begins when we start to repair or replace roads, bridges, homes, and stores. It is also the period where improvement and changes for the better such as strengthening building codes, changing land use and zoning designations, improving transportation corridors and replacing "affordable housing" stock are considered. Whether these are considered during pre-disaster planning or short-term post-disaster recovery, it is during the long-term recovery period that most changes in pre-existing conditions can and do occur. Examples of this include:

- Changes to include sustained efforts to reduce loss of life and property from the next disaster, such as changes to building codes and land use designations are examples of mitigation.
- Changes such as improving traffic circulation
- Changes to improve quality of life such as supplementing affordable housing units are examples of improvements in a community's quality of life
- And many other kinds of changes that can take place during long term recovery.



1 – Adapted from [http://www.colorado.edu/hazards/publications/holistic/ch2\\_recovery.pdf](http://www.colorado.edu/hazards/publications/holistic/ch2_recovery.pdf)

#### The 10-Step Process for Recovery Planning During Recovery<sup>2</sup>

1. Get organized.
2. Involve the public.
3. Coordinate with other agencies, departments, and groups.
4. Identify the problem situation.
5. Evaluate the problem & identify opportunities.
6. Set goals.
7. Explore all alternative strategies.
8. Plan for action.
9. Get agreement on the action plan.
10. Implement, evaluate, and revise.

## 9.0 Readiness

### 9.1 Introduction

This Emergency Management Plan itself cannot guarantee an effective and efficient response to an emergency, it is simply a tool. The plan is designed to be flexible in its response and to provide guidance not procedures. In order to be effective it must be supported with:

- Personnel
  - Who are familiar with the contents of the plan
  - Who regularly participate in training, testing and exercise of the plan
  - Are aware of resources available from neighboring municipalities, provincial agencies, private sector and non-profit organizations.
  - Willingly and actively review the plan following any incidents or exercises where the plan has been implemented or tested
- Adequate personnel, equipment and expertise from all responding agencies

### 9.2 Standards

The MEMA will strive to meet these standards of emergency readiness:

- Review the Municipal Emergency Management By-law and Emergency Management Plan not less frequently than every 3 years.
- Led by the DEM the Emergency Management Plan will be reviewed/discussed by lead EOC staff with their back-ups not less frequently than annually
- Exercise the Emergency Management Plan through table top exercises not less frequently than biannually.
- Conduct a full scale mock exercise of the Emergency Management Plan not less frequently than every 5 years.
- All EOC staff will acquire their required training within 3 years of being assigned to a position in the MEMA.
- Emergency Management Plan and support information including phone lists/resource information etc. is reviewed, updated, and discussed with back-up staff not less frequently than twice per year.
- Quarterly EOC staff meeting to test, exercise and/or discuss various aspects of the plan.

### 9.3 Responsibilities (further to section 6.4):

The Director of Emergency Management will:

- Coordinate readiness including oversight of plan update work, guiding MEMA staff and section chiefs in their work, including supporting the emergency Public Information Officer to educate media and public about their role in emergency/disaster readiness.
- Organize meetings of the Municipal Emergency Management Agency. (With admin support from Admin Assistant-Corporate, Community and Protective Services) Oversee follow-up of MEMA action items.
- Direct and review (in conjunction with back-up EOC directors) Hinton's Emergency Management Plan and By-law rewrites and updates before recommending to the Emergency Advisory Committee or Council.
- Coordinate work with the Emergency Advisory Committee.

Approved April 15, 2014

- Review and update the Hazard Risk Vulnerability Assessment (HRVA).
- Ensure circulation of up-to-date MEMA lists. (For quick call, activation, etc.)
- Amend and maintain all appendices as they relate to the Emergency Management Plan.

Each Section Chief and staff position (i.e. Public Information Officer, Safety/Risk Officer, and Liaison Officer) will:

- Maintain up to date information and phone lists in support of their functions under this plan.
- Maintain adequate training and skills as emergency management leaders, and follow-up with training and orientation for all others in their section including back-up individuals.

Fire Chief will:

- Draft amendments to the plan, arrange collective training, and handle the budget and routine administrative responsibilities of the emergency management/disaster program. (With support from Admin Assistant-Corporate, Community and Protective Services)
- With Support from the DEM, arrange and organize table top exercises not less frequently than Biannually
- With support from the DEM, arrange and organize live exercises not less frequently than every 5 years
- Assess and report to the DEM, the MEMA's level of readiness and ensure continuous improvement.
- Support the Hazard Risk Vulnerability Assessment (HRVA).

#### 9.4 Public Readiness and Education Program

**It is recognized that in order to successfully weather and recover from an emergency that individuals must be trained and take responsibility for their own well being before, during and post emergency.**

Therefore integral to the success of the plan and the communities' ability to recover, an active training plan will be developed and delivered. This education must at a minimum cover

- Know the risks
- Create a plan
- Get a "72 hour" kit within family

Additional topics should include

- Stay informed
- Firesmart principles and practices
- Inclement weather preparedness: at home, on the job and while travelling

#### 9.5 Plan Maintenance

In order to ensure continued relevance of this plan it shall be:

- Reviewed by the Municipal Emergency Management Agency not less frequently than annually
- Reviewed and amended following any incidents or exercises where the plan has been implemented or tested

- Supplemented by a bi-annual review of the HRVA conducted by the Municipal Emergency Management Agency

#### **9.5.1 Hazard Risk Vulnerability Assessment (HRVA)**

The Town of Hinton recognizes that the seriousness of an event is a function of the probability of occurrence and the impact on the community once that event occurs. For any given hazard the risk can be reduced through the reduction of either of these variables, that is either reduce the chance of occurrence or reduction of impact should the event occur. The chart, shown in Appendix 10.5 (HRVA), conceptualizes this along with potential hazards for the Town.