

City of St. John's

EMERGENCY
Management PLAN

July 20, 2021

ST. JOHN'S

City of St. John's Emergency Management Plan

Approved in Principle.

Date:

July 26, 2021

Mayor signature:

[Handwritten Signature]

Approved by Emergency Services Division – Department of Justice and Public Safety

Date:

August 30, 2021

Director signature:

[Handwritten Signature]

Adoption by Council

This Municipal Emergency Management Plan for the **City of St. John's** has been approved by the Director of Emergency Services and has now been adopted during a sitting of the Council on the 13 day of the 12 month of 2021. _____

It is also explicitly recognized that this MEMP is valid for a period of only 3 years. Within 3 months after the 3-year Adoption Anniversary Date, a copy of the Reviewed/Revised and Approved or Signed MEMP must be submitted to the Regional Emergency Management and Planning Officer. This is required for initial REMPO MEMP review process, the step immediately prior to the subsequent full review and approval protocol by the Direction of Emergency Services and the Emergency Services Division within the Department of Justice and Public Safety.

Danny Breen

Mayor (print name)

[Handwritten Signature]

Mayor (signature)

Karen Chafe

City Clerk (print name)

[Handwritten Signature]

City Clerk (signature)

Jennifer Squires

Witness (print name)

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Witness (signature)

REVIEWS

MONTH	DAY	YEAR	BY

PLAN REVISIONS

MONTH	DAY	YEAR	BY
November	02	2015	D. Day
August	14	2017	D. Day
July	25	2021	D. Day

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Forward

The City of St. John's is the capital city of the Province of Newfoundland and Labrador and is home to international port and airport. The City is also the primary base of operation for Provincial and Federal Government operations, and provides many regional services such as water supply, waste management, transportation and fire and emergency response. These factors, combined with a population of more than 108,000 local residents and over 214,000 census metropolitan area residents, contribute to increased potential for emergency situations to occur.

Municipalities routinely respond to situations requiring fire, police, ambulance, and public works services; however, some situations have the potential to escalate beyond the scope of normal operations. These situations need to be dealt with via an emergency plan. The City's Emergency Management Plan is meant to be an "**All Hazards**" document, adaptable to any emergency.

This document is a tool to assist emergency personnel in their response to such situations. To use this tool to its full potential, it is important that emergency personnel be aware of their roles and responsibilities within the response framework.

Section I - Introduction

Plan Maintenance

Review and maintenance of this plan shall be completed by the Manager of Emergency and Safety Services, in consultation with the Emergency Coordination Center Committee (ECCC). The ECCC shall be responsible for keeping the Plan (and its appendices) current with respect to legislation, agency roles and responsibilities, and any other pertinent information. City departments are responsible for reviewing and amending their department policies, protocols and guidelines that support this Plan.

Departments shall advise of any changes that affect the Plan to the Manager of Emergency and Safety Services by **September 15th of every year**. The ECCC shall review and revise the Plan, and amendments shall be distributed to the Plan holders (see **Appendix E**, Plan Distribution List).

This Plan may only be amended with the approval of Emergency Services Division within the Department of Justice and Public Safety- Newfoundland and Labrador and subsequent approval of Council. The appendices do not form part of the Plan. Proposals for amendments to the Plan or its appendices shall be submitted to the ECCC through the Fire Chief/Director, Emergency Services St. John's Regional Fire Department.

General

Title

This document is the **City of St. John's Emergency Management Plan**, herein referred to as the Plan and replaces the City of St. John's Emergency Preparedness Plan, adopted on August 14, 2017.

Aim

The aim of the Plan is to provide a set of generic guidelines to increase the City's ability to efficiently and effectively deploy services and resources to protect the property and the health, safety, and welfare of the residents of the **City of St. John's** and assist other municipalities in the St. John's Urban Region.

Emergency - Defined

Emergencies are situations, or threats of serious impending situations, that shall adversely affect a significant number of persons, properties, or areas. By their nature or magnitude, these situations may require municipal expenditures, requests for additional resources, provisions for emergency shelter, or evacuation. These situations are distinct from normal operations where coordinated activities among agencies are adequate to resolve the situation.

Definitions

"Act" means the *City of St. John's Act*.

"Access St. John's (311)" is the mechanism for general public inquiries to be answered during an emergency incident. The center shall coordinate emergency information received from the general public and relay to the Emergency Coordination Center (ECC).

"Deputy Emergency Coordination Center Manager" is a person assigned by the Emergency Coordination Centre Manager to assist him/her in the ECC.

"Emergency Coordination Centre (ECC)" is the physical facility from which the Emergency Coordination Centre Committee supports the response effort of all the responding agencies to an emergency. This facility is located at a predetermined location with an alternate location designated if the primary ECC is not accessible.

"Emergency Coordination Center Committee (ECCC)" is a group of trained personnel that responds to an incident or planned event. ECCC are brought together to manage and offer support to logistical, fiscal, planning, safety and community issues to provide the command and management structure that is required.

"ECC Manager" is responsible for running the ECC and coordinating all decisions or directions of the ECC to all responding agencies.

"Emergency Services Act" means the *Emergency Services Act*, Province of Newfoundland and Labrador.

"Incident Command Post" is the central control/communications centre from which the Incident Commander(s) shall coordinate onsite activities and

communicate with the (ECC) and other operational communications centres.

“Incident Commander” is the person responsible for all aspects of an emergency response including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved. The role of Incident Commander *may* be assumed by senior or higher qualified Officers upon their arrival or as the situation dictates. The Incident Commander reports directly to the Emergency Operations Center Manager and the individual in this position may change as the emergency progresses.

“Media Centre” is the location from which information, approved by the ECC, is provided to the media. The centre shall also monitor the emergency’s media coverage to provide the ECC with effective strategies on dealing with media issues.

Implementation and Authority

This Municipal Emergency Management Plan is developed in accordance with the legislative requirement in the *Emergency Services Act*. The following sections of the Act outline the roles of The Municipality of the City of St. John’s in the development, adoption, activation and implementation of the emergency management plan for the City of St. John’s.

Section 5 of the *Emergency Services Act* states:

5. (1) The Council of every Municipality shall, within 3 years of this Act having come into force, adopt an emergency management plan.
- (2) An emergency management plan shall, before adoption by a Municipality, be submitted to the director for review, and a council shall make any changes required by the director so that the plan may be approved by the director before the plan is adopted by a council.
- (3) An emergency management plan may be developed by a committee of a council, or a council may, with the necessary changes, adopt the emergency management plan of a neighboring Municipality with the consent of the Municipality.
- (4) An emergency management plan which is adopted by a council under subsection (3) shall be submitted for the approval of the director as required under this subsection as if it had been made by the council alone.
- (5) An emergency management plan shall designate a person to supervise and control the management of the plan.

(6) Amendments to an emergency management plan shall be submitted to the director for approval before the amendments may be adopted by a council.

(7) An emergency management plan shall be reviewed by a council and a proposed change to the plan shall be submitted to the director for approval before it may be adopted by a council.

Section 6 of the *Emergency Service Act* states:

6. (1) where an emergency is declared by a Municipality, the emergency management plan adopted by the council of that Municipality shall be activated.
- (2) An emergency which has been declared by a Municipality shall remain in force until it is rescinded by the Municipality.
- (3) Nothing in this section prevents the minister from declaring a municipal emergency, whether a municipal emergency has been declared by a council or not, and the minister may, following the declaration of the emergency,
- (a) authorize the director to implement the Municipality's emergency plan; or
- (b) respond to the emergency in the manner the minister considers appropriate under section 9.

Section 7 of the *Emergency Service Act* states:

7. (1) Two or more council may join together to form a regional emergency management committee for the purpose of developing a regional emergency management plan.
- (2) A regional emergency management plan shall be approved by the director before a council adopts the plan and the requirements of section 5 apply as if the plan had been made by a council alone.

Section 8 of the *Emergency Service Act* states:

8. (1) Where an emergency is declared by a regional emergency management committee, the Mayor/Chairperson of the committee shall declare the emergency for a region or part of the regional, and the regional emergency management plan adopted by the committee shall be activated for that region or part of the region as appropriate.

(2) An emergency which had been declared by a regional emergency management committee shall remain in force until it is rescinded by the committee.

(3) Nothing in this section prevents the minister from declaring a regional emergency in all or part of a region, whether a regional emergency has been declared by the regional emergency management committee or not, and the minister may, following the declaration of the emergency:

(a) authorize the director to implement the regional emergency management plan; or

(b) respond to the emergency in the manner the minister considers appropriate under section 9.

Plan Alteration

Where Council asks the Director of Emergency Services to approve an amendment of a Plan adopted under section 5 of the *Emergency Services Act*, the Director shall approve the amendment before the Council adopts the amendment.

Authority

The power and authority of the Council or Mayor in relation to the declaration of a state of emergency within the boundaries of the City of St. John's is established pursuant to Section 34 of the ***City of St. John's Act***, RSNL 1990, c.C-17 as amended.

Section 34 (1) provides that the Council or Mayor may declare a state of emergency in the City of St. John's or a specified part thereof where *"...in the opinion of the council or the mayor it appears desirable to do so because of the city's being affected in whole or in part by (a) earthquake, conflagration, explosion or disaster; (b) riot, civil commotion or epidemic; (c) snowstorm or flood; or (d) a drought or shortage of water ..."*.

Upon a state of emergency being declared pursuant to s. 34(1) the following may be ordered: *"... (a) the closing of businesses, shops or places of entertainment; (b) the suspension of shop closing regulations; (c) the restriction or prohibition of the use of streets by vehicles; (d) a curfew for citizens; and (e) the restriction or prohibition of the use of water in the city."*

An order made under s. 34(1), upon being signed by the Mayor and being *"promulgated by means of radio or television or in another manner that seems advisable in the circumstances of the emergency..."* becomes effective from the time stated in the order. Further, an order may be *"...limited as to time or as to*

part of the city specified in the order and may be amended by the council or the mayor.”

Provincial Government Assistance

Should assistance or resources be required from the Provincial Government, requests shall be directed through Emergency Services Division within the Department of Justice and Public Safety - Newfoundland and Labrador, telephone (709) 729-3703 (24 hrs).

Federal Government Assistance

Should assistance or resources be required from the Federal Government Departments or agencies, requests shall be directed through Emergency Services Division within the Department of Justice and Public Safety-Newfoundland and Labrador, telephone (709) 729-3703 (24 hrs).

Public Accessibility to the Plan

The emergency plan is available on the City of St. John’s web site and shall be made available to the public during regular business hours at the City Clerk office.

Freedom of Information and Protection of Privacy

The City of St. John’s is subject to the *Access to Information and Protection of Privacy Act, 2015*.

Direction and Control

Activation of the Plan

Upon learning of an emergency or potential threat to the community, the enabling authority shall contact the Manager of Emergency and Safety Services or alternate and recommend activation of the Plan.

Actions of Emergency Response Agencies

Upon notification of an emergency, response agencies shall perform duties and responsibilities as outlined in the Plan or shall place personnel on stand-by until further notice. Each agency responding to the emergency shall appoint an 'Agency Representative' who is responsible for directing and coordinating the actions of all personnel of their responding agencies at the emergency. Agency Representatives report directly to the Incident Commander or ECC Manager.

Emergency Levels

Most emergencies are managed at the site level by the Incident Commander(s) and City departments and are considered routine operations. Emergencies of greater magnitude require an emergency management response structure beyond normal operations. The purpose of Emergency Types is to provide an indication to the magnitude of the incident to ensure the appropriate level of response is initiated. The Emergency Types listed below are a guide to determine the appropriate level of response; Appendix D provides further details on ECC activation.

Type	Description
	<ul style="list-style-type: none"> • Incident requiring normal level of response provided by emergency services and/or City Departments • An incident with low impact to the City • ECC is not required but remains in a ready state • No notification of Manager of Emergency and Safety Services or ECC required
	<ul style="list-style-type: none"> • Incident that, at the request of the onsite manager, requires support of additional resources including coordination of on-scene operations • An incident with moderate impact to the City • Manager of Emergency and Safety Services to be notified of incident and ECC may be placed on 'stand-by' or partial activation of ECC • Notification of outside agencies of incident and possible requests for assistance
	<ul style="list-style-type: none"> • Incident that poses a danger or potential threat to life and/or property • An incident with high impact to the City • Manager of Emergency and Safety Services to be notified of incident and requires full activation of the ECC • Notification of outside agencies of incident and possible requests for assistance
	<ul style="list-style-type: none"> • An incident that involves not only the City of St. John's, but one or more surrounding municipal jurisdictions, Provincial or Federal levels of government • Manager of Emergency and Safety Services to be notified of incident and requires full activation of the ECC • A duration of several days and have a high impact to the City • Activation of outside agencies to aid the incident

Emergency Coordination Centre (ECC)

The ECC shall be established at the Central Fire Station, Parade Street, St. John's on the third floor. The backup location is Mount Pearl Fire Station, Olympic Drive, Mount Pearl. The Emergency and Safety Services Division of St. John's Regional Fire Department is responsible for establishing and maintaining a level of preparedness for the ECC.

Activation and Deactivation

Media Centre

The Manager of Marketing and Communications is responsible for identifying the need for and establishing a Media Centre.

Telecommunications

Each responding agency is responsible for establishing its own telecommunications links with its Agency Representative.

Command Post

A temporary command post shall be established immediately at each emergency site by the Incident Commander. The temporary command post shall be replaced by a mobile or fixed Command Post as determined by the Incident Commander. All inter-agency communications shall be channeled through this command post and a direct link shall be established with the ECC.

Dissemination of Decisions by the ECC

Decisions by the ECC shall be transmitted to the appropriate response agency. This function shall be coordinated by the ECC Manager or alternate.

Briefings

Members of the ECC shall gather at the call of the ECC Manager to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items shall be established by the ECC Manager. Situational awareness of the incident will be made available and kept up to date by the Planning Section. The Incident Commander(s) shall schedule regular briefings with the ECC Manager.

Request for Assistance

Assistance may be requested from neighbouring municipalities, and/or other organizations both from the public and private sector as required. Please refer to Appendix H, Request for Assistance.

Declaration and Termination of State of Emergency

Authority to Declare.

As previously noted, Section 34 of the *City of St. John's Act* provides the Council or the Mayor with the statutory authority to declare a state of emergency in the City or part thereof in circumstances as referenced therein.

Notification

Where a Declaration of State of Emergency has been proclaimed, the Mayor shall notify the Minister of Municipal Affairs and the ECC Manager shall notify the Director of Emergency Services Division within the Department of Justice and Public Safety, Province of Newfoundland and Labrador.

Termination of a State of Emergency

The ECC Manager shall recommend to Mayor and Council the termination of the emergency at any time and shall notify:

- 1) Deputy Minister of Emergency Services Division within the Department of Justice and Public Safety
- 2) Neighbouring municipal officials as required
- 3) The public
- 4) The media

Section II – Roles and Responsibilities

Senior Executive Committee (SEC)

Composition of SEC

City Manager

Deputy City Managers

Other senior government and agency officials as called by the City Manager.

Responsibilities of SEC

- 1) Set priorities and approve objectives set by the ECC Manager
- 2) Advise Mayor and Council as to whether the declaration of a State of Emergency is required.
- 3) Approve the spending of public funds for the implementation of the Incident Action Plan.
- 4) Formally requests Provincial and/or Federal government assistance.
- 5) Maintain a detailed log of all discussions, decisions, or actions.
- 6) Conduct and participate in a post-emergency debriefing.

Emergency Coordination Center Committee

Composition:

Emergency response operations shall be supported by the following Senior department Directors/Managers/agency representatives at the ECC:

- Public Works
- Planning, Engineering and Regulatory Services
- Community Services
- Finance and Administration
- Regional Fire Services
- Office of the City Manager

Other City staff, Government agencies/officials, and subject matter experts may be called by the ECC Manager.

The ECC shall be called together in whole or in part without the declaration of an emergency.

Responsibilities of the ECC

- 1) The ECC Manager shall advise the Senior Executive Committee as to whether the declaration of an emergency is recommended.
- 2) Notify all City departments, the Province and supporting agencies of the emergency incident.
- 3) Designate any area(s) in the municipality as an emergency site(s).
- 4) Determine the requirement to establish Incident Command sections as may be required to support implementation of emergency operations.
- 5) Support responding services and agencies to ensure that all actions necessary for the mitigation of the emergency are taken expeditiously and in accordance with the law.
- 6) Develop an Action Plan including objectives and strategies in consultation with the Incident Commander(s).
- 7) Provide recommendations on the spending of public funds for the implementation of the Incident Action Plan.
- 8) Request and assist in the activation of reception centres and shelters through partner agencies.
- 9) Direct and commit personnel or equipment to support emergency operations, as required.
- 10) Arrange for assistance from agencies including other levels of government, public/private organizations, and volunteer agencies, as required.
- 11) Notify all services, agencies, groups, or persons under the control of the ECC of the termination of the emergency.
- 12) Direct follow-up in support of persons directly involved in emergency operations, including Critical Incident Stress Programs, as required.
- 13) Maintain a detailed log of all discussions, decisions or actions taken by the ECC.
- 14) Conduct and participate in a post-emergency debriefing and provide reports as requested by the ECC Manager.

Incident Commander(s)

The Incident Commander shall:

- 1) Provide for the safety of responders and public at the incident site.
- 2) Organize and coordinate the response to stabilize the emergency incident.
- 3) Provide for the protection of property and the environment.
- 4) Establish an on-site Command Post.
- 5) Assess the situation and develop an Incident Action Plan.
- 6) Provide briefings at regular intervals to the ECCC, Command/General Staff and Agency representatives.

- 7) Coordinate the release of information at the scene with the Public Information Officer on-site.
- 8) Request, from the ECCC, support for emergency operations and personnel at the incident.
- 9) Develop a demobilization plan for all resources within the incident site.
- 10) Maintain a detailed log of all actions taken.
- 11) Participate in a post-emergency debriefing and provide such reports as requested.

Mayor (Head of Council)

Upon learning of a potential or active emergency, the Mayor as head of Council shall:

- 1) Consult with the SEC and the ECC Manager.
- 2) Upon the advice of the ECC Manager, declare an emergency to exist.
- 3) Provide notification to the Province of Newfoundland and Labrador of the declaration and termination of a state of emergency.
- 4) Act in accordance with direction of the ECC, not contrary to law, to protect the property, health, safety, and welfare of the inhabitants of the City.
- 5) Provide feedback to the SEC on established priorities for the resolution of the emergency.
- 6) In consultation with the Manager of Communications and the ECC Manager, provide news releases and public announcements and act as the spokesperson for Council.
- 7) Keep Council updated regarding the situation and actions being taken to resolve the emergency.
- 8) Upon the advice of the ECC Manager, declare the emergency to be terminated at the appropriate time and ensure all concerned have been notified.

Emergency Coordination Center Manager

The City Manager (Administrative Head) of the City shall Assume, Assign or Maintain the role of Emergency Coordination Center Manager.

Upon learning of a potential emergency, the Emergency Operations Manager shall consider the possible need for activation of the Plan, and if warranted, shall activate the “Emergency Alert Procedure” (**Appendix A**).

The ECC Manager shall:

- 1) Designate a Deputy Emergency Coordination Center Manager when required.
- 2) Set the priorities and objectives for the development of the Action Plan.
- 3) Direct all activities within the ECC.
- 4) Ensure that timely and correct information is displayed or available within the ECC.
- 5) Advise the ECC on administrative matters including Corporate Policies and Procedures.
- 6) Disseminate decisions or directions to all response agencies made by the ECC.
- 7) Seek approval for expenditures of funds for implementing the Action Plan.
- 8) Provide SEC with up-to-date information on the status of emergency operations and impact on the Community.
- 9) Liaise with City Managers or Chief Administrative Officers of neighbouring municipalities affected by the emergency or providing assistance to City emergency operations.
- 10) Ensure that a detailed log is kept of all discussions, decisions or actions taken by the ECC.
- 11) Ensure that a detailed log is kept of all actions taken by the Emergency Operations Manager.
- 12) Coordinate and chair a post-emergency debriefing of all key personnel involved in the emergency operations.
- 13) Prepare a post-emergency report for submission to City Council.

Office of the City Manager

Manager Marketing Communications

The Manager of Marketing and Communications shall:

- 1) Advise the ECC on matters pertaining to public information, public affairs, and media relations.
- 2) Participate in decision-making, determining priorities, and issuing operational directives through the Emergency Operations Manager for the resolution of the emergency.
- 3) Activate the Public Information Division's Crisis Communications Plan.
- 4) Formulate public information and media releases for review by the Head of

Council and Emergency Operations Manager.

- 5) Coordinate all media requests, including scrums and site visits.
- 6) Maintain a detailed log of all actions taken by the Communications Division.
- 7) Participate in a post-emergency debriefing and provide reports as required by the Emergency Operations Manager.

City Solicitor

If requested, the City Solicitor shall:

- 1) Provide legal advice to the ECC Manager.
- 2) Liaise with representatives from the Provincial/Federal Departments of Justice.
- 3) Maintain a detailed log of all actions taken by the City Solicitor's Office.
- 4) Respond to matters of a legal nature arising because of the emergency situation in consultation with the ECC Manager.
- 5) Participate in a post-emergency debriefing and provide reports as requested.

Manager Corporate Risk and Recovery

The Manager of Corporate Risk and Recovery shall:

- 1) Conduct risk assessments and/or inspections of any affected areas. Recommend preventative controls and other risk treatments to mitigate the risk.
- 2) Identify appropriate City insurance coverage to cover any damage and or injury. Determine if third party contract liability should respond to remedy damage or injury.
- 3) Provide loss control advice and guidance of all City departments including identifying all the records that are vital to the recovery process.
- 4) Monitor and ensure recording of direct costs related to incident.
- 5) Gather claims and incident information including an estimate of the time it will take to overcome any backlog of work accumulated during the outage.
- 6) Maintain a detailed log of all actions taken in the capacity of risk management and recovery.
- 7) Communicate with Insurance industry partners and vendors.
- 8) Participate in post-incident debriefings.

Office of the City Clerk

The City Clerk shall:

- 1) Assign a recording secretary to the ECC to document all actions taken.
- 2) Act as liaison for Mayor and Council.
- 3) Maintain a log of all actions taken by the Office of the City Clerk.
- 4) Participate in a post-emergency debriefing and provide reports as requested.

Deputy City Manager Finance and Administration

The DCM Finance and Administration or alternate shall:

- 1) Through the Corporate Information Systems division.
 - a. Coordinate the provision, installation, operation, and maintenance of all Information technology and telecommunication requirements in support of emergency operations.
 - b. Provide GIS/LIS support to the ECC and incident site during emergency operations.
- 2) Provide logistical support to the ECC through the Supply Chain Division including.
 - Maintain an update a list of vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.
 - Assist in the procurement of supplies, materials, and services in support of the emergency operation.
 - Liaise with supply chain managers of area municipalities, as required.
- 3) Provide financial support, consultation and advice related to emergency operations including the tracking of costs for potential reimbursement by the Disaster Financial Assistance Fund and / or Insurer.
- 4) Arrange for the provision and consultation of physical security for City facilities during emergency operations.
- 5) Provide support and advice for Human Resources including
 - The deployment of City of St. John's Human Resources during emergencies.
 - Ensure records of human resources utilized and all associated details, that may involve financial liability, are completed.
 - Coordinate Critical Incident Stress Programs for City of St. John's employees and personnel contracted by the City of St. John's.
- 6) Assign Safety Advisor(s), if required.

- 7) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

City Safety Advisor(s)

The City's Safety Advisor(s) shall be responsible to provide advice and guidance pertaining to the administration of the Occupational Health and Safety legislation and City policy as it relates to City employees and personnel contracted by the City of St. John's involved in an operation or event deemed as an emergency response.

As required, the City Safety Advisor(s) shall:

1. Report to the ECC and aid the ECC Manager as it relates to occupational health and safety matters.
2. Coordinate Health and Safety functions and provide advice to the Incident Commander/ECC Manager of activities, procedures or standards which may require modification or suspension to meet health and safety objectives.
3. Monitor and support all emergency operations involving City employees and its contractors until normal operation is restored.
4. Liaise with other Safety Officials assigned by the various agencies.
5. Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Deputy City Manager Community Services

Upon learning of a potential emergency, the Deputy City Manager Community Services or alternate shall:

- 1) Provide the ECC with information and advice on matters relating to the Department of Community Services.
- 2) Direct and commit personnel or equipment to support emergency operations, as required. Including, but not limited to:
 - **Access St. John's** –manage public inquiries and communicate issues of concern to ECC.
 - **Humane Services** – Provide assistance on matters relating to pet evacuation/temporary lodging.
 - **Recreation** - Prepare facilities for the establishment of reception centres or temporary shelters as needed.
 - **Non-Profit Housing** – Provide assistance to tenants where required.

- 3) Maintain a detailed log of all actions taken by the Department of Community Services.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Deputy City Manager - Public Works

Upon learning of a potential emergency, the Deputy City Manager for Public Works (PW) or alternate shall consider the possible need for activation of the Department's protocols and procedures related to the emergency event, and, if warranted, should contact the Emergency Operations Manager or alternate.

The Deputy City Manager of Public Works shall:

- 1) Provide the ECC with information and advice on public works' matters.
- 2) Participate in decision-making, determining priorities, and issuing operational directives through the Emergency Operations Manager for the resolution of the emergency.
- 3) If directed by the ECC Manager, appoint an Incident Commander(s) to control operations at the emergency site(s).
- 4) Activate and coordinate the PW Emergency Response Sub-Plan.
- 5) Direct and coordinate all PW operations in accordance with the Plan and directions issued by the ECC.
- 6) Provide engineering, personnel, materials, supplies, facility support, and equipment as required in support of emergency operations.
- 7) Arrange for and coordinate provision and use of personnel, engineering materials and equipment from other municipal, regional, provincial, or private/commercial agencies.
- 8) Maintain liaison with regional public works and utilities services' agencies (i.e. hydro, telephone, cable) and issue directions for the disconnection and the reconnecting of services as directed by the EOCG.
- 9) Coordinate efforts to re-establish essential services.
- 10) Coordinate PW support to restoration and clean-up activities following the termination of the emergency.
- 11) Provide information and services to ensure the protection of water supply and sewerage discharge systems.
- 12) Provide assistance through staff to Senior Police Official on matters relating to traffic and crowd control.

- 13) Maintain a detailed log of all actions taken by the Department of Engineering.
- 14) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Fire Chief/Director of Regional Fire Services

Upon determining that an emergency has a potential to have a serious effect upon the City, the Fire Chief or alternate shall consider the possible need for activation of the Plan.

The Fire Chief or alternate shall:

- 1) Provide the ECC with information and advice on matters under the scope of the St. John's Regional Fire Department (SJRFD), including but not limited to:
 - a. Fire operations
 - b. Fire inspections
 - c. Operations of the Public Service Answering Point (SJ PSAP)
 - d. SJRFD Fire dispatch
 - e. Other fire and life safety related responsibilities
- 2) Participate in decision-making, determining priorities, and issuing operational directives for the resolution of the emergency.
- 3) Establish and maintain a communications link with the Incident Commander (Fire) and other emergency services agencies.
- 4) Ensure that adequate firefighting resources and equipment are maintained throughout the Region.
- 5) Establish links with other Municipal, Provincial and Federal Departments and agencies as it relates to Emergency Services Division within the Department of Justice and Public Safety.
- 6) Direct and coordinate all direction issued by the ECC.
- 7) Maintain a detailed log of all actions taken by the SJRFD.
- 8) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Emergency and Safety Services Division

The Manager of Emergency and Safety Services shall:

- 1) Maintain a level of readiness for ECC and mobile Command Post.
- 2) Provide support and consultation to the ECC and SEC.

- 3) Liaise with cooperating and assisting agencies regarding the emergency.

Deputy City Manager – Planning, Engineering and Regulatory Services

The Department of Planning, Engineering, and Regulatory Services will act as subject matter experts and technical advisors to the ECC Manager as required. The Department will also advise the ECC Manager of issues that require mitigation or prevention as it relates to planning, engineering, and regulatory services in the City of St. John's.

Director of Engineering

The Director of Engineering or alternate shall:

- 1) Provide the ECC with information and advice on matters relating to engineering services.
- 2) Consult with the Manager of Water and Wastewater to provide information and services to ensure the protection of water supply and sewerage discharge systems.
- 3) Consult with the Manager of Roads and provide information and services as it relates to traffic planning.
- 4) Establish links with other municipal, Provincial and Federal Departments and agencies as it relates to engineering services.
- 5) Maintain a detailed log of all actions taken by the Department.
- 6) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Manager of Regulatory Services

The Manager of Regulatory Services shall:

- 1) Advise the ECC on all matters relating to inspection services and parking enforcement.
- 2) If directed by the ECC, appoint an emergency site Incident Commander(s) to provide operational support at the emergency site(s).
- 3) Participate in emergency planning activities as required.
- 4) Communicate with the Manager of Roads and contracted forces regarding the securing of unsafe buildings, or demolition of structures found to be unsafe.
- 5) Communicate with the Manager of Development Engineering regarding

- hydrology and flood control and protection.
- 6) Liaise with Building, Fire, Provincial/Municipal and other emergency response Officials as it relates to inspection services.
 - 7) Maintain a detailed log of all actions taken by the Regulatory Services.
 - 8) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Province of Newfoundland and Labrador

Responsibilities of Police Authority (RNC/RCMP)

1. Ensure public order and protection of private and public property.
2. Control traffic where required to facilitate the movement of emergency vehicles both in and out of the emergency area.
3. Alert persons endangered by the emergency and assist in the evacuation of building(s) or area(s).
4. Consult with the Medical Examiner's Office; assist in the identification of deceased persons and the notification of families (next of kin).
5. Implement Police standard operating procedures.

Responsibilities of Ground Search and Rescue Teams (GSAR)

With authorization from the police, GSAR teams can:

1. Undertake a search and rescue response.
2. Provide emergency communication.
3. Assist in evacuation.
4. Assist with any other aspects of emergency response as authorized by police.

Responsibilities of Regional Health Authority (RHA)

Planning

1. Collaborate in the development of response plan as it relates to Public Health and Environmental health, mass casualty incidents and psychosocial emergencies in the community.
2. Provide contact information for use in planning and response initiatives.

Response

1. Upon request for assistance the Regional Health Authority will activate their appropriate emergency response plan(s). Should the Municipality activate an EOC, the RHA will assign a medical/health representative to report to the EOC if deemed necessary.
2. The nature and degree of response may vary depending on location. The coordinated response of medical and public health services and facilities within the Municipality or area may include but are not limited to:
 - a) Medical services including triage, medical treatment at the emergency site, ambulance transportation, hospitalization, psychosocial support, morgue services, pharmaceutical and medical supplies.
 - b) Public health measures including the collection, interpretation and dissemination of information to manage a public health response. All Public Health emergencies require immediate notification of the Chief Medical Officer of Health or designated authority. This includes infectious disease, sanitation, monitoring of food and water, and pest control.
3. Identify medical/health emergency telecommunication needs and assist in linking response provider, health facilities, and all EOC's and field operation sites.
4. Depending on the nature of the event, communicate with the Department of Health and Community Services (DHCS).
5. Monitor the need for more health assistance and resources that may be available in the local area or region and coordinate request for assistance from other RHA's or DHCS.

Responsibilities of Provincial Emergency Services Division – Justice and Public Safety

The Emergency Services Division is tasked with the implementation of an emergency management strategy designed to develop and maintain a modern and robust emergency management system in the province, in collaboration with agency partners and stakeholder, in planning against, preparing for, responding to and recovering from emergencies, disasters, and fires.

1. Assist municipalities, as defined in the *Emergency Services Act*, to meet their legislative requirement to develop an emergency plan by May 1, 2012, and furthermore to maintain/update these plans on a regular basis to be approved by the Director of Emergency Services and adopted by the respective Municipality(s).
2. Provide assistance to municipalities in Newfoundland and Labrador when an emergency occurs and their capacity to respond has been exceeded.
3. Liaise with other provincial government departments, agencies and the Government of Canada (through Public Safety Canada) to acquire additional resources if needed to respond and recover from an emergency.

Responsibilities of Provincial Water Resources Management Division (WRMD) – Environment, Climate Change and Municipalities

1. Will advise on flood mitigation and response options.
2. Provide information and data for water levels and flows as it pertains to flood alerts or concerns such as ice formation, drought, and excessive rain forecasts.

Responsibilities of Provincial Department of Immigration, Skills and Labour (ISL)

The Department of Immigration, Skills and Labour (ISL) is responsible for the delivery of Emergency Social Services (ESS) in Newfoundland and Labrador. The ESS program offers essential services to all those affected by wide scale emergency or disaster in the province of Newfoundland and Labrador.

The six services provided include reception center management, registration and inquiry, emergency food, emergency lodging, emergency clothing and personal services.

In order to meet this mandate, ISL has entered into Direct Aid Agreements with two non-government organizations (NGO); the Canadian Red Cross and the Salvation Army. These agreements outline what ESS program areas may be delivered by a NGO and provides information regarding thresholds for response and a cost recovery model by the NGO from ISL.

If a Municipality directly connects with an agency/NGO without contacting ISL then any costs incurred may be the responsibility of the requesting Municipality. Municipal officials are recommended to clarify with the agency/NGO if there would be a cost for their services.

Responsibilities of Digital Government and Service NL

1. Liaise with the Municipality and power utilities to assess electrical safety issues.
2. Liaise with the Department of Environment, Climate Change and Municipalities to assess environmental hazards such as spills, chemical and waste disposal and make recommendation and/or orders on remediation and containment.
3. Liaise with the Department of Health and Community Services, the Regional Medical Officer of Health, and the Department of Immigration, Skills and Labour (ISL) to:
 - a) carry out or perform water safety and food safety inspections.
 - b) assess the suitability to temporary shelter/housing/food/water.
 - c) implement disease and rodent control measures.
 - d) ensure the protection of public health.
4. To assist in sampling the soil, water, etc., to determine the level or extent of a contamination for the purpose of detection and eventual cleanup.

Responsibilities of Department of Fisheries, Forestry and Agriculture

1. Respond immediately to the report of any forest fire that has the potential to impact the community.
2. Establish communication and advise the Emergency Operations Centre Group on possible dangers to the community.
3. Work with the local fire department in addressing any needs as a result of a forest fire.
4. Utilize the Forest Service resources such as ground crews and/or air support (i.e. water bombers).

Responsibilities of the Department of Transportation and Infrastructure

1. Maintain a fleet of heavy equipment at maintenance depots located throughout the province. This fleet may be re-deployed as required in order to respond to a disaster/emergency.
2. Provide up to date status reports on road closures, damage, etc., to the emergency operations center group.
3. Provide resources to cordon areas and identify alternate transportation routes, mitigate flood damage, assist with evacuation of isolated communities by ferry, air support for search and rescue as requested by the Emergency Services Division and other tasks as related to their division.
4. Responsible for Provincial road infrastructure. Municipalities are responsible for their own road infrastructure.
5. Maintain Provincial Ferry System utilizing both Government and private fleets. All ferry systems in this province are guided by federal and provincial regulations.

Municipal Infrastructure

1. To work with and support local governments in response and recovery activities related to the adverse event.
2. As per established processes, Transportation and Infrastructure must confirm local government damages sustained as a result of the adverse event which may be eligible under the NL-DFAP. This involves preparing detailed assessment reports. These reports must be either prepared or verified by a departmental engineer.
3. Oversee recovery work as it relates to local government infrastructure damage.
4. Any claims that have been recommended for rejection because development occurred within an area designated or zoned as flood risk are to be reviewed by the Department of Environment, Climate Change and Municipalities, Land Use Planning Section to determine if the development was compliant to the department's Land Use Policy on Flood Risk areas.

Support Staff and Agencies

Introduction

ECC Support Groups shall be drawn from City staff and personnel from other Government agencies and non-governmental organizations. Their advice, resources and information shall assist the ECC in mitigating the incident. The ECC Manager is responsible for notifying Support Group personnel to report to the ECC. Contact names and numbers of City staff are listed in the "Internal Resource Contact List" **Appendix B**. Contact names and numbers of external agencies are listed in the **Appendix C**; External Resource Contact List.

The main functions of potential support personnel/agencies include:

Metrobus Transit

During emergency operations, the ECC's request for assistance from Metrobus shall be coordinated through the organizations Manager of Operations,

If requested, the General Manager of Metrobus shall:

- 1) Make available Metrobus vehicles and/or communications resources, as required.
- 2) Provide the Public Information Officer with information for public release relating to the availability of Metrobus services.
- 3) Maintain a detailed log of all actions taken by Metrobus.
- 4) Participate in a post-emergency debriefing and provide reports as requested.

Amateur Radio Emergency Service AVRAC

AVRAC is a group of amateur radio operators, specializing in emergency communications. These volunteers can provide direct radio communications links to Evacuation Centres and backup communications at the ECC and operational command centres as required.

AVRAC shall:

- 1) At the request of the Emergency Coordination Center Manager, provide radio equipment and operators at the ECC or other locations as required.
- 2) Provide an AVRAC coordinator at the ECC to liaise with the Duty Officer.

- 3) Provide radio communications links between opened Evacuation Centres and the ECC or other locations at the request of the Emergency Operations Manager.
- 4) In the event of loss of regular telephone service, provide communications to extended areas as required, Provincially, nationally and internationally.
- 5) Serve as a communication link with senior levels of government as required.

Ground Search and Rescue (Rovers SAR)

Rovers SAR are a group of professionally trained volunteers who provide auxiliary support to police authorities in the search for lost or missing persons. The group has experience in providing assistance during emergency incidents and can provide both human and technical resources.

If requested, the liaison for Rovers SAR shall:

- 1) At the request of the Emergency Operations Manager provide resources and access to assets of the organization.
- 2) Provide a Rovers SAR representative at the ECC to liaise with the Duty Officer.
- 3) Maintain a detailed log of all actions taken.
- 4) Participate in a post-emergency debriefing and provide reports as requested.

St. John Ambulance

St. John Ambulance delivers reliable and sustainable community services in accordance with the organization's mission. These services are provided by trained volunteers who recognize and respond to community-based health and safety needs.

If requested, St. John Ambulance shall:

- 1) At the request of the Emergency Coordination Center Manager provide resources and access to assets of the organization including but not limited to:
 - a. Establish First Aid Post at reception centers and provide first aid and Family Health Care skills.
 - b. Deploy Therapy Dogs and their handlers for emotional support during crises.
 - c. Offer space and other facility resources.
 - d. Offer skills from various personnel on staff.
- 2) Provide a St. John Ambulance representative to coordinate with the Liaison Officer.
- 3) Maintain a detailed log of all actions taken.
- 4) Participate in a post-emergency debriefing and provide reports as requested.

The Salvation Army Emergency Disaster Services

The Salvation Army Emergency Disaster Services are a branch of The Salvation Army that provides social services to those affected by disasters. The group has experience providing feeding, lodging, emotional and spiritual care and other services as needed during events like floods, hurricanes, house fires and search and rescue efforts.

If requested The Salvation Army EDS shall:

- 1) At the request of the Emergency Operations Manager provide resources and access to assets of the organization including but not limited to;
 - a) Establish feeding sites in a fixed location at one of our Salvation Army facilities.
 - b) Establish mobile feeding sites using our mobile kitchens.
 - c) Offer our buildings as warming centres or lodging areas for those effected.
 - d) Provide Emotional and Spiritual care to those who need.
 - e) Provide CISM to first responders and survivors who request it.
 - f) Establish donations management sites for mass donations during Disasters.
- 2) Provide a Salvation Army Representative to Liaise with the Duty Officer.
- 3) Maintain detailed logs of all actions taken.
- 4) Participate in post-emergency debriefing and provide reports as requested.

Canadian Red Cross

In the event of an emergency resulting in displacement of individuals and families from their homes, guided by the provincial agreement between Red Cross and Immigration, Skills, and Labor (ISL), the Red Cross shall:

- 1) At the request of the Emergency Operations Manager provide the provision of emergency social services:
 - a. Less than 10 families or 25 individuals impacted:
 - b. Level 1 Activation of Personal Disaster Assistance Team through 1-800-222-9597
 - c. 10 or more families, or 25 or more individuals:
 - d. Level 2-5 Activation of Emergency Response Team; ISL will activate agreement, however, the City should notify CRC through calling the staff designate and/or 1-800-222-9597.
 - e. In either situation, needs of individuals will be determined by needs assessment and may include registration, reception and inquiry, food,

clothing, commercial lodging or congregate shelter, personal services, safety and well-being, family reunification, and other services deemed appropriate in consultation with officials and partners.

- 2) Provide a Canadian Red Cross Representative to Liaise with the City either in person or virtually.
- 3) Maintain detailed logs of all actions taken.
- 4) Participate in post-emergency debriefing and provide reports as requested.

City Assets and Resources

The City is the largest municipality in the province and therefore maintains an extensive list of assets and ability to access resources whether material or intellectual. Below is a brief overview of how this is achieved.

- Fleet Division function is to support City operations and services. It provides for the acquisition, management, and maintenance of the City's fleet of heavy equipment and automotive vehicles. This Division manages vehicle rentals and is responsible for fleet replacement.
- St. Johns Regional Fire Department supports its regional partners with 8 stations and a compliment of engines, ladders, rescue units and light duty vehicles. The department maintains an adequate supply of spare equipment including but not limited to engines, bunker gear, hose and accessories and other fire fighting related equipment.
- City Facilities include City Hall, several recreation centers and community centers, all of which have adequate space for reception centers and or sheltering of displaced persons. A complete listing of facilities can be found in Appendix G.
- Supply Chain Division administers the City's centralized purchasing policies ensuring that all departments can purchase materials and equipment in compliance with the Public Tendering Act. The division maintains and controls various inventories located throughout the City facilities:
 - Stock Items: The City carries a significant number of items in its stockroom which is located at the Depot on Blackmarsh Road.
 - Standing Offer Contract administration: The City maintains various contracts with suppliers in order to ensure best possible pricing and availability for items regularly obtained by departments.
 - Fuel: The City maintains a supply of diesel and gasoline at several of its facilities to maintain operations for several days without resupply.

Diagrams

Diagram 1: Emergency Operations Center Reception

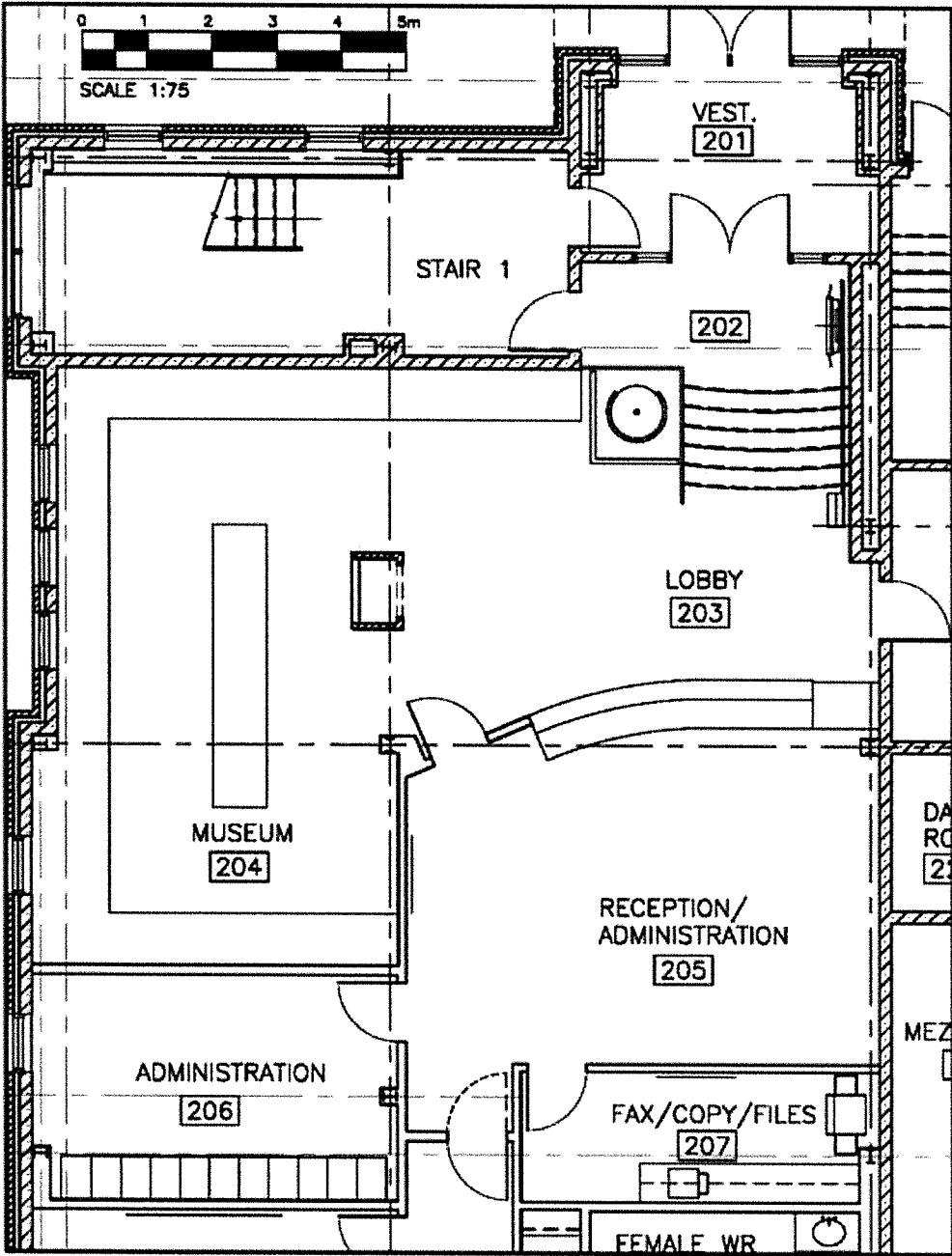
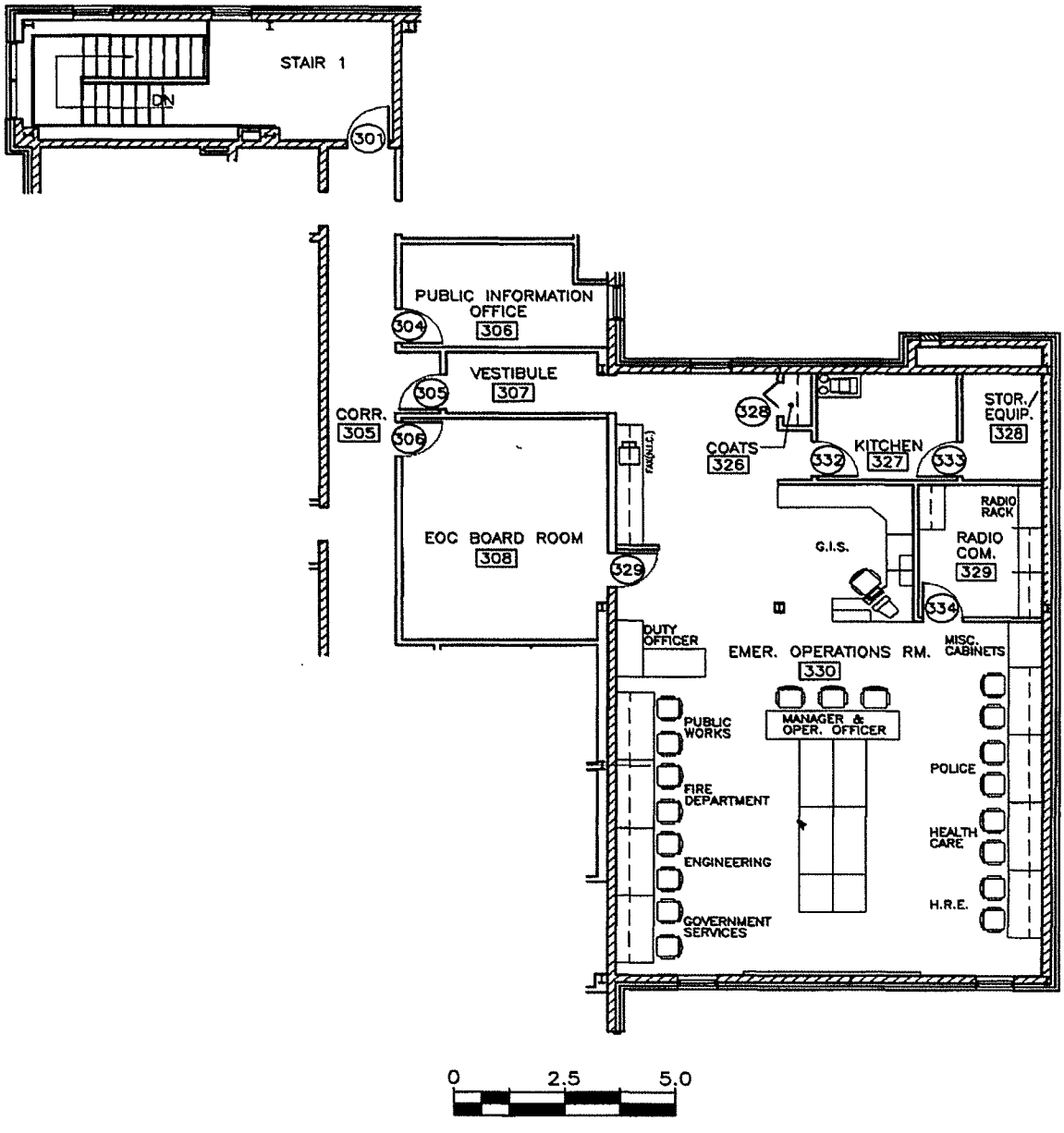


Diagram 2: Emergency Operations Center



Appendix A: Emergency Alert Procedure

Upon receipt of notification of a real or potential emergency or disaster the responding agency such as the Police or Fire or Emergency official, shall contact St. John's Regional Fire Department's 911Center.

Upon receipt of verification from the responding agency that a real or potential emergency or disaster exists, the Emergency Operations Manager shall contact the Citizen Service Center and advise the supervisor and/or manager to alert the ECCC members and advise them to either "**stand by**" or to "**report to the Emergency Operations Center at Central Fire Station**". The City Manager shall notify the Mayor or designated head of Council of the details of the situation and action taken.

Where direction is given by the Emergency Coordination Center Manager to have the members of the ECCC and/or support staff report to the ECC, the Manager of Emergency and Safety Services will facilitate contacting members listed in the City of St. John's Call Out List appropriate to the incident, (**Appendix B**) and direct them to report to the ECC.

Members of the ECCC shall assess the need to enact their respective sub plans and arrange for the notification of agency personnel as required.

If the situation is brought under control, the ECC Manager shall direct the responding agencies to "stand down".

Appendix B: Internal Contact List
(Intentionally Blank – private & confidential)

Appendix C: External Contact List

(Intentionally Blank – private & confidential)

Appendix D: ECC Activation

ECC Activation

Upon receiving notification of an impending or actual emergency situation, the City Manager shall Assume, Assign or Maintain the ECC Manager role. The ECC Manager shall activate the ECC. The ECC Manager shall then provide notification to the City departments to activate their respective emergency procedures and protocols.

ECC Staffing

- Situational Awareness – (Type V to IV) provides opportunity to maintain awareness of a developing or occurring event and shall allow for a quicker transition to Partial or Full activation.
 - Manager of Emergency and Safety Services
 - Public Information Officer
 - Support personnel deemed necessary
- Partial Activation – (Type IV to III); i.e., Major Fire, Significant Weather Event.
 - Manager of Emergency and Safety Services
 - Public Information Officer
 - ICS Positions field as required by;
 - Representatives from City departments that represent Subject Matter Experts most related to the Incident.
 - Non-governmental Agencies that represent Subject Matter Experts or Supporting Agencies related to the incident.
 - Emergency management partners
- Full Activation – (Type III to II) i.e., Major Weather Event, Loss of Water Treatment Plant Affecting Large Section of Population.
 - All ICS positions to be filled.
 - Representatives from **All** City departments that represent Subject Matter Experts most related to the Incident.
 - Non-governmental Agencies that represent Subject Matter Experts or Supporting Agencies related to the incident.
 - Emergency management partners.

Initial Activation Steps:

- Establish Main Event Log.
- Organize the Incident Management Team.
- Notify –
 - Provincial Emergency Services Division within the Department of Justice and Public Safety
 - Manager, Marketing and Communications
 - Senior Executive Committee
- Establish a means/process of Communication – within the site/department and with partner agencies.
- Record key information.
- Obtain Situation Report from Lead Department/Agency.
- Activate an Operations Log and record duties performed.
- Set operational period objectives and strategies.

Each operational period shall begin with an operational briefing conference called by the planning section. The agenda shall include:

- Situation update from the executive team and satellite posts.
- Department briefings.
- Safety Officer brief.
- Communications Officer brief.
- Objectives & priorities for the day from executive team.
- Set time for next planning meeting and operational briefing.

The City of St. John's utilizes the *Incident Command System's* (ICS) five primary functions for organizing and managing incidents, and they are as follows:

- Command (*The Boss*)
- Operations (*The Doers*)
- Planning (*The Thinkers*)
- Logistics (*The Getters*)
- Finance/Administration (*The Payers*)

Incident Command System

Using the Incident Command System expanding incident philosophy, the initial organizational structure shall reflect the needs at that moment in time.

ECC Staff Positions

Manager of Emergency and Safety Services Shall:

- Organize and direct operations, providing overall direction for operations.
- Receive status report and discuss an initial action plan (Command Staff and Section Chiefs).

Liaison Officer Shall:

- Function as City's emergency event contact person for representatives from other agencies.

Safety Officer Shall:

- Monitor and have authority over the safety of those engaged in response operations. Coordinate with CITY Occupational Health and Safety, Infection Control, Quality & Risk Management; identify hazardous conditions and implement safe workplace protocols.

Public Information Officer Shall:

- Provide information to the news media and generate information for release to CITY Staff.

General Staff

Operations Chief Shall:

- Ensure that the operations coordination function is carried out including coordination of response for all operational functions.
- Ensure that operational objectives and assignments identified in the Action Plan are carried out effectively.

Planning Chief Shall:

- Develop the action plan to accomplish the objectives.
- Collect and evaluates information.
- Maintain resource status.
- Maintains records.

Logistics Chief Shall:

- Ensure necessary supplies and facilities to support the objective.
- Coordinate the delivery and availability of consumables.
- Ensure necessary communication tools are operational.

Finance/Administration Chief Shall:

- Oversee the acquisition of supplies and services and associated costs.
- Supervise the documentation of expenditures.
- Provide accounting, procurement, time recording and cost analysis.

Full details on ECC activation can be found in the City of St. John's Emergency Coordination Center Activation Guide held as a separate document.

Appendix E: Plan Distribution List

Eastern Health

Government of Newfoundland & Labrador

- Fire & Emergency Services
- Advanced Education and Skills
- Royal Newfoundland Constabulary

St. John's Regional Fire Department

Non-governmental Agencies Listed in this document

Appendix F: Hazards Identification and Risk Analysis

(Held in separate binder)

Appendix G: Potential Shelter Sites (City owned property)

Facility	Room	Area for Cots (m ²)	Kitchen	Emergency Power
City Hall	Foran/Greene	284	Yes	Yes
Mews Center	Gym	385	Yes	No
Paul Reynolds Community Center	Gym	609	Yes	Yes
St. John's Rec Center	Gym	1452	No	Yes
Shea Heights Community Center	Main Hall	232	Yes	No
Kilbride Lions Center	Main Hall Main Room- Basement	215 215	Yes	No
Kenmount Community Center	Gym		Yes	No
Teakwood Community Center	Gym		Yes	No
Goulds Rec Center	Gym	232	Yes	No
Rotary Chalet	Main Hall Main Room- Basement	24	Yes	No
Mile One Centre*	Ice Surface	1586	No	Partial
Convention * Center	Main Hall	1437	Yes	Partial

*St. John's Sports & Entertainment Ltd – a corporation owned and created by the City.

Appendix H: Request for Assistance

Assistance may be requested by neighbouring municipalities, and/or other organizations both from the public and private sector. These requests would be considered:

- Beyond normal operations for the requesting agency but not considered an emergency, as no impending threat to life or property exists.
- The request for assistance is beyond what would be normally accommodated by existing agreements (formal & informal) that the requesting agency would have with the various departments of the City of St. John's.
- Or the normal means of requesting assistance is not available.

If such a situation should happen, the requesting agency shall:

- 1) Contact the City of St. John's, Citizen Service Center emergency line by calling (709) 576-8579
- 2) Answer questions asked by call taker to provide clarification as to how the City can assist the requesting agency. The call taker shall notify City senior management of the request and a member of that group shall call the contact designated by the agency to discuss an appropriate response.
- 3) Advise the Citizen Service Center to "stand down" if the request for assistance is no longer required.
- 4) Follow the procedure outline in Appendix A if the request for assistance should escalate to a real emergency.