



EMERGENCY ADVISORY COMMITTEE MEETING AGENDA

Date: Wednesday, July 17, 2024
Time: Following the Public Presentation Committee Meeting
Location: Committee Room
262075 Rocky View Point
Rocky View County, AB T4A 0X2

	Pages
A. CALL MEETING TO ORDER	
B. UPDATES/APPROVAL OF AGENDA	
C. APPROVAL OF MINUTES	
1. October 18, 2023 Emergency Advisory Committee Meeting Minutes	2
2. June 18, 2024 Emergency Advisory Committee Meeting Minutes	4
D. ROCKY VIEW COUNTY REGIONAL EMERGENCY MANAGEMENT AGENCY UPDATES	5
1. Emergency Management Plan Amendments	
2. Emergency Management Plan Additions	19
• Recovery Plan	
• Re-Entry Guide	
• Critical Infrastructure Maps	
3. Emergency Management Agency Meeting	
4. Alberta Emergency Management Agency 2024 Audit	
5. Provincial Emergency Coordination Centre Update	
E. TRAINING	
1. 2024 Training	
F. TABLETOP EXERCISE	
1. Tabletop Exercise – February 29, 2024	
2. After Action Report	
G. EMERGENCY MANAGEMENT PREPAREDNESS	
1. Emergency Management Planning Brochure	
H. NEXT MEETING	
I. ADJOURN MEETING	



EMERGENCY ADVISORY COMMITTEE MEETING MINUTES

Wednesday, October 18, 2023

2:10 PM

Committee Room
262075 Rocky View Point
Rocky View County, AB T4A 0X2

Present: Chair C. Kissel
Vice-Chair D. Kochan
Councillor K. Hanson
Councillor S. Wright
Councillor G. Boehlke

Absent: Councillor A. Schule

Also Present: R. McDonald, I/Chief Administrative Officer
M. Boscariol, Executive Director, Community Services
K. Hubbard, Director, Emergency Management and Fire Chief
P. Kruger, Community Resilience Coordinator, Emergency Management
T. Andreasen, Lead Legislative Officer, Legislative and Intergovernmental Services
M. Mitton, A/Lead Legislative Officer, Legislative and Intergovernmental Services

A Call Meeting to Order

The Chair called the meeting to order at 2:10 p.m. with all members present.

B Updates/Approval of Agenda

MOVED by Councillor Wright that the October 18, 2023 Emergency Advisory Committee meeting agenda be approved as presented.

Carried

C-1 January 20, 2022 Emergency Advisory Committee Meeting Minutes

MOVED by Councillor Hanson that the January 20, 2022 Emergency Advisory Committee meeting minutes be approved as presented.

Carried

D Regional Emergency Management Agency Update

Pauli Krueger, Emergency Management Coordinator, provided an update to the Emergency Advisory Committee on the activities of the Regional Emergency Management Agency in accordance with the *Emergency Management Act*.

Ken Hubbard, Director of Emergency Management and Fire Chief, provided an update to the Emergency Management Committee on the County's 2023 hazard identification and risk assessment.



E Emergency Social Services Update

Pauli Krueger, Emergency Management Coordinator, provided an update to the Emergency Advisory Committee on the activities of the County's Emergency Social Services.

F Training

Ken Hubbard, Director of Emergency Management and Fire Chief, provided an update to the Emergency Advisory Committee on the County's incident command training courses completed in 2022 and 2023.

G Resilience Program Update

Pauli Krueger, Emergency Management Coordinator, provided an update to the Emergency Advisory Committee on the County's community and business resilience program.

Ken Hubbard, Director of Emergency Management and Fire Chief, provided an update to the Emergency Advisory Committee on a full-scale evacuation exercise hosted by the County on April 21, 2022 in partnership with Tsuut'ina Nation and the Canadian Red Cross.

Ken Hubbard, Director of Emergency Management and Fire Chief, provided an update to the Emergency Advisory Committee on a tabletop exercised held by the County on April 12, 2023 for evacuation and re-entry plans in Cochrane Lakes.

H Canadian Red Cross Update

Mark Holzer of the Canadian Red Cross provided an update on its Emergency Response Activation Agreement with the County and the Canadian Red Cross's activities for Q3 2023

J Next Meeting

The next meeting of the Emergency Advisory Committee is tentatively scheduled for June 2024.

I Adjourn Meeting

MOVED by Councillor Wright that the October 18, 2023 Emergency Advisory Committee meeting be adjourned at 2:57 p.m.

Carried

Chair or Vice Chair

Chief Administrative Officer or Designate



EMERGENCY ADVISORY COMMITTEE MEETING MINUTES

Wednesday, June 18, 2024
2:00 PM

Committee Room
262075 Rocky View Point
Rocky View County, AB T4A 0X2

Present: None

Absent: Reeve C. Kissel, Chair
Deputy Reeve D. Kochan, Chair
Councillor G. Boehlke
Councillor K. Hanson
Councillor A. Schule
Councillor S. Wright

Also Present: B. Riemann, I/Chief Administrative Officer
M. Boscariol, Executive Director, Community Services
K. Hubbard, Manager/Fire Chief, Fire Services and Emergency Management
T. Andreasen, Lead Legislative Officer, Legislative and Intergovernmental Services
P. Kruger, Emergency Management Coordinator, Fire Services and Emergency Management

A Call Meeting to Order

The meeting was not called to order as no members were in attendance and no quorum was present.

The meeting was adjourned after 30 minutes and all business on the agenda was rescheduled to the next meeting in accordance with section 78 of the *Procedure Bylaw*.

Chair or Vice Chair

Chief Administrative Officer or Designate

Emergency Management Advisory Committee

July 17, 2024



Emergency Management Plan Amendments

Updated

- Contact Information
- Resources Lists
- Incident Types
- Community Overview
- Evacuation Plan

Additions to Emergency Management Plan

- Incident Types and Complexity Level
- Types of Evacuations
- Recovery Plan
- Re-Entry Plan
- RVC Critical Infrastructure Maps



Recovery Plan

The **purpose** of the Recovery Plan is to provide strategies and procedures for coordinating a municipal level effort to recover from the effects of a disaster.

The **objective** is for our citizens and businesses to recover from the event. When the emergency that prompted evacuation has been resolved, it will be necessary to plan for the return of evacuees. The impacted area must be safe for residents and business owners to return.

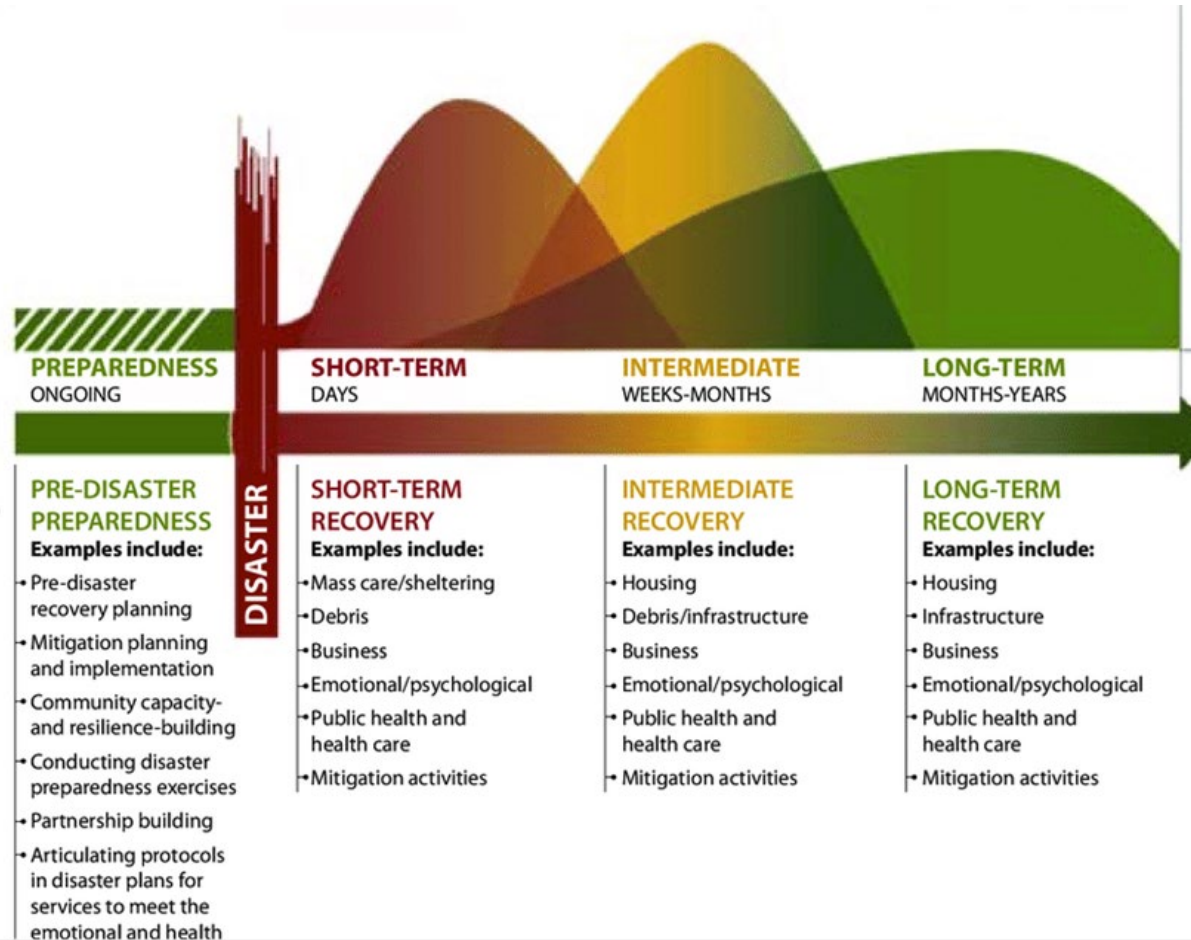
The Recovery Plan aims to **provide users** with specific and targeted information on common recovery topics.

The Recovery component is **to repair or restore conditions** to an acceptable level through measures taken after a disaster.

The transition from response to recovery is gradual. As response activities diminish, disaster recovery activities begin.

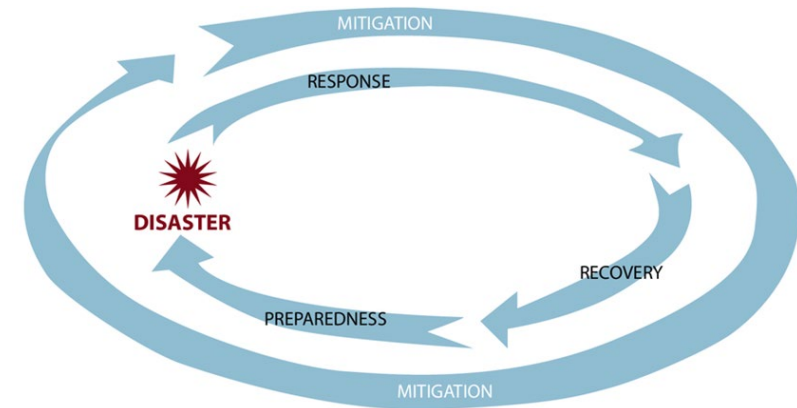


Recovery Concept of Operations



Considerations for activating recovery operations include:

- Size
- Scope
- Complexity of incident impacts
- Loss of life and damage to property
- Anticipated duration for repairs of critical infrastructure
- Accessibility of the affected area and anticipated timeline for re-entry.



Re-Entry Plan

The **purpose** of the Re-Entry plan outlines protocols for an orderly re-entry process. This process is designed for the safe and timely return of citizens, emergency responders, businesses, and critical service providers following an evacuation.

Throughout the re-entry process – timely, accurate and consistent communication to residents is crucial. Local authorities should provide regular updates that are accurate and coordinated to ensure residents are informed.



Re-Entry Planning Stages

1. Damage Assessment

Damage assessments of structures, water and wastewater services, air-quality conditions, gas and electrical lines, telecommunications, accommodation/food.

2. Restoration of Services

Restoration of services required in a community to enable safe, sustainable living to an acceptable level.

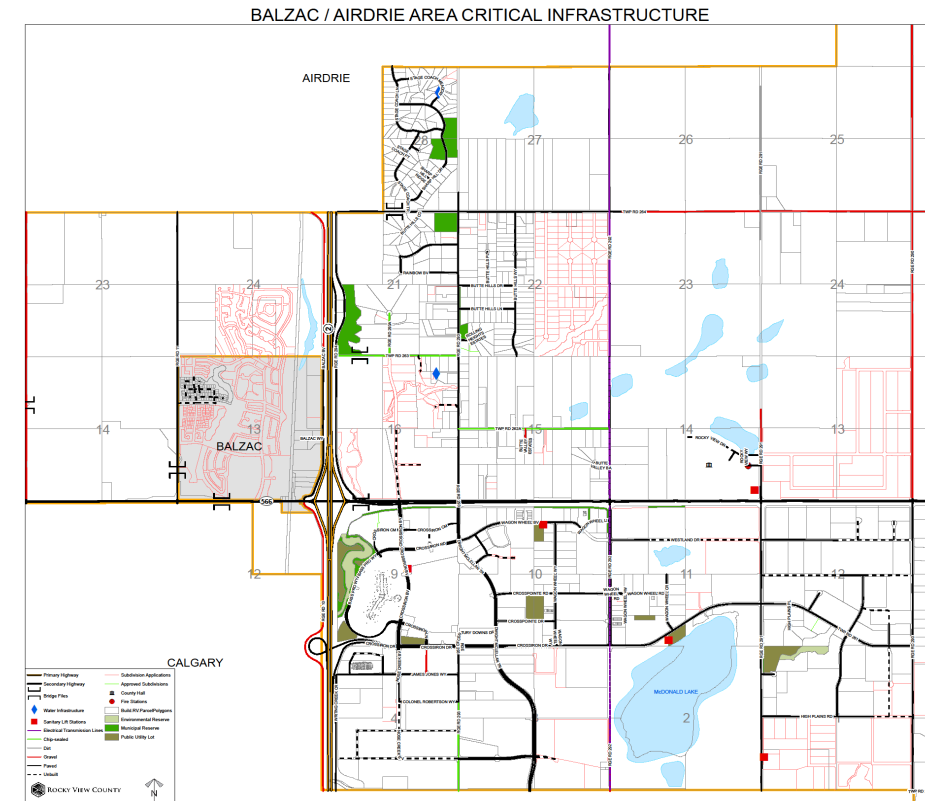
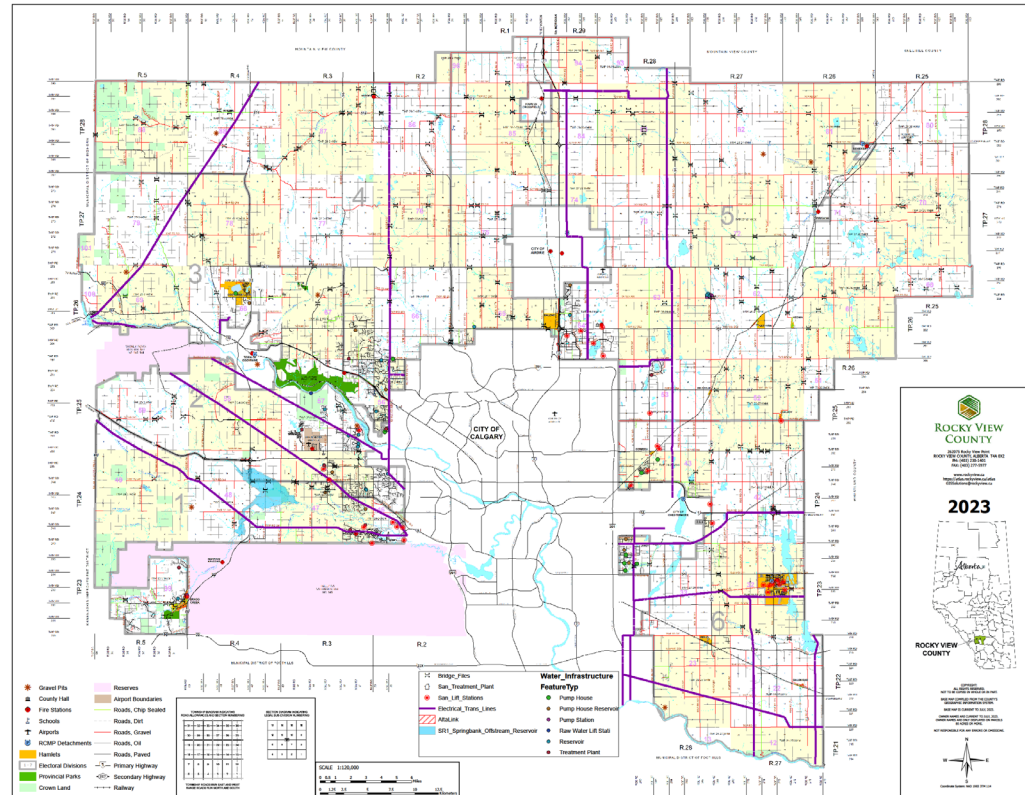
3. Community Re-Entry

Return to home guides, forms and checklists to re-enter safely.



Critical Infrastructure Maps

Critical Infrastructure maps that identify bridges, water treatment plans, sanitary lift stations, reservoirs, pump stations, electrical lines and transfer sites were added into the Emergency Management Plan.



Emergency Management Agency

The annual Emergency Management Agency meeting was hosted on November 1, 2023. 45 participants from the following agencies attended the meeting.

(AEMA, RCMP, Enforcement, AHS, Beiseker, Crossfield, Stoney Nakoda Nation, Red Cross and Rocky View Schools).

SPEAKERS

Candace Denison – Deployment to the Dunes West Wildfire

Misinformation, Disinformation and how communication can lead to distrust from residents to local government.

Erin Harara (AEMA ESS Officer) - Evacuee Responses for Yellowhead County and Town of Edson in 2023.

Discussion of challenges with evacuee registrations, road closures and evacuees moving between Reception Centers because of the services offered.



Brent Davis – Chair of Alberta NGO and Director of Samaritan's Purse

Non-Governmental Organizations and resources available to communities during and after disasters.



AEMA Audit 2024

AEMA did their annual in-person Audit Review with RVC Emergency Management on March 4, 2024.

General Comments:
<p>Pauli and Ken,</p> <p>Thank you for meeting with us and highlighting the activities of the past year for RockyView County, as it relates to Emergency Management. The continuous work and collaboration with neighboring communities is a testament to the value and importance that you and your team place on providing a strong Emergency Management Program!</p> <p>Continue the great work, and as evidenced with the changing hazard landscape, remain diligent in addressing the new challenges with robust training and improvement of your emergency management program.</p>

Field Officer: Name(s)
<p>Peter Genereux Field Officer, South Central Region Alberta Emergency Management Agency Ministry of Public Safety and Emergency Services</p> <p>Cheyenne Shubert Field Officer, South Central Region Alberta Emergency Management Agency Ministry of Public Safety and Emergency Services</p>



Provincial Emergency Coordination Centre Updates

Subject: PECC Daily Situation Report - 03 Jun 2024 - Operational Level 1

Reporting Period: 02 Jun 2024 07:01 - 03 Jun 2024 07:00

There is no evacuation orders in Alberta currently.

Provincial Emergency Coordination Centre (PECC) Operational Level

Current Level	Operational Level Description
X	Level 1 - Routine - Routine & Potential Incidents Assessed & Circulated To PS Partners
	Level 2 - Augmented - Incident Potential Significant (eg. Disrupt Community Functioning)
	Level 3 - Mandatory Coord Of Key GOA Org's To Respond To A Significant Incident
	Level 4 - Mandatory Full GOA Coord For A Significant Incident

Wildfire Status:

Out of Control	0
Being Held	1
Under Control	26
Mutual Aid	5

River Basins Advisories – Environment and Protected Areas: Issues on June 2, 2024

High Streamflow Advisories are in place for streams in the northeast portion of the province. Water level rises could approach 2.5 m compared to their pre-event levels. No major flood impacts are anticipated, however localized ponding in low-lying areas is possible.

River conditions across the province will continue to be monitored and advisories will be issued as required.



ICS (Incident Command System) Training

COURSES	DATES	
Director of Emergency Management	January 17, 2024	Completed
Basic Emergency Management	Online	Ongoing
ICS 100	Online	Ongoing
ICS 200 (2-Days)	March 12, 2024	Completed
ICS 300 (3-Days)	April 24, 2024	Completed
Phycological First Aid	September 11, 2024	
Planning Section Workshop	Q3	
Operations Section Workshop	Q3	
Logistics Section Workshop	Q3	
Communications Workshop	Q4	
ICS 200 (2-Days)	Q3	
ICS 300 (3-Days)	Q4	
ESS - ESS Coordinator	Online	Ongoing
ESS - Facility Management	Online	Ongoing
ESS - Donations Management	Online	Ongoing



RVC hosted an Emergency Management Workshop for RVC, Town of Crossfield and Town of Beiseker on January 25, 2025.

- 62 participants were in attendance.
- Topics of discussion were activation and notification procedures, incident types, ECC Org Structure, Reception Centers, mutual aid partners, evacuation plans, ICS training and Tabletop Exercise.

TABLETOP EXERCISE – FEBRUARY 29, 2024

As per the Emergency Management Act, Local Authorities must complete a Tabletop Exercise every year.

Emergency Management retained Trace Associates (Grant Funding from AB Public Safety and Emergency Services) to conduct a tabletop exercise for the region to discuss the response to a potential emergency or disaster.

The scenario included a severe weather event (thunderstorm, hail, tornado) impacting Rocky View County, Crossfield, Beiseker and Irricana.

- Tornado touch down in NW Rocky View County and Crossfield.
- Severe thunderstorm cause flooding in Beiseker. Highway 1 closed.
- Damage in Irricana and powerlines down.
- ECC's activated with evacuations.

The exercise objectives were to:

- * Familiarize participants with their roles and responsibilities in ECC
- * Discuss the Unified Command Structure
- * Validate and review evacuations plans for the region
- * Validate regional communications strategy



TABLETOP EXERCISE – FEBRUARY 29, 2024



92 Exercise Participants

Rocky View County
Village of Beiseker
AEMA
Rocky View Schools
Red Cross
Fortis

Town of Crossfield
Town of Irricana
RCMP
Enforcement
211 Distress Centre
AHS

Participants were divided into three groups, with representation from industry, local authorities, and government agencies.

Each group was presented with three phases to the exercise, specific to each community, to discuss and work through during the exercise.

After each update, each group shared their findings and discussions with the other two groups.

TABLETOP EXERCISE – AFTER ACTION REPORT

FINDINGS AND RECOMMENDATIONS

The exercise can be considered a success, as it offered the opportunity to discuss a region wide complex-emergency event, and identify how to collaborate between RVC, Irricana, Crossfield, and Beiseker.

Areas to improve:

- ECC members need to have more opportunities to use the ICS forms.
- Role specific training to ECC members.
- Develop a formal approach to manage resources effectively within the region.
- Conduct a communications drill to practice communications within the ECC.
- Determine if there is an opportunity to have one notification system for the Region.



Emergency Preparedness Brochure

Mailed out to 19 000 addresses in May 2024

EASY STEPS TO BE PREPARED



Have a plan of what to do and what your family needs if you had to leave home for three days.



Make an easy to grab evacuation kit with a list of the last-minute items.



Make copies of important information. Store in an alternate location.



Meet your neighbours. Share contact information.



During intense weather seasons and storms, listen to the news. Follow channels that provide critical information.



Don't wait to be told to evacuate, if you think it necessary, GO.

STAY INFORMED



Stay aware of local conditions and situations in your area that may be developing.



Download the Alberta Emergency Alert System app at emergencyalert.alberta.ca



Follow the Rocky View County website or social media.



Subscribe to the County Connection e-newsletter.



Sign up for Rocky View County Safe & Sound at rockyview.ca/safe-and-sound

SOME FINAL INFO



Fire Bans
Fire bans and advisories restrict burning for the safety of residents and the community. Weather conditions and moisture levels can vary significantly throughout Rocky View County's large geographic area and impact the status of a fire ban or advisory.

Bans and advisories will be posted on the County's social media channels and at rockyview.ca/fire-bans

Types of Weather Alerts
WATCH – weather conditions are favourable for a storm or severe weather which could cause safety concerns.
WARNING – more urgent and are issued when severe weather is occurring.

Rockyview.ca
Rocky View County Emergency Services provides information to help you, your family, and your community BE PREPARED.

For additional resources and information on what to do before, during, and after an emergency, go to rockyview.ca/emergency-preparedness.

EMERGENCY PLANNING



THAT'S JUST THE START

Emergencies can happen at any time. Are you prepared?




KNOW THE RISKS

This is the first step in understanding how you and your community are at risk, from house fires and floods, to wildfires, power outages, severe weather, and sheltering in place situations.

Being prepared is not only about having the right supplies. Your ability to recover from unexpected situations also relies on your connections to neighbors, family, and friends.

HOW TO PREPARE

Put Together an Evacuation Kit



- Assess your property and eliminate as many fire hazards and fuel sources as possible.
- Are trees touching your house?
- Is firewood stacked against your house?
- Have you cleaned your eaves?
- Book a FireSmart inspection to make sure your property is well-prepared. Go to rockyview.ca/firesmart

Farms and Ranches

- A Farm Emergency Plan outlines steps to ensure the health and safety of farm personnel and animals. Find a template at rockyview.ca/emergency-preparedness
- Reduce risk to farm animals and livestock by preparing and maintaining fuel-reduced areas where livestock can be relocated and held.
- Cultivating or plowing the outside perimeter of a field to make a fire break can help prevent wildfire from jumping into this safety field.


Flooding Prevention Tips
You can reduce the impact of flooding damage by keeping your eavestroughs clean, extending downspouts away from the foundation, installing window wells, and ensuring you have a working sump pump. Check foundation walls and floors for cracks.

Power Outage Tips

- Have working flashlights and extra batteries, or candles handy.
- Keep mobile phones and other electric equipment charged and gas tanks full.
- Talk to your medical provider about a power outage plan for medical devices powered by electricity and refrigerated medicines.

Insurance
It's important to know your home is safe and protected, especially when an emergency or disaster hits. Property insurance is essential for this security and will help you replace items lost.

- Educate yourself on what your insurance policy covers – and what it does not.
- Insurance products vary between providers. Check your coverage amounts, limit maximums, deductibles, and exclusions.
- Once a year, do a video walk-through or take photos of your home and property to verify that you have an accurate inventory of your belongings.



HOME IGNITION ZONE

FireSmart Your Property

- Assess your property and eliminate as many fire hazards and fuel sources as possible.
- Are trees touching your house?
- Is firewood stacked against your house?
- Have you cleaned your eaves?
- Book a FireSmart inspection to make sure your property is well-prepared. Go to rockyview.ca/firesmart

Farms and Ranches

- A Farm Emergency Plan outlines steps to ensure the health and safety of farm personnel and animals. Find a template at rockyview.ca/emergency-preparedness
- Reduce risk to farm animals and livestock by preparing and maintaining fuel-reduced areas where livestock can be relocated and held.
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It's important to know your home is safe and protected, especially when an emergency or disaster hits. Property insurance is essential for this security and will help you replace items lost.

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- Insurance products vary between providers. Check your coverage amounts, limit maximums, deductibles, and exclusions.
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EVACUATIONS

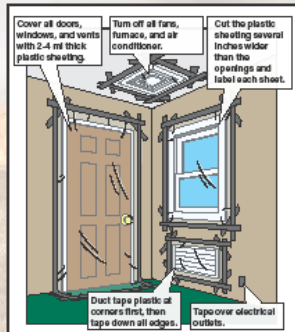
An emergency may cause an evacuation. You may have a day or two to prepare OR you may need to evacuate immediately. Be ready to be able to evacuate quickly and safely.

- Take your evacuation kit.
- Take your pets.
- Shut off utilities if instructed to do so.
- Close your windows and shut off your ventilation system.
- Lock up your home.

SHELTER IN PLACE

Shelter at home in situations when it is safer to stay home or in a building during a sudden emergency.

1. **Weather:** Protect yourself by finding the safest area near you and putting as much distance and as many barriers between you and the threat as possible.
2. **Public Safety Issue:** You may be instructed to stay inside your home and lock all doors.
3. **Hazardous Air:** Bring everyone indoors. Grab your emergency supplies, seal and secure your shelter (as shown below). Follow direction from authorities.



Cover all doors, windows, and vents with 2-4 mil thick plastic sheeting.

Turn off all fans, furnace, and air conditioner.

Cut the plastic sheeting several inches wider than the openings and label each sheet.

Duct tape plastic at corners first, then tape down all edges.

Tape over electrical outlets.

After these steps, sheltering in an interior room without windows will also give additional protection. Seal the door as well.



ROCKY VIEW COUNTY



ROCKY VIEW COUNTY

PRE-DISASTER RECOVERY GUIDE

February 2024

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DOCUMENT AMENDMENT HISTORY

The plan will be updated once every year, unless the plan is utilized to respond to a real-world event or exercise, resulting in the identification of needed updates to the plan. Refer to the Regional Emergency Management Plan for additional plan development and maintenance requirements.

Updates to the Rocky View County Regional Recovery Plan are documented in the table below.

[illegible]

ACRONYMS AND DEFINITIONS

The following acronyms and definitions reflect only those acronyms or terms used in this document:

Abbreviation	Definition
AAR	After Action Report/s
AEMA	Alberta Emergency Management Agency
EOC	Emergency Operations Centre
FEMA	Federal Emergency Management Agency (USA)
GIS Maps	Geographic Information System Maps
HIRA	Hazard Identification and Risk Assessment
HR	Human Resources
LTRC	Long Term Recovery Committee
MOU	Memorandum Of Understanding
MST	Mountain Standard Time
NDRF	National Disaster Recovery Framework
PDA's	Preliminary Damage Assessments
PFA	Psychological First Aid
PIO	Public Information Officer
REMA	Regional Emergency Management Agency
REMP	Regional Emergency Management Plan
RM	Recovery Manager
RECOVERY SUPPORT FUNCTION	Recovery Support Function/s

INTRODUCTION

The Recovery Guide is a living document that is intended to incorporate lessons learned and feedback from previous disaster events in Alberta. This document will be continually updated with new information and revisions.

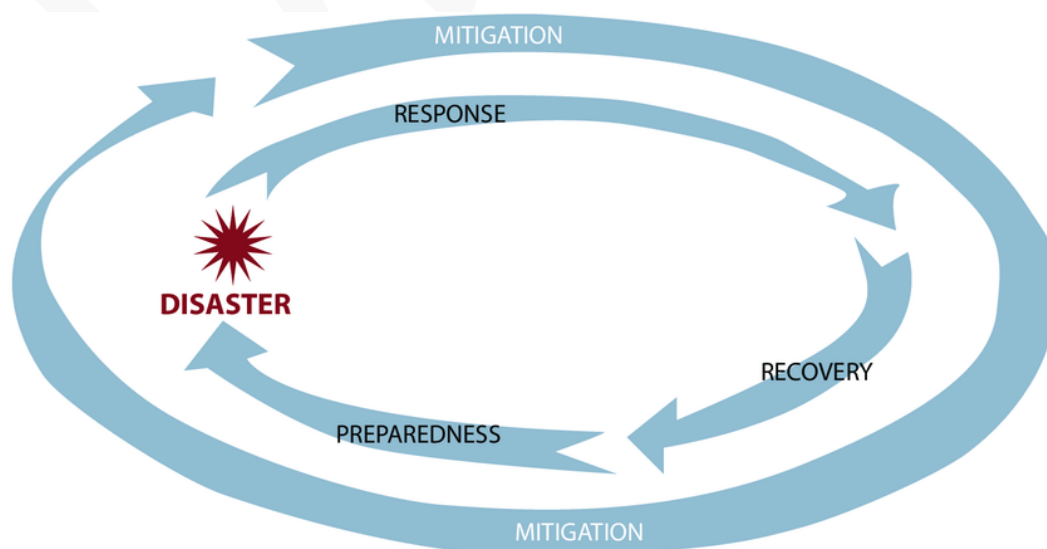
The Recovery Guide aims to provide users with specific and targeted information on common recovery topics. Each recovery topic has a developed information sheet to provide high-level information as well as suggested considerations and actions.

Recovery is a collaborative effort and should not be interpreted as a prescriptive, one-size fits all approach. While this Guide may make suggestions of activities that should be considered and/or models that could be followed, the user(s) of this Guide should be cognizant of the decisions they make. The resources in this Guide are intended to assist users in considering different approaches, concepts and remembering key actions.

The ultimate purpose of emergency management is to save lives, preserve the environment and protect property and the economy. The protection of life is of paramount importance. In the broadest sense, emergency management raises the understanding of risks and contributes to a safer, prosperous, sustainable disaster resilient society in Canada. Emergency Management is comprised of four interdependent components as follows:

Prevention, Mitigation, Preparedness, Response and Recovery.

The Recovery component is to repair or restore conditions to an acceptable level through measures taken after a disaster, for example return of evacuees, trauma counseling, reconstruction, economic impact studies and financial assistance. There is a strong relationship between long-term sustainable recovery and prevention and mitigation of future disasters. Recovery programs provide a valuable opportunity to develop and implement measures to strengthen resilience, including by building back better. Recovery efforts should be conducted with a view towards disaster risk reduction.



RECOVERY PLANNING

The sheer magnitude of a disaster requires a clear framework and plan to navigate a very complex environment. A recovery guide is a framework for recovery with a vision, objectives, identifying key stakeholder roles and responsibilities and outline key activities and dedicated funding.

KEY CONSIDERATIONS

- In Alberta, the primary legislation that governs local authorities is the Municipal Government Act.
- During emergencies and disasters, the Emergency Management Act and two regulations (The Disaster recovery Regulation and the Local Authority Emergency Management Regulation) outlines relevant powers that may be exercised in managing the situation.
- To manage recovery from a disaster event, the local authority needs to define:
- Reporting structure (between Elected Officials, Recovery Group, CAO, Director of Emergency Management, and other Community Groups.
- A detailed community needs assessment to determine the overall local needs.
- Track recovery progress and provide regular updates to council, community members and stakeholders.

PRIMARY AGENCIES

The primary department responsible for the implementation and coordination of this Rocky View County Regional Recovery Plan is the Rocky View County Regional Emergency Management Agency (REMA).

SUPPORTING DEPARTMENTS, AGENCIES AND ORGANIZATIONS

The following private sector agencies and/or non-profit partners that support the Regional Emergency Management Agency in post-disaster recovery operations include but may not be limited to:

- Canadian Red Cross Society
- ATCO Gas
- Fortis Alberta
- Salvation Army
- Samaritan's Purse
- NGO Council Alberta
- St. Johns Ambulance
- Team Rubicon
- Animal Emergency Task Force
- Alberta Emergency Management Agency
- Rocky View County Gas Co-Op

MISSION STATEMENT

Ensure the ability of Rocky View County, the Village of Beiseker, the Town of Irricana, and the Town of Crossfield to recover from a catastrophic incident by engaging all necessary local, provincial, federal, private sector, and voluntary, non-governmental agencies to address the needs of the jurisdiction's residents, visitors, and communities.

PURPOSE

The purpose of the Rocky View County Recovery Plan is to provide strategies and procedures for coordinating a municipal level effort to recover from the effects of a disaster. The plan describes the roles and responsibilities of municipal departments/agencies during post-disaster recovery operations, including coordinating municipal-level recovery operations, and supporting information and resource sharing. Additionally, the Recovery Support Function Annexes to this plan outline the specific roles and responsibilities of the municipal departments/agencies with leading/supporting roles in disaster recovery operations. This plan complements the Regional Emergency Management Plan (REMP) and is in alignment with the Alberta Emergency Management Act.

SCOPE

The plan applies to pre- and post-disaster recovery operations following a disaster and applies to all Rocky View County's, the Town of Crossfield's, the Town of Irricana's, and the Village of Beiseker's departments or agencies with roles in recovery operations.

This Recovery Plan and its supporting annexes are activated by the Director of Emergency Management for any municipality that is signed on to the Rocky View County REMA. Recovery operations are locally driven and will be managed in accordance with municipal plans, procedures, and authorities. The REMA will set the procedures and methods for community recovery.

OBJECTIVES

The primary objective is for our citizens and businesses to recover from the event. This includes restoring the physical infrastructure where possible or desirable as well as addressing the emotional, social, economic, and physical well-being of those involved. If damages have been incurred because of a natural hazard, then a request will be made for support under the Alberta Disaster Recovery Program (DRP).

When the emergency that prompted evacuation has been resolved, it will be necessary to plan for the return of evacuees. The impacted area must be safe for residents and business owners to return.

Additional objectives of this plan include, but are not limited to:

- To reinforce, formalize, and institutionalize a process for ongoing coordination during disaster recovery operations. This plan will support municipal-level Disaster Recovery Operations and serve as the foundation for coordination between Municipal, Regional, and Provincial-level Recovery Operations. This plan provides the overarching short-term, intermediate, and long-term recovery goals and activities of Rocky View County, the Town of Crossfield, the Village of Beiseker, and the Town of Irricana.
- To minimize interruptions to the normal operations.
- To limit the extent of disruption and damage.
- To minimize the economic impact of the interruption.
- To provide for smooth and rapid restoration of service.
- Identifying procedures and operations for achieving set recovery milestones, and the restoration of affected municipal services.
- Identifying the roles and responsibilities of various municipal departments/agencies recovery operations.
- Maximize funding opportunities.
- Communicate effectively.
- Sustain social and human services, public safety, and health services.

FACTS AND ASSUMPTIONS

Facts:

- Nothing in this plan alters or impedes the ability of Rocky View County and regional partners to carry out its specific authorities or perform its responsibilities under all applicable laws, executive orders, and directives.
- This plan does not alter the existing authorities of individual Rocky View County, the Town of Crossfield, the Village of Beiseker, and the Town of Irricana's departments/agencies and does not convey new authorities.
- Rocky View County and regional partners can determine their needs based upon their capabilities, gaps, and strengths.

Assumptions:

- A disaster may occur at any time with little or no warning, and recovery needs will exceed the capabilities of the municipality as well as the private sector and voluntary, non-profit, and faith-based organizations in the affected area.
- The recovery process will be initiated based on various triggering events, including:

- In anticipation of the need for a disaster recovery effort (e.g., during a "pre-declaration" phase).
 - When life safety concerns have been resolved, and a need for recovery is indicated.
-
- Recovery activities will occur both concurrently and at different rates, which will create challenges for meeting resource needs.
 - Recovery is a scalable process, which will scale up as needs for resources are identified.
 - Recovery efforts will require mutual aid, and outside assistance will be needed to help the community recovery.
 - Some individuals or groups will be able to recover on their own, and some individuals or groups will need assistance to recover.
 - It may be challenging to rebuild the community's trust following a disaster.
 - Debris removal will be critical, and the quantity of debris will likely exceed the County's normal debris removal and disposal capabilities.
 - A disaster will have financial/economic consequences that impact the recovery process.
 - Damage to critical infrastructure/key resources caused by a disaster will impact the recovery process.
 - Community members will be adversely impacted by a disaster (e.g., loss of income from work, damage to home/rental property, temporary or permanent displacement).
 - Considerations will be made for people with disabilities and others with access and functional needs.
 - Impacted communities and community members, including individuals, voluntary, non-profit, and faith-based organizations, and businesses, will guide the recovery process and strategies for recovery.
 - Voluntary, non-profit, and faith-based organizations, as well as private organizations, will be essential to successful recovery operations (e.g., by providing support to the community or helping lead the Long-Term Recovery Committee).

AUTHORITIES AND REFERENCES

Rocky View County Regional Emergency Management Program

- Relevant policies and bylaws information
- National building/fire codes/Permits/Restrictions/Waivers
- Debris Removal Plan
- Economic Recovery Grants

Government of Alberta

Some of the Provincial laws and regulations are included below:

- Alberta Emergency Management Act
- Government Emergency Management Regulation
- Disaster Recovery Regulation
- Local Authority Emergency Management Regulation

AREA OVERVIEW

Rocky View is in the southern portion of Alberta in the western portion of Canada. The County surrounds the City of Calgary in a horseshoe-shape to the west, north and east. Rocky View is approximately three hours south of Alberta's capital city, Edmonton, one hour from the Town of Banff in the Rocky Mountains and three and a half hours north of the United States border in the State of Montana.

Major Hazards

The following table displays the major hazards considered to be of extreme or very high risk for Rocky View County. The full HIRA (Hazard Identification and Risk Assessment) can be found in the appendices.

Forest Fire (Wildland)	Floods (watercourse)
Major Road Accidents (Vehicle)	Tornado
Hazmat (Transportation) - Road	Floods (Rainfall/Runoff)
Human Health Emergency	Wind
Bridge/Structural Collapse	Toxic Gas Release

Demographics

Rocky View County

- Population: 41,028
- Population changes from 2016 to 2021: +4.1%
- Population density per km²: 10.3 people.
- Average Age: 42
- Median Age: 45
- As of the 2021 census 295 people within Rocky View County do not understand English or French

Town of Crossfield

- Population:
- Population changes from 2016 – 2021:
- Population density per km²:
- Average Age:
- Median Age:
- Languages:

Village of Beiseker

- Population: 854
- Population changes from 2016 – 2021: -7.59% (up 27 people)
- Population density per km²: 264.3
- Average Age: 41
- Median Age: 41.6
- Languages: English – 725 / French – 5 / Other languages aren't listed in Stats Canada Data

Town of Irricana

- Population:
- Population changes from 2016 – 2021:
- Population density per km²:
- Average Age:
- Median Age:
- Languages:

Alberta Disabilities Survey - 15 years of age and older

This is the range of and percentages of those within the province of Alberta who identify as having disabilities as of 2017.

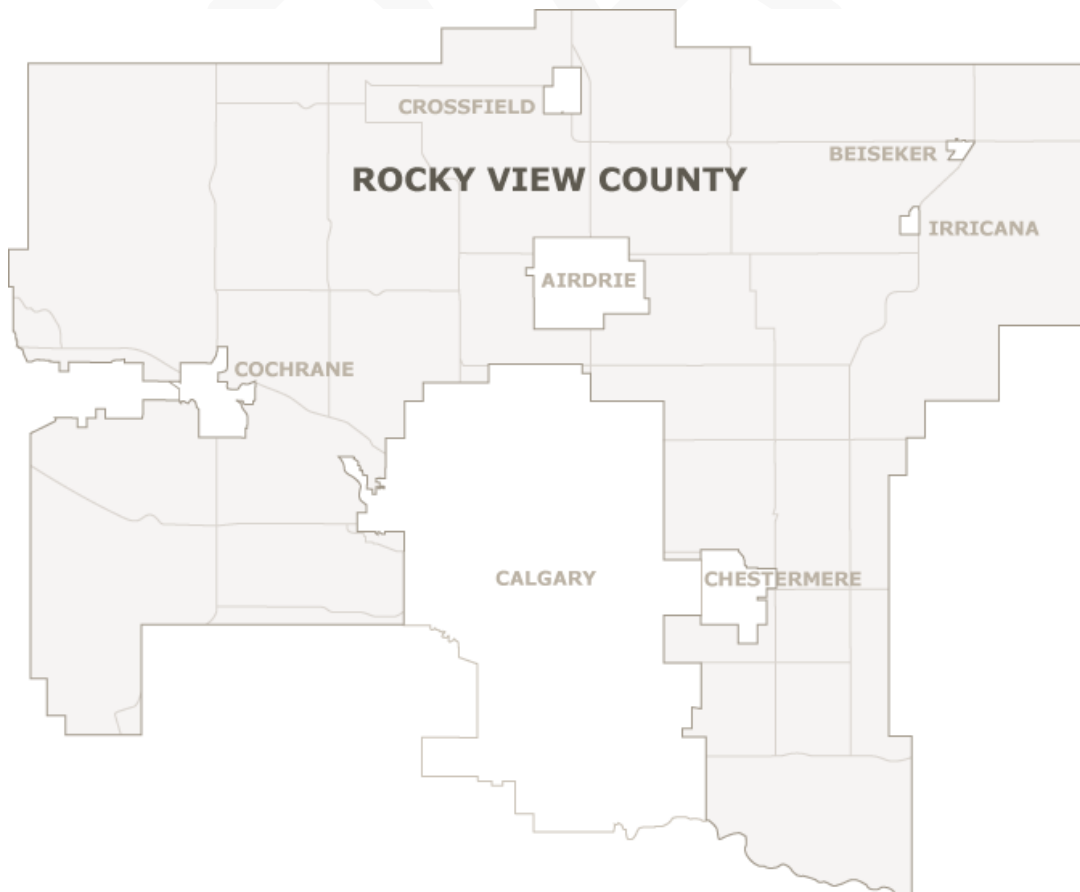
Age Range	Percentage
15 to 24	13.1%
25 to 44	15.3%
45 to 64	24.3%
65-74	37.8%
75 and older	47.4%
15-64	18.8%

This plan seeks to be compliant with the Accessible Canada Act, Bill C-81 and people with disabilities and others with access and functional needs will have access to all services provided under this plan.

Economic Information

- Median family income (2013): \$112, 295
- Home ownership rate: 92.2%
- Post-Secondary education: 68.7%
- High School diploma or above: 91%
- Low Income household percentage range: 2.7% - 1.6% with youth experiencing low income at the highest percentage.

Geography



Rocky View is approximately three hours south of Alberta's capital city, Edmonton, one hour from the Town of Banff in the Rocky Mountains and three and a half hours north of the United States border in the State of Montana.

- Elevation: 1,048.43 meters or 3,439.71 feet above sea level. Elevation varies within Rocky View County.
- Latitude: 51° 03' 07" N
- Longitude: 114° 22' 14" W
- Time Zone: Mountain Standard Time (MST)

Major Waterways

- Elbow River
- Bow River
- Kananaskis River
- Ghost River
- Barrier reservoir
- Ghost Reservoir
- Bears paw Dam



CONCEPT OF COORDINATION

Rocky View County Regional Recovery Organization

Disaster recovery begins at the onset of a disaster as life-safety and property conservation issues of response end and operational control of the disaster is transferred to the established recovery organization.

An established recovery organization is critical to effective management of disaster recovery operations and sets the objectives and pace for recovery operations.

Recovery organizations should be large at first, encompassing many departments and agencies that play a role in disaster recovery operations.

As recovery operations commence and initial objectives are met, some departments and agencies may not be required, and new or existing partners may be elevated to larger roles. For this reason, recovery organizations are scalable in nature.

Under the Regional Emergency Management Plan, this organization is responsible for leading and supporting the recovery following a disaster or local incident.

This organizational structure is scalable and can be scaled up or down as necessary and appropriate departments are identified as vital roles in recovery operations.

The administrative group for the affected municipality will designate a Local Disaster Recovery Manager who will serve as the coordinator of this organization and the departments/agencies serving as Recovery Support Functions (Recovery Support Functions).

Their purpose is to support recovery efforts by facilitating problem solving, improving access to resources and by fostering coordination among Provincial and Federal agencies, non-governmental partners, and stakeholders.

The ICS based organization structure could be extended beyond the emergency response period to cover short-term recovery actions and help local governments transition into recovery. It might also be used for the entire post-disaster implementation of the recovery plan to provide a more standardized structure for local recovery management and intergovernmental collaboration and interaction in recovery.

If the recovery management organization also follows an ICS based organizational structure, then staff from agencies and departments with key recovery responsibilities, such as planning and redevelopment, could replace emergency responders within the former emergency management focused organizational structure as the transition from response to recovery occurs. See figure below.

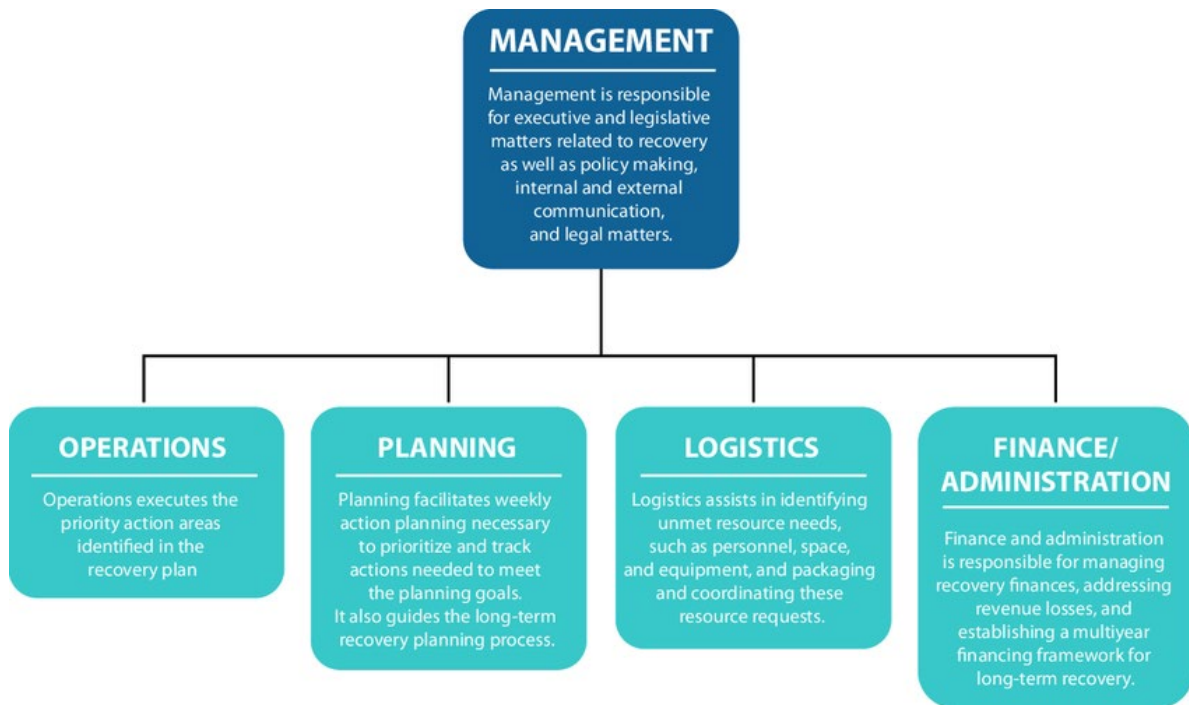
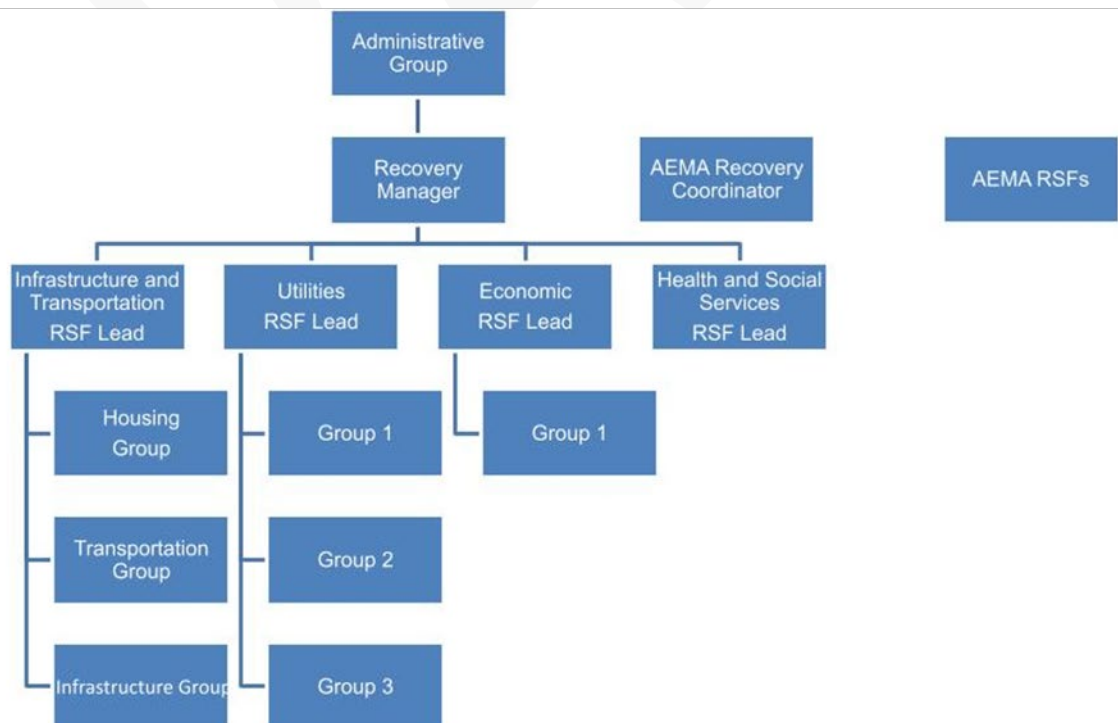


Figure 1 below details the Rocky View County Regional Recovery Organization.



Recovery Roles and Responsibilities

EMERGENCY MANAGEMENT
<ul style="list-style-type: none"> • Manage the Emergency Coordination Center and oversee the implementation of the emergency operations plan, both of which involve other departments, to execute short-term recovery tasks, such as damage inspections, demolitions, access control, debris removal, interim housing, and business locations. • Act as the primary interface with provincial and federal response agencies, both of which have recovery related operations. This may include resource requests and allocations, grant applications for disaster assistance, and cost recovery for response and short-term recovery related activities. • Coordinate the preparation of local hazard mitigation plans and post-disaster hazard mitigation grant applications.
OPERATIONS (PUBLIC WORKS)
<ul style="list-style-type: none"> • Manage debris removal, street clean up and reopening. • Inspect publicly owned buildings and infrastructure damaged by the disaster, and close and secure damaged structures to prevent collapse or other threats to public safety. • Provide temporary infrastructure solutions as needed, such as potable water and sewage disposal and treatment.
TRANSIT / TRANSPORTATION
<ul style="list-style-type: none"> • Reroute traffic around heavily damaged areas. • Provide alternative means of transportation.
BUILDING
<ul style="list-style-type: none"> • Inspect the habitability and structural safety of buildings damaged by disaster and placard hazardous buildings. • Secure damaged buildings to prevent collapse or other threats to public safety. • Inspect and certify buildings for re-occupancy. • Coordinate with local utilities on service restoration to damaged buildings. • Enforce building restrictions. • Expedite permitting for business. • Permit repairs and reconstruction.
PLANNING
<ul style="list-style-type: none"> • Identify specific rebuilding and hazard mitigation opportunities. • Expedite review of temporary housing, rehabilitation, and land-use applications as part of rebuilding, including environmental review. • Recommend exceptions to planning-related regulations such as design guidelines and historic preservation. • Recommend sites for interim housing or businesses, changes in land uses and any new standards for rebuilding.

HOUSING
<ul style="list-style-type: none"> • Identify short-term and long-term housing needs of community residents. • Administer grant and loan programs for alternative housing and necessary assistance programs for residents.
FINANCE
<ul style="list-style-type: none"> • Oversee grant applications, damage claims and determinations of eligible and ineligible expenditure reimbursements from provincial and federal disaster assistance. • Establish record-keeping and accounting procedures.

Administrative Group

- Responsible for appointing the local disaster recovery manager.
- Convening municipal council to address policy decisions and support to the REMA and recovery organization.

Recovery Manager

The Recovery Manager will be appointed through Human Resources (HR) as a regular job posting.

- Responsible for coordinating the recovery organization and identifying appropriate Recovery Support Functions.
- Set objectives and timelines for recovery operations.
- Communicate recovery operations and objectives with jurisdiction executives and local community groups.
- Liaises directly with the Provincial Disaster Recovery Coordinator, and the Federal Disaster Recovery Coordinator

Recovery Support Functions

The Recovery Support Functions comprise of the United States FEMA's (Federal Emergency Management agency) NDRF (National Disaster Recovery Framework) coordinating structure for key functional areas of assistance. Their purpose is to support local, regional, provincial, and First Nations members of the community by facilitating problem solving, improving access to resources, integrating principles of resilience, sustainability, and mitigation, and fostering coordination with provincial and federal agencies, nongovernmental partners, and other stakeholders. Other Recovery Support Functions may be added as needed.

Community Planning and Capacity Building Recovery Support Function

The Community Planning and Capacity Building Recovery Support Function unifies and coordinates expertise and assistance programs from across the Federal Government as well as non-government partners to aid local governments in building their local capabilities to effectively plan for and manage recovery and engage the whole community in the recovery planning process.

Economic Recovery Support Function

After a disaster strikes, communities are often faced with a complex and difficult recovery process. Economic Recovery is the ability to return economic and business activities (including agricultural) to a state of health and develop new economic opportunities that result in a sustainable and economically viable community.

Health and Social Services Recovery Support Function

Healthcare is an economic driver in communities, which if damaged make this sector critical to most communities' disaster recovery. Social Services have a major impact on the ability of a community to recover. The support of social services programs for at-risk and vulnerable children, individuals, and families affected by a disaster can promote a more effective and rapid recovery. The Health and Social Services Recovery Support Function outlines the support of locally led recovery efforts to address within public health, health care facilities and coalitions, and essential social service's needs.

Housing Recovery Support Function

The Housing Recovery Support Function coordinates and facilitates the delivery of resources to implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience. Housing is a critical and often challenging component of disaster recovery, but must be adequate, affordable, and accessible to make a difference for the whole community.

Infrastructure Systems Recovery Support Function

The Infrastructure Systems Recovery Support Function works to efficiently facilitate the restoration of infrastructure systems and services to support a viable, sustainable community and improves resilience to and protection from future hazards.

Natural and Cultural Resources Recovery Support Function

This Recovery Support Function facilitates the integration of capabilities of the Federal/ Provincial Government to support the protection of natural and cultural resources and historic properties through appropriate response and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and in compliance with applicable environmental and historical preservation laws and executive orders.

Provincial Disaster Recovery Coordinator

When a disaster strikes in the province, AEMA's objective in recovery is to ensure that affected local authorities have the support and resources required to undertake and lead their recovery.

- Coordinate the Provincial Recovery Organization in support of the Rocky View County recovery organization.
- Facilitate effective recovery activities.
- Assist in the phases of recovery.

The appointed local disaster Recovery Manager works with the AEMA Field Officer and Provincial Recovery Organization to utilize provincial resources and support, and if applicable, request a Local State of Emergency.

Long-Term Recovery Structure

The determination as to how to manage the long-term recovery following a disaster will be dependent on the incident but may include the creation of a Long-Term Recovery Committee. It may be required that the Regional Emergency Management Agency standup a Local Office of Recovery to help coordinate local recovery efforts, particularly supporting community, and individual resident needs. This office may include supporting departments/agencies. This role may also be facilitated by the Long-Term Recovery Committee; however, a transition will need to occur to shift management of the recovery effort from the local government led effort.

CONCEPT OF OPERATIONS

Activation and Notification

The (ECC Manager / Director of Emergency Management / or County Administrative Officer) with Incident Command makes the determination to activate the Recovery Plan.

During a major incident, plan activation should happen early in the response to ensure sufficient time to begin recovery operations.

Considerations for activating recovery operations include size, scope, and complexity of incident impacts, including loss of life and damage to property; Anticipated duration for repairs of critical infrastructure, residential, or major commercial areas; and accessibility of the affected area and anticipated timeline for re-entry.

Once the plan is activated, the Recovery Manager (RM) reports to the ECC (Emergency Coordination Centre) to monitor situational awareness and support transition activities.

The Recovery Manager, in consultation with ECC staff, determines the Recovery Support Functions to be activated. The Recovery Manager is responsible for notifying each Recovery Support Function lead of activation.

Each Recovery Support Function lead is responsible for notifying support organizations via phone, email, text, and other available means. The Recovery Support Function lead organizations convene relevant support to responding organizations and initiate the recovery action planning process.

Transition from Response to Recovery



The transition from response operations to recovery is a gradual process, the pace and timing of which depends upon the circumstances of the disaster.

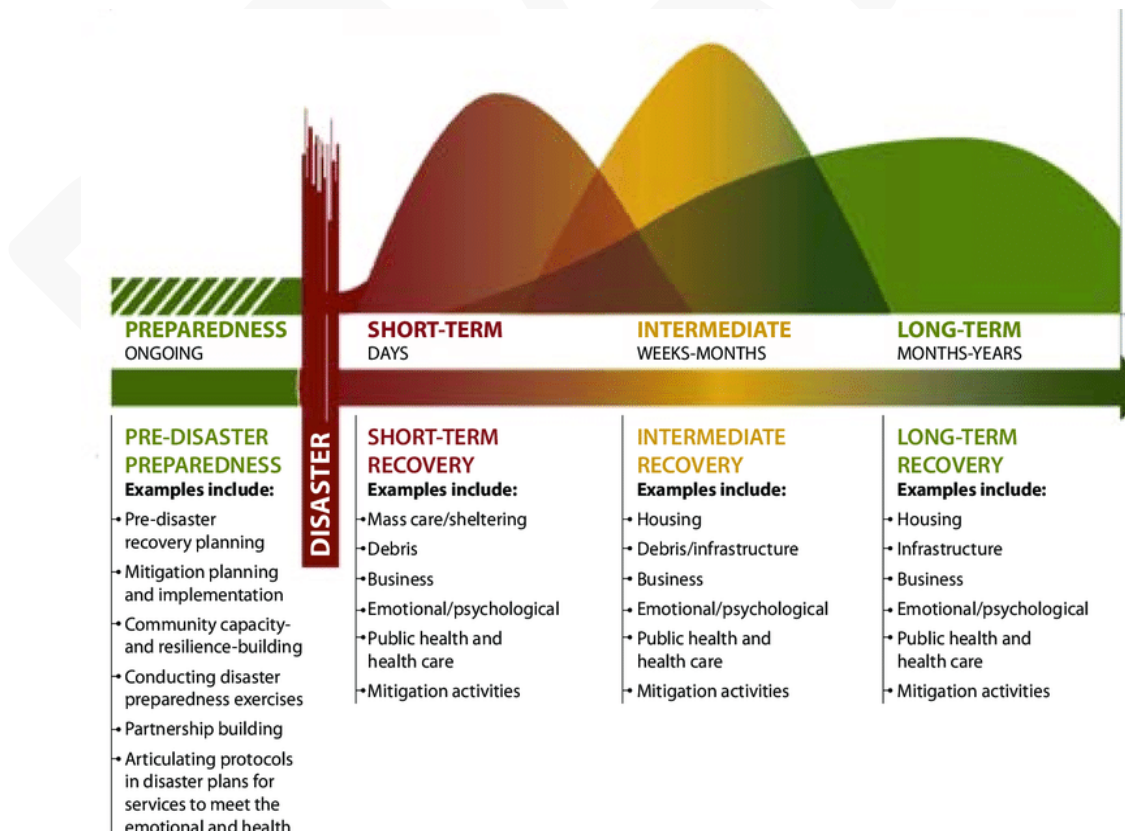
As response activities diminish, disaster recovery activities naturally begin. The Regional Emergency Management Agency can activate the recovery plan and begin recovery operations by any one of the triggers listed above.

The transition from response to recovery can be unclear at times during enhanced operations so to ensure an appropriate transition can occur, the following steps may occur as recovery operations begin.

The following activities will take place in the days to weeks following the incident and may overlap with response operations:

- Completed life safety operations.
- Property conservation needs have been identified and met.
- Preliminary Damage Assessments (PDAs) begin locally.
- Transition from Response to Recovery
- Activate the Recovery Plan
- Continue to track incident-related costs and document decision-making from the EOC.
- Continue to coordinate with critical infrastructure operators for timely restoration of critical lifelines.
- Conduct damage assessments of property, systems, and infrastructure.

- Manage teams tasked with neighborhood and site assessments of public and private property, critical infrastructure, and cultural and/or historic sites.
- Develop disaster summary outlines to estimate damages and thresholds.
- Liaise with provincial and federal officials to initiate the Preliminary Damage Assessment (PDA) process and eligibility for assistance.
- Aggregate, document, and confirm information gathered in the EOC including damage assessment and impact data, GIS maps, contact names and numbers of EOC staff.
- Initiate debris management operations.
- Determine long-term debris removal needs.
- Plan for re-entry to the affected area.
- Identify which areas are safe to return.
- Establish detours, roadblocks, etc.
- Staff and manage checkpoints if necessary.
- Initiate a comprehensive and streamlined public information and outreach campaign to residents and businesses focused on community recovery.
- Establish an incident-specific webpage to serve as a central repository of information.
- Develop public outreach and messaging related to available recovery assistance (e.g., donations, volunteer services, etc.) and push out through all available channels.
- Establish a local information or resource center.
- Activate the Recovery Organization, begin the recovery action planning process, and identify short term recovery objectives.



Short-Term Recovery

Short-term or early disaster recovery operations may overlap with response, and generally span the first days or weeks after a disaster; however, there is no predetermined timeline for short-term disaster recovery.

Short-term recovery operations continue to address the health and safety needs of disaster survivors that persist through the end of response operations. Additionally, operations in this phase are characterized by, but not limited to, activities such as restoring basic infrastructure and essential community services.

Other focus areas of the short-term recovery phase are but not limited to:

- Implement continuity of government and business continuity and restoration plans
- Assessing the scope of the damage, conducting damage assessments, post disaster needs assessments, and economic impact analyses.
- Submitting public assistance/individual assistance and small business administration requests if applicable.
- Cleaning up and clearing debris from affected communities.
- Restoring critical infrastructure including transportation networks.
- Restoring essential community services such as basic medical services and emergency/temporary medical care,
- Supporting sheltering and feeding of displaced citizens
- Begin the transition of shelter occupants out of shelters.
- Coordinate with provincial or federal governments for assistance and additional support as necessary.
- Conduct recovery action planning.
- Establish short-term recovery objectives.
- Identify actions and assignments for each objective.
- Compile into a Recovery Action Plan.
- Evaluate progress and update status and objectives.

Intermediate Recovery

Intermediate disaster recovery operations occur when vital services have been restored, and generally span the initial weeks and months after a disaster. Like short-term recovery operations, there is no predetermined timeline for this phase.

Intermediate recovery operations involve, but are not limited to, returning individuals, families, critical infrastructure, and essential government or commercial services to a functional, if not pre-disaster, provincial.

Additionally, intermediate disaster recovery operations are characterized by activities such as strategic planning to achieve permanent recovery measures as well as the beginning of a transition back to a community-driven recovery effort, such as a long-term recovery committee or group, supported by the Regional Emergency Management Agency.

Other focus areas of the intermediate recovery phase are but not limited to:

- Providing interim housing to displaced evacuees leaving shelters.
- Repairing other damaged infrastructure systems.
- Providing ongoing medical care including continuity of care for damaged healthcare facilities.
- Coordinating with provincial partners through the Local State of Emergency process, if applicable.
- Identifying mitigation opportunities and community resilience strategies
- Supporting the rebuild, reestablishment, and return of businesses; and,
- Identifying/establishing an office of recovery or long-term recovery group/committee.
- Initiate the repair and reconstruction process. Consider prioritizing permitting processes, waiving plan review requirements, or reducing fees, where possible.
- Begin the After-Action Review
- Deactivation of the ECC

Long-Term Recovery

Long-term disaster recovery operations involve ongoing recovery projects moving towards self-sufficiency, sustainability, and resilience.

These operations generally span months and potentially years after a disaster and operations in this phase may involve the completion of a redevelopment and revitalization strategy and scope of work of the impacted communities.

It is likely that in this phase, the established Office of Recovery or the community group/long term recovery committee will take control of the recovery effort and emergency management will return to normal operations, serving as a partner and liaison in long term recovery.

Additionally, long-term disaster recovery operations may be involving activities such as rebuilding or relocating damaged or destroyed resources and helping ensure future community resilience (e.g., through mitigation projects, community development strategies, etc.).

Other focus areas of the long-term recovery phase are but not limited to:

- Developing permanent housing solutions for displaced residents.
- Re-establishing and creating resilient health care facilities.
- Implementing mitigation projects, strategies, and funding.
- Coordinating with the Regional Emergency Management Agency and other non-profit organizations to support community needs; and,
- Implementing economic revitalization strategies and rebuilding resilient businesses.
- Continue the public outreach campaign.
- Continue to implement strategies for expeditious reconstruction of the built environment.
- Develop a Long-term Recovery Strategy through collaboration with committees and subcommittees comprising government, nongovernment, and private recovery partners. ²
- Identify projects and programs that fulfill long-term recovery objectives.
- Identify funding sources, subtasks and milestones, and timelines for implementation.

- Conduct public engagement process to ensure community buy-in.
- Monitor and evaluate implementation progress of the Recovery Strategy

Long-Term Recovery Structure

The determination as to how to manage the long-term recovery following a disaster will be dependent on the incident but may include the creation of a Long-Term Recovery Committee. It may be required that the REMA stand-up a Local Office of Recovery to help coordinate local recovery efforts, particularly supporting community, and individual resident needs. This office may include supporting departments/agencies. The Long-Term Recovery Committee may also facilitate this role; however, a transition will need to occur to shift management of the recovery effort from the local government led effort.

Long Term Recovery Committee (LTRC)

A Long-Term Recovery Committee (LTRC) is a cooperative body made up of representatives from community faith-based groups, local organizations, and other organizations working to assist individuals and families as they recover from disaster. Each Long-Term Recovery Committee is unique and reflects local needs, available resources, cultural diversity, leadership style, and community support.

Demobilization of Recovery

Long-term recovery may be demobilized when the community has returned to functionality, and upon the conclusion and closing of recovery grant programs. This transition may occur through the Office of Recovery or Community Group with support from the Regional Emergency Management Agency.

Post-Disaster Mental Health Recovery Plan

This six-part plan is intended to be incorporated into recovery plans and should be used as a guide to mental health resilience within Rocky View County. This plan should be considered adaptable, and steps can be added and removed as necessary.

Part 1: Assess the mental health needs of the affected individuals.

- Surveys and questionnaires can gather information about the mental health needs of individuals and communities affected by a disaster. These surveys can be conducted in person, online, or elsewhere. They can also gather information about specific stressors related to the disaster, such as loss of property, loved ones, or displacement.
- Focus groups and interviews can be used to gather more in-depth information about the mental health needs of affected individuals and communities.
- Observations. Healthcare professionals and other responders can observe individuals for signs of distress, such as crying, social withdrawal, or other behaviors that indicate a need for support.

Part 2: Provide immediate support.

- **Crisis hotlines:** Crisis hotlines can be a valuable resource for individuals who need immediate support. These hotlines are staffed by trained professionals who can offer emotional support, provide information on resources, and refer individuals to mental health services as needed.
- **Psychological first aid:** Psychological first aid (PFA) is an evidence-based approach to providing immediate support for mental health after a disaster. Psychological First Aid involves assessing the individual's needs, providing emotional support, helping individuals connect with social support systems, and addressing immediate needs such as food, water, and shelter.
- **Support groups:** Support groups can provide a sense of community and connection for individuals who have experienced a disaster. Mental health professionals or community leaders can facilitate these groups and offer a safe space for individuals to share their experiences, emotions, and coping strategies.
- **Online resources:** Online resources, such as mental health websites, social media groups, and other online communities, can provide immediate support for individuals who may not have access to in-person help.
- **Mobile mental health services:** Mobile mental health services, such as mobile clinics or mental health outreach teams, can provide immediate support for individuals who cannot access traditional mental health services.

Part 3: Establish a long-term plan.

- **Conduct a needs assessment** to determine the ongoing mental health needs of individuals and communities affected by the disaster. This assessment should include data on mental health symptoms, coping strategies, and access to mental health services.
- **Develop a plan** that addresses the identified mental health needs. This plan should include goals, objectives, and strategies for providing ongoing mental health support.
- **Build partnerships** with mental health providers, community organizations, and other stakeholders to ensure that mental health services are integrated into the broader recovery efforts.
- **Provide ongoing support** for individuals and communities affected by the disaster. This support may include counselling, support groups, and other mental health services.

Part 4: Address the needs of specific groups: Different groups may have different mental health needs after a disaster.

- Children and youth may experience various emotions and behaviors after a disaster, including fear, anxiety, and difficulty concentrating. Strategies to address their mental health needs may include providing age-appropriate counselling and support services, creating safe spaces for children to play and interact with others, and offering educational materials on coping strategies and stress reduction.
- Older adults may experience physical and mental health challenges exacerbated by a disaster's stress. Strategies to address their mental health needs may include counselling and support services tailored to their needs, addressing physical health needs, and offering social support and opportunities for engagement.
- Individuals with disabilities may experience unique challenges in accessing mental health services after a disaster. Strategies to address their mental health needs may include ensuring that mental health services are accessible and inclusive, providing accommodations as needed, and addressing any physical or logistical barriers to accessing services.
- First responders and healthcare workers may experience high levels of stress and trauma due to their roles in responding to a disaster. Strategies to address their mental health needs may include providing access to counselling and support services, offering opportunities for rest and self-care, and addressing any organizational or systemic factors that may contribute to stress and burnout.

Part 5: Build Resilience:

- Encourage individuals and communities to build and maintain social connections through support groups, community events, and other opportunities for social interaction.
- Physical activity can positively impact mental health and help individuals cope with stress and trauma.

Part 6: Monitor Progress:

- Regular mental health assessments can help identify individuals who may be experiencing mental health challenges and provide them with appropriate support and treatment.
- Monitoring changes in mental health outcomes, such as symptoms of depression or anxiety, can provide insight into the effectiveness of mental health interventions and the overall mental health status of individuals and communities.
- Conducting focus groups and community meetings can allow individuals and communities to share their experiences and provide feedback on mental health services and interventions.

INCIDENT INFORMATION

Updated information will need to be collected, analyzed, and disseminated repeatedly throughout recovery as often as necessary.

Recovery information will build on the information gathered and disseminated during the response phase.

The information noted below is likely known by those coordinating the response phase and will be helpful during the transition and short-term recovery phases.

- Overall scope and degree of damage
- Affected population demographics.
- Damage to and repair status of the following:
 - Roads and bridges
 - Dams and reservoirs
 - Government buildings
 - Hospitals
 - Residential property
 - Businesses
- Requests and/or need for provincial and federal assistance.
- Shelter populations, displaced populations, and/or temporary housing populations
- Needed mass care and social services for impacted communities.
- Status of structures without power; damaged natural gas, sewer and/or water lines; and restoration timelines

Throughout the short-term and long-term recovery phases Recovery Support Function leaders will be providing relevant data, information, and status updates to the Recovery Manager.

During short-term recovery, incident information should be compiled into a Recovery Action Plan by those working for the Administrative Group or the Recovery Support Function personnel at the end of each planning period. During long-term recovery, Recovery Support Function leads will be responsible for providing updates on implementation progress of the Recovery Strategy.

Implementation progress will be documented, tracked, and managed by the Recovery Manager and their staff.

PUBLIC INFORMATION

A Public Information Officer (PIO) or equivalent should be identified early in the recovery. The Public Information Officer will take the lead role for coordination and dissemination of recovery information to the public. The Public Information Officer will maintain an updated list of recovery information as it becomes available.

The Public Information Officer will provide timely updates on topics of concern to the community such as the following:

- Abandoned homes and properties.
- Building codes
- Business assistance
- Contractor fraud
- Curfew
- Debris removal
- Emergency sanitation issues
- Housing assistance
- Individual assistance and how to access disaster relief assistance.
- Insurance issues
- Locations for food, water, and medical attention
- Mail delivery
- Permits and inspections.
- Post-disaster relocation/evacuation
- Pets (sheltering, homeless, and lost)
- Redevelopment policies
- Re-entry policies
- Traffic and roadway issues

Public education and outreach will be conducted using a variety of accessible formats to ensure that the entire affected population is reached. To the extent possible, information will be accessible to people with disabilities and others with access and functional needs as well as those with limited English proficiency and will be shared in a clear, consistent, and culturally sensitive manner.

MUTUAL AID

Requests for assistance may be made from other governmental entities in accordance with existing or emergency negotiated mutual aid agreements and understandings. Such assistance may take the form of equipment, supplies, personnel, or other available capabilities. Duly authorized officials enter into all agreements and understandings.

PROCUREMENT AND COST DOCUMENTATION

The Economy Recovery Support Function Lead will maintain detailed records tracking personnel hours, supplies, materials, equipment, and other disaster-related costs to ensure eligibility for obtaining federal and provincial disaster declarations and receiving reimbursements and payments for staff and projects during recovery. Responsibility for submitting financial reports to the Recovery Manager rests with the Economy RSF Lead.

Rocky View County government may consider employing their own internal process for recording and documenting expenditures and should maintain all recovery-related records for a minimum of 5 years after the last action on the recovery plan. This process for recording and documenting expenditures by the government must be consistent with other disaster recovery policies and procedures.

PLAN DEVELOPMENT

Refer to the Regional Emergency Management Plan for additional plan development and maintenance requirements.

Additionally, After Action Reports and Improvement Plans from exercises or real-world disasters may identify the need for incremental updates to the plan and associated annexes.

CONCLUSION

Disaster recovery and re-entry planning is a complex and multifaceted process that requires careful consideration of various factors.

From collecting accurate and reliable data to incorporating social capital and mental health plans into the recovery process, several critical components must be addressed to ensure an effective and comprehensive recovery effort.

Additionally, it is crucial to engage with and listen to the needs and perspectives of affected communities and to prioritize equity, inclusion, and community-led approaches in the recovery and re-entry planning process.

By doing so, it is possible to not only support the immediate recovery needs of affected communities but also build long-term resilience and preparedness that can help mitigate future disasters' impacts.

Ultimately, disaster recovery and re-entry planning are ongoing processes that require collaboration, communication, and adaptability to achieve its goals.

APPENDIX 1: HAZARD IDENTIFICATION AND RISK ASSESSMENT 2023

Priority	Hazard	Risk Score	Risk Level
1	Forest Fire (Wildfire)	108	Extreme
2	Floods (Watercourse)	72	Extreme
3	Major Road Accident (Vehicular)	72	Extreme
4	Tornado	72	Extreme
5	Wind	72	Extreme
6	Floods (Rainfall / Run-off)	60	Extreme
7	Hazmat (Transportation) - Road	48	Very High
8	Snow	48	Very High
9	Airplane Crash	45	Very High
10	Chemical, Biological, Radiological, Nuclear Event	36	High
11	Hail	36	High
12	High Intensity Residential Fire	36	High
13	Human Health Emergency	36	High
14	Ice Storm	36	High
15	Oil and Gas Emergency	36	High
16	Terrorism	36	High
17	Toxic Gas Release	36	High
18	Hazmat (Fixed Site) - Pipeline / Storage Facility	32	High
19	Hazmat (Transportation) - Rail	32	High
20	Rail Accident	32	High
21	Extreme Cold	30	Moderate
22	Bridge / Structural Collapse	27	Moderate
23	Water Pollution / Contamination	27	Moderate
24	Earthquake	24	Moderate
25	Pipelines	24	Moderate
26	Blizzards	15	Low
27	Extreme Heat	15	Low
28	Civil Disturbance	12	Low
29	Communication Equipment Failure	12	Low
30	Drought	12	Low
31	Water Main Break	12	Low
32	Computer / Hardware / Software Failure	10	Very Low
33	Water Shortage	9	Very Low
34	Farm Animal Disease	6	Very Low

APPENDIX 2: RECOVERY SUPPORT FUNCTION PRIORITIES MATRICES

Economic Recovery Support Function	
Definition	Return economic and business activities (including food and agriculture) to a healthy state and develop new business and employment opportunities that result in an economically viable community
RSF Recovery Priorities	<p>Conduct a preliminary assessment of economic issues and identify potential inhibitors to fostering stabilization of the affected communities.</p> <p>Promote, coordinate, integrate, and collaboration among the economic recovery stakeholders of the affected area to support individual decision-making and leverage existing resources.</p> <p>Ensure the community recovery and mitigation plan(s) incorporates economic revitalization and removes governmental inhibitors to post-disaster economic sustainability, while maintaining the civil rights of citizens.</p> <p>Return affected areas to a sustainable economy within the specified time frame in the recovery plan and as determined by senior leadership.</p>
Primary Department/Agency: Business Development and Economic Development Supporting Departments/Agencies/Organizations: Agriculture, Emergency Management, Chambers of Commerce	

Health and Social Services Recovery Support Function	
Definition	Restore and improve health and social services capabilities and networks to promote the resilience, independence, health (including behavioral health), and well-being of the whole community.
RSF Recovery Priorities	<p>Complete an assessment of community health and social service needs; prioritize these needs based on the whole community's input and participation in the recovery planning process; and develop a comprehensive recovery timeline that includes consideration of available human and budgetary resources.</p> <p>Restore health care (including behavioral health), public health, and social services functions.</p> <p>Restore and improve the resilience and sustainability of the health care system and social service capabilities and networks to promote the independence and well-being of community members in accordance with the specified recovery timeline.</p> <p>Implement strategies to protect the health and safety of the public and recovery workers from the effects of a post-disaster environment.</p>
Primary Department/Agency: Recreation, Parks, and Community Support Supporting Departments/Agencies/Organizations: AHS	

Housing Recovery Support Function

Definition

Implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience.

RSF Recovery Priorities

Assess preliminary housing impacts and pre- and post-disaster needs, identify available options for temporary housing, and support the local development of the plan for permanent housing.

Address affordable, accessible, and workforce housing needs in community recovery planning efforts

Address interim housing needs, assess options for permanent housing, and define an achievable timeline for achieving a resilient, accessible, and sustainable housing market in community recovery plans.

Meet the resilient and sustainable permanent housing needs of the community, including the need for accessible housing and housing options for owners and their household pets within the specified recovery timeframe.

Infrastructure Systems Recovery Support Function

Definition

Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

RSF Recovery Priorities

Facilitate the restoration of and sustain essential services (public and private) to maintain community functionality.

Coordinate and support the planning and operations for infrastructure redevelopment at the local/regional, system-wide level.

Develop infrastructure recovery objectives or plans with a specified timeline for developing, redeveloping, and enhancing community infrastructures to contribute to resilience, accessibility, and sustainability.

Provide access to systems that meet the community needs while minimizing service disruption during restoration within the specified timeline in the recovery plan.

Natural and Cultural Resources Recovery Support Function

Definition

Protect natural and cultural resources and historic properties through appropriate planning, mitigation, response, and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and best practices and in compliance with applicable environmental and historic preservation laws and executive orders.

RSF Recovery Priorities

Complete an assessment of affected natural and cultural resources and develop a timeline that includes consideration of available personnel and budgetary resources for addressing these impacts in a sustainable and resilient manner.

Implement measures to protect and stabilize records and culturally significant documents, objects, and structures.

Mitigate the impacts to and stabilize the natural and cultural resources and conduct a preliminary assessment of the impacts that identifies protections that need to be in place during stabilization through recovery.

Develop a plan to preserve natural and cultural resources as part of an overall community recovery that is achieved through the coordinated efforts of natural and cultural resource experts and the recovery team in accordance with the specified timeline in the recovery plan.

Community Restoration Planning and Capacity Building Recovery Support Function

Definition

Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical- level approaches to meet defined objectives.

RSF Recovery Priorities

Convene an inclusive whole community planning team, identified pre-disaster, which will oversee disaster recovery planning process and activities to reduce recovery risk and increase resilience.

Establish and create an integrated post-disaster recovery plan or strategy that identifies the community vision, goals, initiatives, programs, strategies, and/or projects that communicates the desired outcomes of recovery operations.

Support the identification of achievable and tangible community-based recovery actions and activities that support the community's identified recovery goals.

Develop a unified approach to making investments in resilient infrastructure to enable the community to withstand the effects of a disaster, respond effectively, recover quickly, adapt to changing conditions, and manage future disaster risk.

Donations and Volunteer Management Recovery Support Function

Definition

Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical- level approaches to meet defined objectives.

RSF Recovery Priorities

Provide technical assistance to other agencies that receive offers of goods and services from the community and/or private sector and assist with the processing of those offers.

Liaise with the State Voluntary Organizations Active in Disasters (VOAD) and facilitate the coordination and support of VOAD to assist local response and recovery efforts.

Designate a location (if applicable) for donations from the community and/or private sector, including a website, and process donations and volunteers and make available to support recovery efforts.



ROCKY VIEW COUNTY

EMERGENCY MANAGEMENT

RE-ENTRY GUIDE

June 2024

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1. DOCUMENT AMENDMENT HISTORY

Updates to the Rocky View County Regional Recovery Plan are documented in the table below.

[illegible]

2. ACRONYMS AND DEFINITIONS

Abbreviation	Definition
AAR	After Action Report/s
AEMA	Alberta Emergency Management Agency
EOC	Emergency Operations Centre
GIS Maps	Geographic Information System Maps
HIRA	Hazard Identification and Risk Assessment
HR	Human Resources
MOU	Memorandum Of Understanding
MST	Mountain Standard Time
NDRF	National Disaster Recovery Framework
PDA's	Preliminary Damage Assessments
PFA	Psychological First Aid
PIO	Public Information Officer
REMA	Regional Emergency Management Agency
REMP	Regional Emergency Management Plan

3. INTRODUCTION

3.1 Purpose

This plan outlines protocols for an orderly re-entry process designed for the safe and timely return of citizens, emergency responders, businesses, and critical service providers following an evacuation when re-entry is restricted or not possible.

This plan will be enacted by the Emergency Coordination Center Director or by the Director of Emergency Management, if:

- Rocky View County experiences, with or without warning, disaster conditions, including but not limited to floods, tornadoes, fires, storms, or any combination thereof, that result in (1) a Declaration of State of Local Emergency and (2) an Evacuation Order of all or part of the County by the Director of Emergency Management, and/or Reeve.
- Hazardous material incidents at either a fixed site or in transit, or acts of terrorism, or other events without warning, or any incident that causes wide-scale evacuation may also precipitate the use of this plan.

Rocky View County Communities and Businesses will be allowed re-entry if the County determines that there are suitable conditions, and the area is safe for residential and business re-entry.

3.2 Legislation

The Municipal Government Act and Emergency Management Act establish the province's legal basis and framework for managing emergencies.

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Part 1

Purposes, Powers, and Capacity of Municipalities

Municipal purposes

3 The purposes of a municipality are.

- (a) To provide good government
- (a.1) To foster the well-being of the environment,
- (a.2) to foster the economic development of the municipality,

- (b) to provide services, facilities, or other things that, in the opinion of council, are necessary or desirable for all or a part of the municipality,
- (c) to develop and maintain safe and viable communities, and
- (d) to work collaboratively with neighboring municipalities to plan, deliver and fund intermunicipal services.
- The Emergency Management Act provides the legislative framework for local and provincial management of emergencies and disasters.

3.3 Trigger for Re-Entry

While the trigger for re-entry will be different for each community and each type of disaster, it should occur when the Director of Emergency Management, in consultation with the Incident Commander and the Recovery Manager determines that it is safe to return.

The decision to re-enter may be based on information provided by a few agencies including but not limited to:

- Elected Officials
- Chief Administrative Officer
- Director / Deputy Director of Emergency Management
- Local Emergency Social Services Staff
- Community and Regional Planners
- Law Enforcement, Fire/Rescue and Emergency Medical Services / Public Health and Safety Personnel
- Public Information Officer / Communications
- Public Works / Engineering Departments
- Multi-modal transportations providers
- Supporting social service agencies and volunteer organizations
- Neighboring jurisdictions
- Alberta Emergency Management Agency Field Officers
- School Boards
- Industry
- Utilities / Critical Infrastructure Stakeholders
- Health Authorities
- Environmental Authorities
- Special Interest Groups (livestock producers)
- Regulatory bodies (e.g., Transport Canada)
- Provincial and Federal Partners
- SPCA or Animal Rescue Groups

3.4 Communications

Throughout the re-entry process timely, accurate and consistent communication to residents is crucial. Local authorities should provide regular updates that are accurate, thorough, and coordinated to ensure residents are informed and to dispel rumors.

If available, use of TV, radio, social media, message boards and briefings at evacuation centers all play a part in keeping all affected parties informed. Printed literature in the form of brochures or handouts could also be produced to provide residents and businesses with information.

The appointment of an information officer dedicated solely to this task will greatly assist in this process.

Information to be communicated to communities should include but not be limited to:

- If homes have been destroyed or damaged, the impacted homeowners should be notified prior to any announcement of re-entry.
- How and when re-entry will begin
- If a staged re-entry is required, and when will different groups be allowed to enter the evacuated area and reasons why others are excluded.
- Transportation restrictions
- What the re-entry routes are and if control of these routes has been established.
- Location of any Welcome Centers
- Safety considerations, such as how to obtain emergency assistance and the use of personal protective equipment.
- Any limitations of services
- Guidance on re-entering homes. (Specific information should be available pertaining to restoring of utilities, disposal of spoiled food, etc.)

4. RE-ENTRY PLANNING

4.1 Stage 1 – Damage Assessment

Stage 1 of Re-Entry planning is Damage Assessment. During this stage access should be restricted to agencies and private service providers with key roles in damage assessment.

It is the responsibility of each community to determine the minimum level of service required prior to community re-entry.

To assist with the recovery phase of an emergency or disaster is important to accurately document any damage at all stages of the re-entry procedures.

Initially, resources should provide detailed damage assessment and safety planning. Areas for consideration may include:

- **Structures**

A systematic approach should be introduced to assess all structures for safe access and a system implemented for easy identification of condition. For example, red card for uninhabitable, green cards for habitable. Additionally, it may be helpful to differentiate between residential and commercial buildings.

- **Water and Wastewater Services**

All water and wastewater services should be inspected in accordance with industry standards for damage and connectivity to structures. All source water intakes, water treatment plants, reservoirs, water distribution lines, sanitary lines, wastewater treatment plants, as well as storm water collection and outfall must all be inspected, repaired, and certified to safe conditions. The availability of water and whether it is potable must be known and shared to service providers entering the area at this stage.

- **Air Quality Conditions**

Information about outdoor air quality, particularly when an active fire may still be present in the region, may be provided by Alberta Health, Alberta Environment and Parks. Smoke and other contaminants (e.g., oil and gas release) that may have impacted or caused a poor or hazardous outdoor air quality condition may also penetrate buildings through active or passive intrusion. Service providers returning to buildings which may have been subjected to poor air quality events should enter buildings with caution or consider having them pre-inspected before re-entry depending on the reason for evacuation.

- Gas and Electric

All gas and electric lines and facilities should be inspected by responsible utilities service providers. Services must be restored prior to re-entry.

- Access Routes

A hazard assessment of all transportation modes and associated infrastructure must take place.

- Telecommunications

Voice and data lines, towers and stations must be restored.

- Accommodation / Food

Consideration should also be given to the availability of accommodation and food for contractors if required.

- Consideration of where and how debris (solid or liquid) will be stored, transported, and disposed of.

Secondary hazards (i.e., intrusion of wildlife, infectious disease, proliferation of rodents, flies, or other insects) are more likely if wastes are not considered and controlled early in the planning phase.

This stage allows for the re-entry of agencies and groups that play key roles in restoring normal operations after a disaster.

- Search and Rescue, Law Enforcement

- Infrastructure and Utilities Repair personnel: County and Municipal Agencies must be permitted immediate access to evaluate essential services such as water, lighting, and communications are restored and infrastructure in intact.

- Official Damage Assessment Teams may include Provincial, Municipal Officials and/or Contractors.

- Other personnel at the discretion of the County Emergency Coordination Center or Director of Emergency Management. (Examples may include farmers, business owners etc.)

- Agriculture Services – Enact Agriculture Services Branch for:

- Farmers – to inspect/care for livestock, and farm structures.
- Disposal services for deceased animals/debris removal
- Any other situation that is not covered under this section.

- Any other service deemed necessary by the County.

4.2 Stage 2 – Restoration of Services

Stage 2 of Re-Entry is the restoration of services required in a community to enable safe, sustainable living to an acceptable level. It should be noted that this new level of services is not likely to be the same level services were BEFORE the evacuation.

This stage allows for the re-entry of other critical groups, residents, and businesses. Entry is based on the determination of the Regional Emergency Coordination Centre or the Municipality and public Safety personnel. These necessities represent the bare minimum; full restoration will begin as soon as practicable.

This list is not prioritized.

- Medical Facilities – the minimum level of health services required will need to be defined by Alberta health Services.
- Emergency Services (Fire, Police, Ambulance, 911)
- Water system – functional and able to deliver water, under a boil water advisory if necessary.
- Sewage – collection and treatment system are functioning.
- Garbage – collection and treatment system are functioning.
- Storm water collection and discharge.
- Gas and Electric – Restoration of gas and electric facilities.
- Communications – Restoration of communications.
- Lighting and traffic signals.
- Public Works – Restoration of the public works operations centers, landfill, and waste collection program. The waste collection program should include a specific plan for disposal and decaying garbage white goods, electronics, large amounts of construction and vegetation debris and household hazardous waste.
- Critical Retail – in this context, critical retail consists of a minimum number and types of grocery stores, pharmacies and gas stations that are required to support re-entry. Restoration of these businesses will be done under the control of their owners/managers and will include disposal of any spoiled product, any debris or damage including spoiled food.
- Banking – Facilities should be available for all residents to have access to banking and cash services.
- Donation Management – Capacity to accept and organize contributions.
- Daycare and education facilities.

These groups include the following:

- Relief workers: will be needed to provide food and other supplies for people in impacted areas who did not evacuate.
- Health Care Agencies: hospitals, nursing homes, assisted living facilities, and dialysis centers.
- Grocery Stores, pharmacies, banks, gas stations, and hotels.
- Insurance Agents.
- Agriculture Services – Enact Agriculture Services Branch for:
 - Farmers – to inspect/care for livestock, and farm structures.
 - Disposal services for deceased animals/debris removal.
 - Any other situation that is not covered under this section.
- RVC County and Municipal Officials will make the decision and permit residents and business operators to return to impacted areas based on an overall evaluation of the situation.
- Residents and business operators will be allowed to re-enter their communities when their governing jurisdictions, in consultation with the Regional ECC, agree that the following factors are resolved:
 - Critical Infrastructure: is repaired to provide a basic level of service. Access to water/electricity/gas.
 - Access to major routes is intact and passable.
 - Access to mental health support.
 - Access to food/pharmaceutical/banks/gas stations.
 - Open and safe transportation to/within the community.
 - Public Health: Emergency services are restored, access to emergency medical care/transportation is restored and threats have been minimized.
 - Public Safety: threats/hazards have been minimized.
 - Local government is re-established.

4.3 Stage 3 – Community Re-Entry

During Stage 3, considerations should be given to the size and demographics of the evacuated population.

Within the affected area, certain streets or locations may still be closed. There may be additional law enforcement patrols or other activities to protect life and property.

With large scale re-entry plans, it is considered a Best Practice to establish Welcome Centers. Welcome Centers could also act as a centralized facility for Non-Government Organizations and faith communities.

Information available at the Welcome Centre should include:

- Status of water systems, including quantity and safety of drinking water, ability to use wastewater and storm water systems and the location and access to waste disposal services.
- Clean up procedures and the resources available to assist.
- “Clean-up Kits” could be made available for individuals or businesses returning to their properties.
- Psychosocial assistance that is available.
- Health and Safety advice.
- Insurance advice.
- Communications access.
- “Returning to Your Home” guide provided by service providers or industry.
- Where to get updates on weather conditions, outdoor air quality conditions, or flood/forecast information if applicable.

It is important to note that not everyone will visit Welcome Centers; therefore, it is key to ensure that all available information is duplicated on as many communication methods as available.

4.4 Returning to Your Home

A State of Local Emergency may still be in effect.

You are returning to an area that was affected or had the potential to be affected by an emergency incident. We would like to take a moment to thank you for your patience and cooperation during the evacuation.

Your home may be impacted by smoke, ash, chemicals, structural damage, and water damage. This document is intended to be broad-serving and not all the information may apply to your situation.

Your safe return is our priority. Returning home may be stressful and traumatic. [The following package](#) was created to give you the information of what to do and where to get help.

Some areas will be fenced for safety and security purposes. Please respect these restricted areas and any directions given to you by first responders or utilities workers. Doing so will keep you and your family and other members of the community safe.

We would also like to take a moment to thank you for your patience and cooperation during the evacuation.

Reminders for Residents as they Re-Enter:

- Drones will continue to do low flyovers overnight around the fire to identify hot spots.
- Watch for trees that have been burnt or partially burnt as they can be unstable and fall unexpectedly.
- Wildlife may have taken shelter in/around your home, garage, or outbuildings. Leaving a door open will allow the animals to return on their own to their natural surroundings. Call a Fish and Wildlife officer for animals that appear injured or unwilling to leave.
- Do not allow anyone to enter or play in areas damaged by fire.
- Watch for ash pits which are commonly found in the root systems at the base of trees and in areas with deep organic soil. If you find an ash pit, do not step in or around it.
- Burned trees and branches which can fall over at any time.
- Burning roots can cause trees to fall.

You can find the re-entry information packages here:

- On the Rocky View County Website at www.rockyview.ca
- In print at the Reception Centre located at _____.
- At the front desk of your hotel if you are an evacuee.

Temporary Access Permits

The Temporary Access Permit process is still in place for residents to request access into the evacuation order area. We are accommodating requests into the area when conditions are safe, including for agricultural work.

Complete the temporary Access permit here: www.rockyview.ca / Webpage _____

If you have any questions, please contact Rocky View County at 403-230-1410

4.5 Protect yourself and your family.

4.5.1 Re-enter areas burned by wildfire safely

- **Do not** re-enter any areas that were heavily damaged or destroyed by the wildfire until the area has been cleared by the local fire authority.
- Once you are able to enter burned out areas safely, be very careful. Take basic precautions and be aware of hazards to your health and safety.
- If you or your family becomes injured by fire debris, call Health Link at 811, consult your family physician or the local emergency department. You may need medical attention. Even if a dirty wound or puncture injury does not look severe, it could put you at risk for an infection or for tetanus if your immunization is not up to date.

4.5.2 What hazards should I watch for?

- Slip, trip, and fall hazards from unstable structures, open pits, or wet and slippery surfaces.
- Sharp objects such as nails, metal, concrete or wood debris.
- Ash, soot, and demolition dust.
- Hazardous materials such as kitchen and bathroom cleaning products, paint, batteries, and fuel containers which have been partially damaged or destroyed.
- Confined or poorly ventilated areas where carbon monoxide may be present from the operation of pumps, generators, or pressure washers. **Be careful entering tight spaces.**
- Pesticides or herbicide containers potentially damaged or destroyed.
- Propane cylinders for heating or from BBQ.

Power Lines and Power Poles

Avoid contact with damaged or fallen power lines and power poles. There may be hidden electrical hazards.

4.5.3 What personal protective equipment (PPE) should I use to enter burned out areas?

Use PPE when entering your home. In particular, people with asthma or respiratory conditions should only spend short periods of time in these areas and wear respiratory protection.

Breathing protection:

- Use N95 rated masks to help filter out and reduce exposure to fine dust particles such as ash, soot, and other nuisance-type particles. A mask rated N95, when properly fitted (see next section below) will be more effective than a dust mask or surgical mask in blocking particles from ash.
- Look for “NIOSH 95” on the package. N95 means the mask blocks about 95 percent of particles that are 0.3 microns in size or larger.
- Purchase N95 masks at hardware, safety/construction supply businesses and home improvement centers.
- If you cannot locate N95 masks, a well-fitting dust mask may provide some protection during cleanup.

How to Self-Fit N95 Masks

- Always read and follow the manufacturer's directions when using a mask.
- The mask must cover both the nose and mouth to keep you from breathing in dust and ash.
- If the mask does not have a snug fit, it will not work properly. Correct fit of the respirator requires contact with smooth skin. Masks will not work properly for people with beards or facial hair.
- Always use both straps on the respirator to hold it in place to keep air from leaking around the respirator.
- Do a user seal check, including both positive and negative pressure checks, to verify that you have correctly put on the respirator and adjusted it to fit properly.
 - Negative pressure check - Place both hands completely over the respirator and inhale sharply. Be careful not to disturb the position of the respirator. The respirator should pull into your face. If air leaks around your face or eyes, adjust the nosepiece and straps, and repeat the positive pressure check.

- Positive pressure check - Put your hands over the respirator and breathe out sharply. If your respirator has an exhalation valve be sure to cover the exhalation valve when you exhale. No air should leak out of the respirator if the respirator fits properly. If air leaks out, re-adjust the nosepiece and straps, and repeat the negative pressure check.

Protective clothing, gloves, and boots

- Select “head-to-toe” protection based upon the situation and work to be done. Consider durability, including cut, puncture, abrasion and slip resistance.
- At minimum, wear long sleeve shirts, long pants, or coveralls, leather gloves and boots with thick soles to prevent punctures from sharp objects.

Eye, face, and head protection

- Wear safety glasses or goggles which provide wrap-around protection. Regular sunglasses are not sufficient protection.
- Protective helmets or hard-hats are recommended for clean-up of areas where there is a risk of falling debris due to structural damage to the home.

Hearing protection

- Ear plugs or safety earmuffs should be used when operating heavy machinery or power tools.

5. Tip Sheet 1: Steps to take when you return home.

When returning to a home or business it is best to take extra precautions. Unseen dangers may linger, ranging from gas leaks and weakened foundations to exposed wires and power lines. Using caution can help reduce potential injuries. When in doubt, ask for help or seek advice from an expert.

5.2 Check the status of your property:

- Before you return to your home or business, you are encouraged to check the status of your property.
- Do not enter your home if there is any danger of a structural failure or collapse. Check for any visible structural damage to your home that was caused.
 - Roofs and floors may be damaged.
 - The foundation of your home and any brick or cement fireplace chimney can be severely damaged.
 - The concrete foundation of your home may be cracked. It is an unsafe place for you to be trying to retrieve any items or even to climb down to try to see what damage may have happened.
- Try to return to your property during daylight hours.
- Contact your insurance company to discuss claim options and your bank to discuss mortgage or loan payment deferrals.
- Visually check the stability of the trees around your property. Look for damage on the tree trunk or for visible damage of burned tree roots. Any trees that have been damaged by fire may soon become another hazard. They will need to be cut down and removed.
- If you or your family

5.3 Prior to traveling home, be prepared with the following:

- Food supplies (grocery food supplies may be limited)
- Clean drinking water (a boil water advisory is in effect)
- Medication (pharmacies may have limited stock for some time)
- Boots
- Long pants
- A long-sleeved shirt
- N-95 dust mask (regular dust masks not recommended). N-95 masks are available at hardware stores.
- Gloves
- Camera
- Flashlight

5.4 Safety precautions

- Do not allow children or pets to play in the areas damaged by the fire.
- Check for hazards before entering your house.
- Do not try to use any electrical appliances or power in your home or garage that may have come into contact with fire, water, or fire retardant until they have been cleared for use by a qualified electrician.
- Do a thorough visual inspection (including roofs and floors) of your property. The foundation and any brick or cement fireplace chimney may have been damaged by heat from the wildfire.
- If in the unlikely event you smell natural gas as you enter your home, stop. Leave immediately and contact FORTIS ALBERTA. They will send staff to ensure safe re-entry.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles.
- Beware of dust, ash, broken glass, and other sharp objects. Seek medical attention if you are injured.
- If you have a propane tank system, contact your service provider to do an inspection.

5.5 Natural Gas

- The natural gas will be on unless you turned it off before you left.
- If you need help relighting your appliances, call your natural gas provider or use manufacturer's instructions.
- Never try to turn utilities back on until they have been checked first by your local utility provider and they have told you it is safe to do so. It is possible that your municipality and utility service providers may have had to turn off the supply of natural gas, electricity, and drinking water because of this fire.
- If you smell gas or hear a hissing or blowing sound, open a window and leave immediately. Turn off the main gas valve from exit your home IMMEDIATELY and call your utility provider or 911.
- If you shut off the gas supply at the main valve, you will need a professional to turn it back on. Do not attempt to restore any gas or electricity.
- Do not smoke or use oil, gas lanterns, candles, or torches for lighting inside a damaged home until you are sure there is no leaking gas or other flammable materials present.
- Check for electrical hazards such as exposed wires. Avoid contact with damaged or fallen power lines and poles. If there are any hazards, contact FORTIS ALBERTA at 1-866-717-3133 (24/7)

5.6 Electricity

- Check the electrical system unless you are wet, standing in water, or unsure of your safety.
- If the electricity in your home is off, please check your main electric panel and breaker.
- Simply moving any tripped switches to the “on” position may restore electricity.
- If this does not restore electricity to your home, call FORTIS ALBERTA at 1-866-717-3113 (24/7)

5.7 Appliances

- If appliances are wet, turn off the electricity at the main fuse box or circuit breaker. Then, unplug appliances and let them dry out. Have appliances checked by a professional before using them again. Also, have the electrical system checked by an electrician before turning the power back on.

5.8 Water: Drinking and household use

- You should run one of your taps for 1 – 3 minutes to refresh the taste of the water. You can drink, shower, do laundry and use your water as you normally would.
- Check your water and sewer systems including sump pumps and livestock watering devices.

5.9 Water and Sewage systems

- If pipes are damaged, turn off the main water valve. Check with local authorities before using any water. The water could be contaminated. Pump out wells and have the water tested by authorities before drinking. Do not flush toilets until you know that sewage lines are intact.

5.10 Food and other supplies

- Throw out all food and other supplies that you suspect may have become contaminated or come in to contact with floodwater.

5.11 Your basement

- If your basement has flooded, pump it out gradually to avoid damage. The walls may collapse, and the floor may buckle if the basement is pumped out while the surrounding ground is still waterlogged.

5.12 Cleaning

- If you have smoke contamination, do not throw anything away until you contact your insurance company.
- Disinfect items that may have been contaminated by raw sewage, bacteria, or chemicals. Also, clean salvageable items.

5.13 To assist with smoke decontamination or deodorizing inside:

- Wash interior walls and hard surfaces with a steam cleaner or white vinegar.
- Wash or dry clean clothing, linens, and bedding.
- Wash all moveable items with a steam cleaner or microfiber cloth. This includes children's indoor toys.
- Disinfect and deodorize upholstery and fabric window treatments with spray deodorizing products available at most supermarkets. Do not use outdoor masking spray as they only cover up the problem and do not fix it.
- You can also steam clean items including carpets, window coverings, upholstered furniture, and mattresses. Steam neutralizes the odor and carbon film left by forest fires.
- Consider having heating, ventilating and air conditioning units, and all ductwork professionally cleaned to remove soot, ash, and smoke residue. You can change filters when you first return home and then continue to replace them frequently.

Remember to keep all receipts for cleaning and other expenses to provide to your insurance company for possible reimbursement.

5.14 To assist with smoke contamination or damage outside:

- Pressure wash or scrub exterior surfaces including walls, walks, drives, decks, windows, and screens.
- Wash all children outside toys, play structures, and recreational equipment to remove any residual smoke and ash. Replace the sand in sandboxes and clean sand.
- Cut down and remove any trees around your property that have been damaged by fire.
- Wash your hands if they come in contact with ash.

5.15 Smoke Conditions

- Close doors and windows to keep smoke out.
- Close fresh air intakes from furnace, fireplaces, or stoves.
- Turn on your air conditioning if you have it and set it to circulate.
- Use humidifiers.

5.16 Pets

Watch your pets or other domestic animals closely and always keep them under your direct control.

5.17 Air quality

- People with breathing difficulties may want to delay returning home until the air quality improves.
- If you or any of your family members have breathing difficulties or asthma, take all appropriate precautions to protect yourself.
- Lingering smoke and fire ash at your home and yard can temporarily worsen your personal respiratory issues.
- Smoke can irritate the skin, nose, throat, lungs, and eyes and can cause coughing and wheezing.

5.18 Mental health

- For health advice, information on health services, including mental health services, call health Link at 811.

5.19 Insurance Information

- Take pictures of damages. Keep good records of repair and cleaning costs.
- If you can't remember who your provider is, or can't reach your insurance provider, contact the Insurance Bureau of Canada to help understand fire insurance coverage.
- Phone: 1-844-227-5422 (toll-free) E-Mail: askibcwest@ibc.ca website: www.ibc.ca/ab

6. IF YOU ARE INSURED:

6.2 Take the following steps:

- Contact your insurance company/broker as soon as possible. The sooner the insurance company is notified, the quicker your insurance claim can be processed.
- Assess and document the damage. Take plenty of pictures of the damage to your home and property. This will help your insurance claim.
- Work with your insurance company and their accredited fire restoration companies to try to restore or rebuild your home.
- Try to create an inventory of household items, both inside and outside the buildings, which have been damaged by fire.
- Photograph or videotape the damage as much as possible.
- If possible, assemble proofs of purchase, photos, receipts, and warranties. Take photos of the damage and keep the damaged items unless they pose a health hazard.
- Keep all the receipts related to cleanup, and if you've been ordered to leave your home, keep the receipts for your living expenses.

- Ask your insurance representative what living expenses you're entitled to be reimbursed for and for what period.
- For health advice or information on health services, including mental health services, call Health Link at 811.

6.3 Fire Residue

- Fire retardant contains ammonia which can:
 - sting eyes, cuts, scratches, or sunburnt skin.
 - irritate intact skin.
 - cause coughing/ wheezing.
 - cause gastrointestinal symptoms such as nausea, vomiting and diarrhea if ingested.
- Soot and ash can cause symptoms including:
 - Eye and skin irritation
 - Respiratory issues
- Fire retardants and your pets
 - Thoroughly shampoo any pets that have been exposed to smoke, soot, ash, or fire retardants.
 - Absorb any puddles generated from shampooing with soil/sand.
 - Ensure animals do not ingest water from puddles containing fire retardants or fire residue.
 - If your pet appears to be ill from ingesting fire retardants or fire residue, take them to a veterinarian.

7. Water

Use water safely

7.1 Flushing Your Water System Before You Use It

It is recommended that that you flush your water system to remove all stagnant water from the water lines.

Follow this procedure even if the boil water advisory is still active upon your return home. Repeat flushing once the boil water advisory has been lifted.

- Run all cold water taps for at least 5 minutes before you use them.
- Run all hot water taps for at least 5 minutes before you use them (even if the water is not hot).

7.2 Using Water Safely in Your Home During a Boil Water Advisory

Your home may be under a Boil Water Advisory. The following information explains how to use the water safely for you and your family.

A Boil Water Advisory is issued when harmful germs (e.g., E. coli bacteria, Giardia parasite) may be in a drinking water supply. Drinking water contaminated with these germs can make people and animals very sick. Boiling will kill the germs and make the water safe to drink.

When a Boil Water Advisory has been issued, don't use the water to:

- Drink, make juice, brush teeth
- Cook, make ice, fill a wading pool
- Make baby formula, wash fruits and vegetables, give to your pet

While a Boil Water Advisory is in effect, use boiled water, bottled water, or water from another safe public supply not affected by the advisory. Throw away any ice in your freezer made with the water and sanitize the ice cube trays (see below). Make ice with boiled water that's been cooled.

If you have a weak immune system (immunocompromised), ask your doctor what to do while a Boil Water Advisory is in effect. You might need to use boiled or bottled water to drink and cook with all the time.

You need to boil tap water before it's safe to drink, use, or store. To do this:

1. Fill a pot or kettle with tap water and heat it on the stove until it reaches a full boil. You can also use an electric kettle to do this.
2. Bring water to a rolling boil for at least one minute.
3. Turn off the heat and let the water cool. Once cool, put the water in a clean, disinfected container.

Only boil as much water as you can safely lift without spilling. Put the pot on the back burner. Be careful not to burn yourself or your child.

7.2 Can I use bottled water or buy water from self-serve water dispensers?

Sometimes you can use bottled water, but it depends on when and how the water was bottled. Bottling plants and/or water dispensers that use local water must treat the water to remove harmful germs. Check with an Environmental Public Health Office in your area about bottled water brands or water dispensers that have been treated so the water is safe. You can also use water bottled from another public water supply not affected by the advisory.

7.3 Is the water safe to use in water play areas?

No. The water is not safe to use in water play areas because there's a risk of people swallowing it and getting sick.

7.4 Are their ways to make water safe for other uses?

Water can be made safe from harmful germs for other uses:

- By adding chemicals (e.g., bleach). This water isn't safe to drink, but you can use it for cleaning dishes or areas in your kitchen (e.g., countertops).
- With heat.

Further information on using disinfectants to make water safe is available here:

<https://myhealth.alberta.ca/Alberta/Pages/Using-disinfectants-to-make-drinking-water-safe-when-you-cant-boil-it.aspx>

7. 4 Restoration Contractors

- As much as possible, work with and through your insurance company. They will know reputable restoration contractors that can help you and that know the proper standards to follow.
- If you decide to choose your own restoration contractor, check their references and certifications.
- If anyone in your family is sensitive to chemicals or mold, you need to let the restoration contractor know that so that they can take all necessary precautions.
- If there are questions or issues arising, contact the Service Alberta Consumer Contact Centre (toll free number is 1 877 427 4088). They can help provide you with more information about various consumer issues.

8. WILDLIFE GUIDELINES

- Do not approach or attempt to help an injured or stranded animal. Call your local animal control office or wildlife resource office.
- Do not corner wild animals or try to rescue them. Wild animals will likely feel threatened and may endanger themselves by dashing off into floodwaters, fire, and so forth.
- Do not approach wild animals that have taken refuge on your property.

9. Roles and Responsibilities

9.1 Emergency Coordination Center (ECC)

- Activate the Re-Entry Plan
- Communicate with County, and Provincial ECC on issues relating to re-entry.
- Organize Damage Assessment Teams and First-In Teams within the County
- Provide the Public Information Officer with the Media Release for Permission to Re-Enter Evacuated Zones
- Coordinate all other agencies.
- Communicate condition of homes to residents
- Deactivate the re-entry plan.

9.2 Economic Development

- Work with Director of Emergency Coordination Center to identify essential businesses for re-entry.
Businesses will be contacted based on the following criteria:
 - Stage 1 – Businesses that sustained physical damage.
 - Stage 2 – Businesses that sustained economic damages.
 - Stage 3 – Suppliers and Vendors to first and second tiered businesses
- Set up Business Recovery Hotline – businesses must call this hotline and register to be eligible for monetary relief. Businesses must also provide the County with a business license number. This information will aid in identifying immediate needs of the business community.
- Provide Disaster Response Assistance Program information to businesses at Reception Center (s)
- Set up Business Recovery booth at Reception Center to support local businesses to provide assistance which consists of:
 - DRP assistance information/applications
 - Types of assistance programs available (monetary etc.)
 - Insurance information
 - Any other information deemed necessary by the DEM and/or Economic Development Manager

9.3 Public Information Officer

- Establish public information regarding re-entry forms of identification, checkpoints, curfews, roadblocks, local hazards etc.
- Broadcast of the Media Release for Permission to Re-Enter Evacuation Zones etc.

9.4 Infrastructure and Operations

- Provide signage and barricades for re-entry, if required.
- Verifies the structural safety of re-entry routes (roads, bridges, railways, waterways, airstrips etc.)

9.5 Fire Unit

- Carry out tasks as per direction from Operations Section Chief.

9.6 Law Enforcement

- Establish and monitor checkpoints and set up roadblocks in areas of the County as specified by the Director of Emergency Management and/or Operations Section Chief
- Provide security against looting and theft.
- Enforce curfews within specified areas, if required
- Monitor road conditions and report traffic flow.
- Work in conjunction with Emergency Social Services at the reception center (s) and:
- verify credentials of residents for re-entry into the community

9.7 Emergency Social Services

- Report to Operations Section Chief or if in Reception Center to Reception Center Manager.
- Identify reception center location, and set up of reception center (s) in conjunction with the Canadian Red Cross
- Set up the Verify Credential Verification Area (CVA) in the reception center.
 - Work in conjunction with Enforcement – Enforcement to verify credentials.
 - ESS to hand out hang tags for personal vehicles.
 - Track hang tags by number, and record on tracking sheet what resident has what hang tag number.
- Obtain Condition of Home List Notice from the ECC director, and post in reception center (s) – if required
- Post Re-Entry Notices in Reception Center (s) for residents to view – if required

9.8 Damage Assessment Task Force

- Reports to Operations Section Chief
- Inspects/assesses Structures (Engineering, Building Safety Codes)
- Municipal Utilities
- Air Quality
- Gas and Electric
- Access Routes

9.9 Telecommunications

- Report into Operations Section Chief
- Establish interrupted communication systems in conjunction with Utility Company (s)

10. Re-Entry Procedures

10.1 Roadblocks

The strategic location of roadblocks is an important part of the re-entry process. Roadblocks are commonly used to seal entry points into devastated areas for two main reasons. First, roadblocks are used to prevent mass entry of the civilian population, which can clog rescue routes. Second, roadblocks are an efficient way of deterring looting and other acts of lawlessness. Law enforcement officers will set up roadblocks where they deem necessary. Roadblocks may be established as far out as the County line. Municipal line or another established perimeter may be established based on the emergency. Depending on the need, roving patrols may be implemented to support roadblock activities.

10.2 Check Points

Law enforcement officers will be primarily responsible for establishing and staffing check points for re-entry into their respective Municipality. The Emergency Coordination Center (ECC) is responsible for establishing check points, credentialing centers (if necessary), mutual aid requests and the coordination of resources and requests. *In order to expedite the re-entry process, check points will be set up for identification verification. Every effort will be made to assist residents returning to their homes and businesses. In addition, law enforcement may reduce traffic lanes to better manage checkpoints.*

10.3 Curfews

Curfews may be accomplished by a State of Local Emergency. Depending on the intensity of the disaster and the level of damage, the County may institute curfews and other crime prevention or anti-looting measures. The decision to implement curfews and the duration will rest with the Reeve and/or Director of Emergency Management.

Anti-looting patrols may be established and assigned to residential communities. Law enforcement may establish security for establishments that possess items harmful to the public (e.g. weapons and ammunitions) or items essential to the public welfare (e.g. medical supplies)

10.4 Credential Verification Area (CVA)

CVA will be set up at reception centers. The CVA will assist with identification and distribution of hang tags for residents and business owners who did not obtain one prior to evacuation.

10.5 Hang Tag System

A vehicle hang tag system has been established and is being administered by Rocky View County for residents and businesses.

Single vehicle – require numbered hang tag from check point. Hang tag to be returned upon exit of community/look and leave.

County Provided Transportation - require numbered hang tag from check point. Hang tag to be returned upon exit of community/look and leave.

10.6 Drive Through

Insert process (don't get off the bus etc.)

10.7 Look and Leave

If conditions warrant, a “look and leave” policy may be implemented to allow the public to assess damage to their property prior to cancellation of the Evacuation Order. If a look and leave period is implemented, strict time frames will be announced for the residents to enter and leave, and it will be implemented based on quadrants. Based on County planning residents and business owners will be able to enter the community either through personal vehicle or transportation provided by the County. This limits the number of residents entering the affected area and allowing a safe process for all involved.

If a look and leave order is issued, and the County determines that personal vehicles are allowed for entry, residents must:

- Proceed to identified checkpoint.
- Provide identification at checkpoint and check in.
- Enforcement to provide hang tag identification to each vehicle.
- Residents to sign out when done and provide hang tag identification back to enforcement at check-in point.

10.8 Photo Identification of Homes and Businesses

- Rapid damage assessment team is to take pictures of each house/business assessed and send in to the ECC in conjunction with the written inspection report. This will aid the ECC in determining the re-entry procedure.

11. Resident Re- Entry Identification Procedures

11.1 Identification

Identification procedures are intended to provide uniform guidance to law enforcement personnel who are directing access to disaster-impacted communities.

11.2 Resident Identification

Driver's license and/or one of the following:

- Utility Bill
- Mortgage documents
- Property tax document
- Vehicle registration
- Voter registration

11.3 Business Re- Entry Identification Procedures

Business Owners Identification

Driver's license and/or one of the following:

- Document(s) showing ownership or rental of business.

Employees of Businesses Identification

Driver's license and/or one of the following:

- Business photo identification
- Recent business pay stub
- Recent letter from business owner on business letter head
- Other forms of identification may be accepted at the discretion of law enforcement.

Vendors of Businesses Identification

- Bill of lading
- Packing order
- Manifest
- Other documents identifying what and to whom.

(Make hazard specific for resident re-entry info) how to re-enter after a fire, flood, etc.
Community Re-Entry Tool Kit

12. CONSIDERATIONS FOR STAGE 1 ENTRY – Closed (Essential Services)

SERVICE	POINT OF CONTACT TELEPHONE # AND EMAIL	ADDITIONAL INFORMATION
Access/Egress routes, traffic control and checkpoints		
Rapid Damage Assessment Tool – id for damage assessment for homes and businesses		
Structural Assessment		
Hazardous Materials Assessment		
What critical infrastructure needs to be restored?		
Utilities – Gas		
Utilities – Electric		
Utilities – Water		
Utilities – Sewage		
Access HWY/Bridges		
Cellular / Landline Communications		
Air Quality Assessment		
Communications Plan		
Control of Entry Identified		
Storm Water Management System		
Means of Vehicle and Personal Identification Established		
Agriculture – allowing farmers access to assess animal welfare etc.		
Removal of dead animals – refer to Livestock ERP for safe removal process		

13. CONSIDERATIONS FOR STAGE 2 ENTRY – Limited (Restoration of Services)

SERVICE	POINT OF CONTACT TELEPHONE # AND EMAIL	ADDITIONAL INFORMATION
Health Services		
Emergency Services – hospitals, nursing homes, assisted living facilities, dialysis centers, ambulances, emergency medical care		
Utilities – Gas		
Utilities – Electric		
Utilities – Water		
Utilities – Sewage		
Air Quality Assessment		
Public Works		
Health Inspectors		
Critical Retail		
Banking		
Hotels		
Gas Stations		
Pharmacies		
Grocery Stores		
Insurance Agents		
Ability to accept/organize contributions/donations		
Environmental Inspectors		
Agriculture – allowing farmers access to assess animal welfare etc.		
Removal of dead stock – refer to Livestock ERP for safe removal process		

14. CONSIDERATIONS FOR STAGE 3 ENTRY – Open (Community Re-Entry)

Community Re-Entry Package

SERVICE	POINT OF CONTACT TELEPHONE # AND EMAIL	ADDITIONAL INFORMATION
Welcome Center Established		
Key NGO's Available – Red Cross, Salvation Army, St. John Ambulance, Team Rubicon, Samaritans Purse		
Information on condition of homes available – How is this information being given to residents? Geospatial, digital photos, google maps etc.		
Insurance Information/personnel available		
Available Communications		
Faith Communities available		
Mental Health Services available		
Information Packages Available for residents (AHS, Fortis, Atco, EPCOR, TELUS/Rogers, etc.) Including – What to do checklists		
Agriculture – Refer to Livestock ERP		

15. Phone Numbers

Rocky View County Office	403-230-1401
Emergencies (police, fire, paramedics)	9-1-1
HEALTH Link (24-hour medical advice)	8-1-1
Community & Social Services	2-1-1
Distress Centre	403-266-4357
Kid's Help Phone	1-800-668-6868
Mental Health Help Line	1-877-303-2642
Poison & Drug Line	1-800-332-1414
Suicide Prevention Line (Distress Centre Crisis Line)	403-266-4357
Fortis Alberta	403-310-9473
AltaGas Utilities	1-866-222-2068
Trans Alta	403-267-7110
TELUS Mobility	611 on your TELUS mobile phone or 1-866-558-2273
TELUS Internet	1-888-811-2323
Rocky View County Urgent Issues Line (Flooding, missing traffic signs, road obstructions, loose animals on roads, problems with County-provided water or sewer services, etc.)	403-230-1401

Insurance Contact Information

Insurance Bureau of Canada – General Insurance Questions	1-844-227-5422
Email - askibcwest@ibc.ca	

Fish and Wildlife – 1-800-642-3800 (24/7)

Wildlife may have taken shelter in/around your home, garage, or outbuildings. Leaving a door open will allow the animals to return on their own to their natural surroundings. Call a Fish and Wildlife officer for animals that appear injured or unwilling to leave.

Emergency Help Numbers

Emergencies (police, fire, paramedics)	9-1-1
HEALTH Link (24-hour medical advice)	8-1-1
Community & Social Services	2-1-1
Distress Centre	403-266-4357
Kid's Help Phone	1-800-668-6868
Mental Health Help Line	1-877-303-2642
Poison & Drug Line	1-800-332-1414
Suicide Prevention Line (Distress Centre Crisis Line)	403-266-4357
Rocky View County Urgent Issues Line (Flooding, missing traffic signs, road obstructions, loose animals on roads, problems with County-provided water or sewer services, etc.)	403-230-1401

Business Support Contact Information

Insurance Bureau of Canada – General Insurance Questions Email - askibcwest@ibc.ca	1-844-227-5422
Rocky View County Business Recovery Hotline	1.403.520.1401
AgriStability - Federal	1-866-949-8506 TDD/TTY 1.613.773.2600
AgriRecovery - Federal	
Canada Small Business Financing Program Directorate (Open 8:30am to 4:30pm Eastern Standard Time)	1-866-959-1699
Alberta Emergency Management Agency Disaster Response Assistance Program	1-780-422-9000 Toll Free: 310-000 then 1-780-422-9000
Community and Regional Economic Support Program (CARES) https://www.alberta.ca/community-regional-economic-support-program.aspx	Email: ARES.program@gov.ab.ca
Canadian Red Cross Small Business Financial Support http://www.redcross.ca/how-we-help/current-emergency-responses/british-columbia-fires/support-to-small-business	
Community Futures Community Economic Development	1.877.482.3672
Business Development Bank of Canada https://www.bdc.ca/en/contact_us/pages/default.aspx	1-877-232-2269
Business Link	1-800-272-9675

16. Tip Sheet 2 - Personal Hygiene

Can I use the water to wash my hands?

While a Boil Water Advisory is in effect, you can use the water to wash your hands. Wash your hands with tap water and soap, making sure to lather for at least 20 seconds. Rinse your hands well with running water and dry them with a paper towel. After you dry your hands, use an alcohol-based hand sanitizer with more than 60% alcohol.

Can I take a bath or shower?

Healthy adults can take a bath or shower while a Boil Water Advisory is in effect. Don't swallow any water. An older child can take a shower with a hand-held showerhead, but don't spray any water near the face. Give your baby or young child a sponge bath to make sure he or she doesn't swallow water.

If you have an open wound, cut, blister, or a recent wound from surgery, use boiled or bottled water so you don't get an infection.

Can I brush my teeth?

To brush your teeth while a Boil Water Advisory is in effect, use boiled water that's been cooled, bottled water, or water from another safe source.

Can I wash my laundry?

While a Boil Water Advisory is in effect, you can continue to do your laundry as you normally would.

Cooking and Cleaning

If I have a water filtration device, is the water safe to drink or cook with?

If you have a water filtration device, do not use the water while a Boil Water Advisory is in effect. Many filtration devices don't remove harmful germs.

Can I drink coffee made with untreated water?

While a Boil Water Advisory is in effect, you can use your coffee maker if it heats water to a minimum of 70 °C. Most germs are killed at this temperature. Test the coffee temperature with a thermometer. Let the coffee sit in the pot for at least five minutes before you drink it. If your coffee maker doesn't heat the water to at least 70 °C, use bottled or boiled water to make coffee.

Can I wash dishes by hand?

While a Boil Water Advisory is in effect, wash, and rinse dishes with hot water as you normally would. After dishes have been rinsed, they will need to be sanitized to reduce germs to a safe level. To do this, soak your dishes for at least two minutes in a bleach solution. To make a bleach solution, add 10 mL (2 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite) to 5 liters (20 cups) of warm water. Let the dishes air dry completely.

Can I use my dishwasher?

You can use your dishwasher if it works well and has a hot temperature setting or sanitizer cycle. If your dishwasher doesn't have a hot temperature setting:

1. Stop the dishwasher at the rinse cycle.
2. Add 20 mL (4 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite).
3. Restart the dishwasher.
4. Let the dishes dry completely on the heated dry cycle.

How do I sanitize my countertop, cutting board, or other kitchen surfaces?

Wash kitchen surfaces with soap or rinse and sanitize with a bleach solution. Make a new bleach solution every day so it works well to kill germs. You need to do this because bleach breaks down quickly once it's mixed with water.

To make a bleach solution, add 5 mL (1 tsp.) of liquid, unscented bleach (5.25% sodium hypochlorite) to 1 liter of room temperature water (must have been boiled, bottled, or hauled). Spray or pour the solution on surfaces that food will touch and let it sit for at least 2 minutes. Don't use vinegar to sanitize because it doesn't kill germs.

Storing water during a boil water advisory

You may need to store water for use while a Boil Water Advisory is in effect. The information below provides on storing water safely.

What types of containers can I use to store water?

Store boiled water in clean, disinfected, plastic, food-grade bottles, or containers. Make sure they're airtight, sturdy, and won't break easily. You can buy containers at department or camping supply stores, or use clean, disinfected 2-litre plastic pop bottles with tight-fitting screw caps to store water.

If you're storing a lot of water (e.g., in 10-litre or 18-litre water containers), make sure everyone in the home can lift the full containers. One liter of water weighs about 1 kg (2.2 lbs.).

What types of containers can't be used to store water?

Don't store water in:

- Containers that were used to hold chemicals (e.g., bleach, laundry detergent).
- Milk or juice containers made of plastic or cardboard.

How do I clean and disinfect water storage containers?

- Wash out the storage containers with hot, soapy tap water and rinse them.
- Mix 5 mL (1 tsp) of unscented, liquid household chlorine bleach (5.25%) with 1 liter of safe water (boiled or bottled water). Don't use bleach that is scented, color-safe, or with added cleansers.
- Pour the bleach and water mixture into the container. Close the container and shake it well for 30 seconds.
- Pour out the mixture and rinse the container with safe water.

How much water do I need to store?

Store at least a three-day supply of five liters of water per day for each person or pet in the home. This would mean at least 15 liters of stored water for each person or pet. If you can, store a two-week supply, which would be about 70 liters per person or pet.

How do I store water?

- Store water in a cool, dark place. Put the containers in dark, plastic bags to keep the light out.
- You can store treated water in well-sealed containers for 6 months. Write the fill date on the containers so you know how long they are safe to use.
- Commercially bottled water is safe to keep for one year if it's in the original, sealed container. Use all the water in one bottle before you open another one. Check the expiry date before you use bottled water.

Before you use water in your home:

- Remove all aerator or screen devices from faucets.
- Run hot and cold-water faucets for at least five minutes before you use them.
- If you live in an apartment or condominium, run all faucets for at least five minutes, until the water is clear and any air in the plumbing has been released.
- Rinse out any sediment or debris from the aerator or screen devices and put them back on the faucet.
- Flush, clean, and sanitize appliances with water line connections (e.g., fridges with water and ice dispensers) following manufacturer's instructions.
- Disinfect water filtration devices following manufacturer's instructions.
- Run your water softener through a regeneration cycle following manufacturer's instructions.
- Replace filters on any tap water filtration devices and flush the fixture according to the manufacturer's directions.
- Hot water heaters and hot water heating systems may require that some water be drained to get rid of any sediment.

What to do with your private well or cistern:

Your well or cistern may be physically damaged, and your water supply may be contaminated by harmful germs (bacteria) due to a loss of pressure. Conduct a physical inspection of your well or cistern and test your water for bacteria before you begin using it.

Don't drink untreated water until you get your test results back. Use the water as if a Boil Water Advisory is in effect. More information is available in Section 2 above.

Check for damage in the water system components, including:

- Power supply
- Above-ground piping or the cistern
- Water treatment equipment
- Well cap or cistern lid

If you see any damage, contact the appropriate licensed contractor to repair the damage.

Test your water supply:

Contact Environmental Public Health, Calgary Zone find out where to pick up water sample bottles and drop off water samples.

Information on how to collect a water sample is available at:

[Sample Your Water | Alberta Health Services](#)

Information on how to understand your Drinking Water Bacteria Testing Results is available at:

[Understanding Your Drinking Water Bacteria Testing Results \(alberta.ca\)](#)

If your water supply is contaminated:

If your water supply is contaminated, you will need to shock chlorinate your well and/or clean and disinfect your cistern.

17. Restore your home.

17.1 Discard items impacted by smoke, heat, ash, and chemicals

Food, medicines, cleaners, cosmetics, and other toiletries can be damaged by heat, smoke, and lingering chemical residues.

There will be items that, after inspection of your fire-damaged home, need to be properly disposed of. Before disposing items, make sure that you inventory those items as part of your fire insurance claim.

17.2 Foods

- Take stock of the foods in your home that you can see.
- For insurance purposes, take plenty of photos and write down an inventory of the contents of your fridge(s) and freezer(s).
- Your fridge and freezer may have been without power for some time now and could smell.
- Check the food in your home and **discard**:
 - Food stored in the refrigerators, coolers, and freezers IF the temperature was greater than 4°C **at any time**. Please note that the temperature may have exceeded 4°C when the power was disrupted and then returned to 4°C.
 - Any food that has spoiled, even if the cooler always remained at 4°C.
 - Open foods.
 - Fire or smoke damaged foods like dry goods (i.e. flour, sugar, spices, etc.) even if the package isn't open.
 - Unrefrigerated raw vegetables or fruits.
 - Foods that were stored in porous containers (e.g. cardboard, foam containers, etc.).
 - Canned food where the can is bulging, rusted, or dented.
 - Jarred foods, as the heat from the fire likely compromised the safety seal.

17.3 Be safe. If in doubt, throw it out.

- Clean and disinfect all canned foods before opening to make sure that the contents aren't contaminated.
- Contact your insurance company to see if you need to replace your fridge or freezer, or if you have coverage for a new fridge or freezer. Follow the Rocky View County Re-entry Information Package guidelines for discarding fridges and/or freezers, if required.
- If you are keeping your fridge or freezer, clean, disinfect, and deodorize your fridge and freezer once you have discarded the spoiled food. To do this:
- First unplug the fridge and freezer.

- Rinse or blow out the coils and compressors on the fridge and freezer.
- To clean the inside, use soap and water and then rinse with clean water.
- Sanitize the inside with a bleach/water mixture made by mixing 1 teaspoon of ordinary household bleach for every 4 cups of water.
- Leave the doors of the fridge and freezer open to help them dry out.
- Once the appliance is dry, reconnect the power.
- Wait until the inside temperature of your fridge has reached 4C before restocking it with food.
- Wait until your freezer temperature is at -18C before restocking it with food.

17.4 Medications and Toiletries

- For insurance purposes, take plenty of photos and write down an inventory of the contents of your medicine cabinets and cupboards.
- Discard any medicine, cosmetics and toiletries exposed to smoke or high temperatures, even if the package isn't opened.
- Follow current local guidelines on where medicines and other chemicals may be discarded.

17.5 Clean up smoke damage and soot

There may be smoke damage and soot in your home after the fire. Contact your insurance company and fire restoration company as soon as possible. The fire restoration contractor will be able to give you more information about:

- How to prevent further damage,
- Help you determine which things can or cannot be properly cleaned,
- Help to thoroughly clean and deodorize your home before you move back in.

As with hiring any service, be clear ahead of time whether it is you or your insurance company that will pay, get estimates in writing, and get a referral from your insurance company or other customer if possible. If you don't hire a fire restoration company, you can do things like:

- Use PPE as appropriate, such as masks, rubber gloves, rubber boots, long sleeved shirt, and pants.
- Contact the local landfill to determine where and how hazardous materials, including ash, should be disposed.

17.6 Exterior

- Use a hose, sprayer, or pressure washer on the exterior of your home, driveways, walkways, vehicles, patios, decks, and outdoor furniture. Rinse off air intakes and air conditioners. Be sure NOT to use air hoses or leaf blowers — you do not want to drive more contaminants into your house.
- Be careful when using pumps, pressure washers or generators in enclosed spaces. Carbon monoxide may be present in confined or poorly ventilated areas where from the operation of pumps, generators, or pressure washers.
- Attic insulation can retain smoke odors, and you may wish to consider replacing it.
- If you have a private septic system, check the area around your system for damage, like sewage leaks.
- Contact a sewage disposal professional if you find damage to your septic system.

17.7 Air Circulation

- Get the air moving inside your house by using a fan and open your windows, providing there is no smoke or air quality advisory for your neighborhood.
 - o Stay indoors
 - o Close all external doors and windows
 - o Turn off the ventilation as much as possible for air conditioners and furnaces.
- Replace your furnace filter.
- The use of humidifiers can reduce how much ash becomes air borne.
- Have a professional do a cleaning on your ducts and air conditioning system.
- Ozone generators do not function as “air cleaners” despite advertising claims.

17.8 Interior Surfaces

Wash all interior surfaces with mild detergent or appropriate cleaning solution and rinse thoroughly. Include the inside of closets, cupboards, drawers, and other locations if there is any ash, dust, or the odor of fire.

Wash interior of windows thoroughly.

Wet wiping or mopping is safer and more effective than dry or dust mopping. Change the water if it gets dirty and dispose of the solution out of the house.

Only vacuum with a unit which has a “HEPA” filter which can catch ash particles. Using unfiltered vacuums will just move the ash around the house. Change your HEPA filter frequently.

Ash left in place is reduced into smaller particles and becomes harder to remove from carpets and surfaces.

Wash and clean all ash-contaminated household items with mild detergent, changing the water frequently.

17.9 Fabric, carpets, and clothing

- Soot is oily and can stain carpets, curtains, and soft furnishing. It must be removed before you try to clean or deodorize those items.
- Steam clean carpets, drapes, curtains, and furniture, changing the water frequently.
- Launder or dry clean all affected clothing and other materials. You may have to run numerous rinse cycles to extract all materials. Consider doing this laundering off-site using a machine tagged for heavy contaminants at a laundromat. These are usually marked as “oilers.”

17.10 Electronics

- It is recommended that you carry all electronic equipment outside and “blow out” the components with an air hose, before using. Ash can cause static charges.
- Consider unplugging, rolling out and either blowing out or rinsing the coils and compressors on your refrigerators and freezers (they must dry completely before repowering).

17.11 Repair water damage

- If your home was damaged by water, you will need to get rid of all excess water to prevent potential for mold growth.
- Before starting any work, ensure proper PPE is worn, such as a mask and rubber gloves.
- To help prevent mold growth, any water-damaged or water-stained surfaces and appliances should be checked for damage. Clean the affected areas using warm water and soap first. Then disinfect the surfaces with a 1:10 parts household bleach to water solution (1 tsp bleach in 750 ml of water or 1 capful bleach in 1 gallon of water).
- Dry all wet items as soon as possible.
- Wet or waterlogged carpeting should be dried as quickly as possible, and any underlay should be removed.
- Steam cleaning carpets with a disinfectant should be adequate.
- You may need to use a dehumidifier to help to remove excess moisture from the air inside your home.
- Let your insurance company and restoration contractor know as soon as possible if you find any visible mold growth or smell mold inside your home.
- If you discover a small amount of mold (typically under 10 square feet), and you wish to complete the work yourself, more information is available here: _____

17.12 Clean your yards and outdoor play areas

Your yard and surrounding areas may be impacted by fire ash and soot. These materials will contain polycyclic aromatic hydrocarbons (PAH,) as well as heavy metals. A fire restoration contractor will be able to provide clean-up services.

If you decide to manage this yourself:

Use PPE as appropriate, such as masks, rubber gloves, rubber boots, long sleeved shirt, and pants.

Wet down remaining fire debris. **Do not** wash the fire debris into the street.

Scrape up fire ash and soot remaining on your property as much as possible, place it in plastic bags or other containers that will prevent it from being disturbed and take it to a landfill.

If your home/property was totally destroyed by fire, then the restoration company will look after this for you as they begin the demolition and recovery process.

If you choose to remediate lawns, you can re-sod or reseed grassy areas.

Consider adding new, clean soil to gardens if you suspect or know the area was impacted.

For children's play areas and equipment, clear away any debris and ensure water that may have been used in the fire is gone.

If there is fire or structural damage to play equipment, consider blocking access to the area until play equipment is repaired or replaced.

Use mild detergent and clean water to wash children outside toys, play equipment, and recreational equipment.

Sand, gravel, or other loose materials placed beneath playground equipment should be removed and replaced whenever there is visible presence of ash, silt, and small debris.

If you suspect or know a sand box was impacted by fire or firefighting materials, the sand should be replaced.

17.13 Clean up fire retardant and residue

Some fire retardants can make people and pets sick if ingested. Fire retardants can cause eye irritation, dry skin, and stinging to cuts and scrapes on your skin. Consult your family physician as soon as possible if you experience any reaction to these products.

If your home was sprayed with fire retardants or was impacted by windblown fire retardant, these products need to be removed from the outside siding and roof of your house, your vehicles, and any outside toys, furniture, tools etc. A fire restoration contractor will be able to help you with this.

If you decide to manage this yourself:

Wash down your home's roof and siding, vehicles, and outdoor patio furniture with clean water.

To clean windows and glass, use clean water and a razor blade tool to help to remove the sticky residue.

Rinse retardant off vegetation.

Never use bleach, as the reaction between bleach and the fire retardants will produce harmful and explosive gases.

Use mild detergent and clean water to wash children outside toys, play equipment, and recreational equipment to remove any residual fire retardant.

Keep your pets and children away from any water pooling from these cleaning activities.

17.14 Clean up lawns, gardens, and vegetation

- Absorb any standing water containing fire retardant materials with soil or sand
- Regularly wet down your garden and lawn until the smoke and ash have been diluted and/or reabsorbed into the air. Ash and soot on vegetation will continue to emit smoke odors for some time.
- Rinse fire retardant off vegetation such as trees, shrubs, and plants, if possible.
- It is not safe to eat fruits or vegetables that were growing above ground during the fire
- It is not recommended that you eat vegetables growing below soil that was affected by fire

For additional information on wildfire recovery please go to the following Environmental Public Health website:
<http://www.albertahealthservices.ca/eph/page14085.aspx>

18. Governance

18.1 Public Safety Canada

- Provinces/territories request disaster financial assistance when eligible expenditures exceed an established initial threshold.
- Eligible expenses: evacuation operations, restoring public works and infrastructure to pre-disaster condition, replacing/repairing basic essential personal property of individuals, small businesses, and farmsteads.

18.2 Agriculture:

- AgriStability: Payment when your current year program margin falls below 70% of your reference margin. (e.g., drought)
- AgriRecovery: Disaster relief framework which provides a coordinated process for federal, provincial, and territorial governments to respond rapidly when disasters strike, filling gaps not covered by existing programs.
- Canadian Agriculture Income Stabilization Program- provides Canadian agricultural producers with a long-term whole farm risk management tool that protects against both small and large declines in farm income.
- Agri Insurance Program- a federal-provincial-producer cost-shared program that stabilizes a producer's income by minimizing the economic effects of production losses caused by natural hazards. Agri Insurance is delivered provincially. In Alberta, it is through the Agriculture Financial Services Corporation.

18.3 Canada Revenue Agency:

Tax relief: Forgive penalties and interest when circumstances beyond a taxpayer's control (e.g. disasters, civil disturbances, serious illness)

18.4 Other federal programs specific to business:

- Farm Credit Canada- a crown corporation: Lend money and provide other services to primary producers, agri-food operations and agribusinesses that provide inputs or add value to agriculture. Flexible payment arrangements and government-backed loan guarantees may be available to agricultural producers to support recovery from disasters.
- **Employment and Social Development Canada- Work-Sharing Program:** An adjustment program designed to help employers and employees avoid layoffs when there is a temporary reduction in the normal level of business activity that is beyond the control of the employer. The measure provides income support to employees eligible for Employment Insurance benefits who work a temporarily reduced work week while their employer recovers. It is a three-party agreement involving employers, employees, and Service Canada. Employees on a Work-Sharing agreement must agree to a reduced schedule of work and to share the available work over a specified period of time.

- **Industry Canada Small Business Financing Program:** Loans can finance the cost of:
 - the purchase or improvement of land or buildings used for commercial purposes.
 - the purchase or improvement of new or used equipment.
 - the purchase of new or existing leasehold improvements (i.e. renovations to a leased property by a tenant)

Other types of financial support communities should explore:

- Bridge Loans
- Business Grant Program
- Forgivable Loans
- Revolving Loan Funds
- Canadian Red Cross
- United Way
- Community Co-Op's
- Foundations
- MOUs with local banks through BRZ's or chambers
- Crowdsourcing
- Rotary International
- Donations and sponsorship

19. CHECKLISTS

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