



# **City of Corner Brook**

## **Emergency Management Response Plan**

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Version: 3.0

Adopted by Corner Brook City Council on: 27/01/2025



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**Approved in Principle by**


Municipality of: Corner Brook, NL

Date: January 2, 2025

Chairperson signature: 

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

Date: Jan. 16, 2025

Director signature: 

**Adoption by Council**

This Municipal Emergency Management Plan for the City of Corner Brook has been approved by the Director of Emergency Services and has now been adopted during a sitting of the City Council on January 27, 2025. It is also explicitly recognized that this Emergency Management Plan is valid for a period of only 3 years at which time it will require a full review and approval.

Jim Parsons  
Mayor/Chairperson (print name)

Jessica Smith  
Witness (print name and title)



Mayor/Chairperson (signature)



Witness (signature)



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## A. Municipal Emergency Response Plan

### 1. General

The City of Corner Brook acknowledges its responsibility to plan for emergencies or disasters, which could threaten the health, safety and/or wellbeing of persons and the protection of property and the environment. The City recognizes that Emergency Management is a four-stage process continuum of Mitigation, Preparation, Response, and Recovery.



The City has conducted a Hazard Vulnerability Assessment (see Appendix A) which identifies the hazards that exist in the City after mitigation measures have been enacted to manage the risks posed by such hazards. Where it is identified that the realization of a hazard may exceed the measures that we have in place to manage it, the City prepares and enacts a plan to respond to the realization of such hazards. Such an event is defined as an emergency or disaster, to which the City develops its response plan. The plan is designed to direct and guide the City's response to the emergency. An effective Response will enable an efficient and effective Recovery stage of a disaster.

Disasters can be categorized into three main areas; natural, technological, and human induced. Natural disasters are usually weather or geologically related such as storms, extreme temperatures, earthquakes, landslides, etc. Technological is technology systems related such as computer system failure, water treatment plant system failure, chemical system failure, etc. Human induced emergency is one where human action or inaction causes emergencies such as civil unrest, criminal act such as a cyber-attack or an active shooter, or a water treatment plant operator omitting to monitor water quality accurately, etc.

### 2. Purpose

The aim of this emergency management response plan is to effectively manage the effective use of services, resources, agencies, and personnel during peacetime emergencies or disasters. While this plan is presents as an all-hazards approach to respond to emergency events, no emergency management plan is foolproof or can fully address every potential threatening situation. This plan outlines the framework of an emergency response and performs as all hazards



approach until the response differentiates and focuses specifically on the response required for a specific hazard.

Common sense and initiative coupled with preparation, coordination, and cooperation will allow for the logistical deployment of the necessary resources to manage an emergency. The end result will be an expansion of our ability to cope and bring any emergency to a successful conclusion and move to Recovery stage of the emergency management process.

### 3. Definitions (as defined in the NL Emergency Services Act)

- i. **Municipality** – means a Municipality under the *Municipalities Act, 1999*, the City of St. John's, the City of Mount Pearl, and The City of Corner Brook and for the purpose of this Act includes local services districts and Inuit communities referred to in section 8.2 of the *Labrador Inuit Claims Agreement Act*.
- ii. **Council** – means the council of the City of Corner Brook.
- iii. **Emergency** – means a real or anticipated event or an unforeseen combination of circumstances, which necessitates the immediate action, or prompt coordination of action as declared or renewed by the Lieutenant – Governor in Council, the minister, a regional emergency management committee or a council.
- iv. **Disaster** - A social phenomenon that results when a hazard intersects with a vulnerable community in a way that exceeds or overwhelms the community's ability to cope and may cause serious harm to the safety, health, welfare, property or environment of people; may be triggered by a naturally occurring phenomenon which has its origins within the geophysical or biological environment or by human action or error, whether malicious or unintentional, including technological failures, accidents and terrorist acts.
- v. **Municipal Emergency Management Plan** – a written and approved plan that is intended to prepare for, respond to, mitigate the effects of and recover from an emergency and to provide for the health, safety, and well-being of persons and the protection of property and the environment. This plan is to be undertaken by the Municipality and or region and authorized and prepare pursuant to Section 5 of the *Emergency Services Act*.

### 4. Authority

This Municipal Emergency Management Plan is developed in accordance with the legislative requirements of the provinces of Newfoundland and Labrador *Emergency Service Act*. The Act outlines the roles of a municipality in the development, adoption, activation, and implementation of their emergency management plan. Operationally, Section 6 of the Act authorizes:



- i. Activation of the council adopted emergency management plan when an emergency occurs;
- ii. The emergency declaration remaining in force until rescinded by the municipality;
- iii. That the provincial Minister themselves, may authorize the provincial Director of Emergency Services to implement the municipality's emergency management plan or respond to an emergency as deemed appropriate by that Minister.

Under Section 43 of the Corner Brook Act, the Council, or Mayor where previously authorized by Council, are authorized to declare a "State of Emergency". A State of Emergency authorizes the City to enact measures that better enable it to manage an emergency response and protect the public's safety during an emergency. (See more detail in the following Section 5.)

The Corner Brook Act, under Section 65, allows the City Manager to incur immediate necessary expenditures to address an emergency or disaster situation. Such expenditures do not require prior approval of council but must be reported to council at its next meeting.

## 5. State of Emergency

The Mayor or Council, on the advice of the Emergency Operations Center, may declare a "State of Emergency" (SOE) as per Section 6 of the *NL Emergency Services Act*.

### **i. Legislative Authority:**

Section 43 of the City of Corner Brook Act states that a Council or the Mayor, where previously authorized by council, may declare a "State of Emergency" in the city, or part of it, when an emergency exists of a real or anticipated occurrence or disaster which endangers or is likely to endanger the health or safety of some or all the population of the city.

When a "State of Emergency" has been declared under Section 43 of the City of Corner Brook Act, the Council or Mayor, where previously authorized by council, may order the following:

- a) The closing of or the hours of operation of businesses and schools or a class of businesses and schools, in the city;
- b) The banning or controlling of public gatherings;
- c) The evacuation of buildings;
- d) The restriction or prohibition of the use of vehicles or a class of vehicles on the streets of the Municipality;
- e) The restriction or prohibition of the use of water;
- f) Other action that the council considers necessary.



## ii. Declaration Process

For its declaration of a state of emergency to be fully recognized, the City must notify the Emergency Services Division of the NL Justice and Public Safety Department accordingly. The process is as follows:

- a) **Activation:** Once the City has decided to declare a SOE, it must complete the “Declaration of State of Emergency” form located in Appendix D and fax it to 709-729-2524 or email it to [FES-NL@gov.nl.ca](mailto:FES-NL@gov.nl.ca). Once the form has been submitted, the City is also to telephone the 24hr Emergency line at (709) 729-3703 and advise them of the declaration and that the form has been submitted.
- b) **Termination:** Once the City has decided to end its SOE, the “State of Emergency Termination Form” located in Appendix D is to be completed and faxed to 709-729-2524 or emailed to [FES-NL@gov.nl.ca](mailto:FES-NL@gov.nl.ca). Once the form has been submitted, the City is also to telephone the 24hr Emergency line at (709) 729-3703 and advise them of the termination.

## 6. Response Escalation

As outlined in the *City of Corner Brook Act*, the City of Corner Brook is responsible for the initial emergency response operations that threaten the safety, welfare, or wellbeing of some or all the residents within the City.

- i. **Escalation to the Provincial Government:**  
Should implementation of these city’s actions prove insufficient to control the emergency, assistance may be requested from the Provincial Government by contacting the Emergency Services Division – Department of Justice and Public Safety, telephone (709) 729-3703.
- ii. **Provincial Escalation to the Federal Government:**  
Should implementation of Provincial Government actions prove insufficient to control the emergency, the Provincial Government through the Emergency Services Division – Justice and Public Safety may request Federal Government assistance.

## 7. Plan Management (The NL Emergency Services Act)

This Municipal Emergency Management Plan is developed in accordance with the legislative requirements of the NL *Emergency Service Act*. The following sections of the Act outline the roles of the City of Corner Brook in the development, adoption, activation, and implementation of the emergency management plan. Once fully approved, this plan is empowered as the emergency response plan for the City.



**i. Plan Development and Approval Process:**

Section 5 of the NL *Emergency Services Act* states:

- a) The Council of every Municipality shall, within 3 years of this Act having come into force, adopt an emergency management plan.
- b) 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.
- c) 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.
- d) 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.
- e) An emergency management plan shall designate a person to supervise and control the management of the plan.
- f) Amendments to an emergency management plan shall be submitted to the director for approval before the amendments may be adopted by a council.
- g) An emergency management plan shall be reviewed by the council and a proposed change to the plan shall be submitted to the director for approval before it may be adopted by a council.

## 8. Emergency Management Committee

The City of Corner Brook is directly responsible for the management of emergency operations within its Municipality. The City's Emergency Management planning framework includes the following:

- i. The Director of Protective Services, who is the City's Emergency Management Coordinator, will oversee, manage, and coordinate all emergency planning and operations within the City.
- ii. The Emergency Management Coordinator is responsible for ensuring any changes to the plan are communicated to the City council and other key stakeholders.
- iii. The City of Corner Brook Council is ultimately responsible for approving "State of Emergency", "Termination of State of Emergency", and any municipal costs that may be required for response and recovery, staffing, etc.



- iv. The City of Corner Brook Emergency Operations Center (EOC) members lead the emergency response. Members of an activated EOC are determined by the Emergency Management Coordinator based upon the type of emergency/disaster and the resources required to respond to it.

Note: If the emergency involves more than one municipality or a specific agency, this may become a “Joint” or a “Unified Command” EOC.

- v. The Emergency Planning Committee is responsible for assisting with the review of the Emergency Plan, tabletop/discussion-based exercises, and full-scale exercises. Members include the City’s Department heads, Royal Newfoundland Constabulary, Corner Brook Fire Department, NL Health, NL Emergency Services Department, NL Social Services Departments, etc.

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## B. Emergency Response Operations

The City's emergency operations may start from City department requiring assistance to deal with an emergency operational situation a virtual setting of mobile communications and escalate to the activation and occupying of the City's Emergency Operations Centre (EOC). Emergency responses that require minimal decision making and minimal resources can be managed in a virtual environment of mobile voice and email communication. However, when a more diverse decision process and/or resources are required, the EOC should be activated and staffed as required by the Emergency Management Coordinator.

The EOC should be occupied by representatives of the City's emergency management team and partners such as police, fire, ambulance, etc. Problem solving, task assignment, media relations, and public announcements will be discussed and resolved by the members of the EOC. The EOC Team is scalable, and attendance will be determined by the type of emergency and the response that is required. The Emergency Management Coordinator will decide what agencies are required in the EOC and a notification to that agency representative will be conducted accordingly. Notably, the EOC has a dedicated conference line which representatives can call in on if physically unable to attend the EOC. Once activated, the EOC will manage the emergency until it has ended.

### 1. Roles and Responsibilities

#### i. Mayor and/or Council

The Mayor and/or Council, on the advice of the Emergency Committee, declares that a State of Emergency exists and implements the City's Emergency Management Plan. They are ultimately responsible for the control of all operations under this Plan.

Responsibilities of the Mayor/Council is:

- a) Declaration of the "State of Emergency";
- b) Where necessary, approve decisions, recommendations and expenditures of the Emergency Committee;
- c) Liaise with the Emergency Management Coordinator;
- d) The Mayor is responsible for the dissemination of press releases and public information through the EOC;
- e) Termination of the "State of Emergency".

#### ii. Emergency Management Coordinator



The Emergency Management Coordinator (or alternate) is the coordinator of all operations related to the Emergency and when required, they are to maintain close liaison with the Provincial Emergency Services Director.

Responsibilities of the Emergency Management Coordinator is:

- a) Ensure the required and relevant members of the EOC have been alerted;
- b) Determine which agency representatives are present and when others will report;
- c) Determine operational status of EOC;
- d) Obtain a communication logistics status report;
- e) Check operational status of each department;
- f) Get an overview of what has happened – cause and effects;
- g) Check information displays (operations map, main event log);
- h) Obtain briefing from response departments (situation reports);
- i) Ensure new arrivals to the EOC are briefed;
- j) If applicable, get situation reports from the site/s;
- k) Where applicable, appoint appropriate service to be in charge of the emergency;
- l) Make sure Emergency Site Manager is appointed;
- m) Establish direct communication with ESM;
- n) Brief the Mayor;
- o) Deal with immediate problems and requests;
- p) Begin long-range planning for recovery.

### iii. City Clerk

The City Clerk (or alternate) attends to the administrative needs of the EOC and its staff during emergency situations.

Responsibilities of the City Clerk include:

- a) Notify the required attendees of the EOC;
- b) Alert provincial Emergency Services Director;
- c) Ensure there is clerical staff to support the EOC;
- d) Act as a scribe to record the decisions and recommendations;
- e) Maintain a log of operations;
- f) Supply food for EOC;
- g) Control and record access to the EOC;
- h) Overseeing the security of the EOC;
- i) EOC telephone, internet, and video display system.

#### **iii.a. Media Coordinator**

The role of the media coordinator is to prepare draft press releases for the Mayor





based upon information received from the EOC. The media coordinator will also liaise with the person appointed for media control to ensure the press is confined to areas allocated at City Hall and at the emergency site.

Responsibilities of the media coordinator are to:

- a) arrange meetings with various media, especially television, to make sure all are aware and will take part communicating emergency information from the City
- a) Issue an alert to all media after a state of emergency has been declared
- b) Prepare draft press releases based on information received from EOC, as approved by the Coordinator
- c) Work on close cooperation with PIO's from other emergency response agencies to ensure consistency in message delivery
- d) Keep a record of all press and public information releases
- e) Conduct notifications using the City's Voyent Urgent Notification System

iv. City Manager

The City Manager will assist the Emergency Management Coordinator by approving the City expenditures and resources recommended by the EOC that are required to respond to the emergency.

Responsibilities of the City Manager include:

As per Section 65 of the City of Corner Brook Act, in an emergency, the City Manager may make the expenditure/s necessary to help resolve an emergency situation.

***“Emergency expenditures***

***65. Notwithstanding section 64, where, in the opinion of the city manager, the immediate expenditure of an amount in excess of the prescribed amount under paragraph 64(a) is necessary to meet an emergency situation, the city manager may make the expenditure without the prior approval of the council and shall report on it to the council at its next meeting.”***

v. Deputy Fire Chief

The Deputy Fire Chief oversees and directs the response operations of the Corner Brook Fire Department. During an emergency, the Deputy will advise the EOC from a tactical fire suppression and rescue services perspective. The Deputy will maintain direct communication with his on-scene Commander and direct the Fire Department response from the EOC.



Responsibilities that may be required from the Fire Department include:

- a) Fire suppression;
- b) Rescue from water, buildings, and wreckage;
- c) Providing protective and response action in oil and chemical spills;
- d) Providing Technician Level HazMat response;
- e) Aiding other emergency services such as medical, etc.;
- f) Providing water for emergency purposes;
- g) Providing on-site command post vehicle.

vi. Police Superintendent (or designated officer in charge)

The Police Superintendent (or officer in charge) oversees and directs the Royal Newfoundland Constabulary (RNC). During an emergency, the police Superintendent will advise the EOC from a policing and security perspective. The Superintendent will maintain communication with his on-scene officer in charge and direct the police response from the EOC.

The police department is responsible for policing services which may include:

- a) Ensure public order and protection life and property;
- b) Secure the emergency incident scene and control people and vehicular traffic where required so to facilitate the movement of emergency vehicles both in and out of the emergency area/s;
- c) Alert persons endangered by the emergency and assist in evacuation of area/building/s;
- d) Consult with the Medical Examiner's Office; assist in the identification of deceased persons and notification of next of kin;
- e) Alert the City Clerk of an emergency and request that the EOC be activated;
- f) Provide an Emergency Site Manager (ESM) at the incident scene until ESM is appointed;
- g) Secure and collect scene evidence for criminality/liability;
- h) Assist with other services where able.

**NOTE:** If the emergency stems from a criminal act, the police will become the lead response agency and the EOC will initially operate to support the police response. Once the police incident is resolved, the EOC will continue until the aftermath and collateral issues have been resolved.

vi.1. Bay of Islands Ground Search and Rescue (BOISAR)



The BOISAR can be activated by the RNC or the Royal Canadian Mounted Police (RCMP).

Services provided by the BOISAR include:

- a) Conduct search and rescue response;
- b) Provide emergency communication;
- c) Assist in an evacuation;
- d) Assist with other aspects of emergency response as authorized by police.

vii. NL Health Services (Ambulance)

NL Health will provide medical support for a municipal emergency. NL Health operate their own response plan(s) and the nature and degree of response may vary depending on the type of incident and its location. The coordinated response of medical and public health services and facilities within the city or area may include but are not limited to:

- a) Medical Services - triage, medical treatment at the emergency site, ambulance transportation, hospitalization, psychosocial support, morgue services, pharmaceutical and medical supplies.
- b) Public Health Measures – includes the collection, interpretation, and dissemination of information to manage a public health response. This includes infectious diseases, sanitation, monitoring of food and water, pest control, environmental health, and other threats to the health of the population. All Public Health emergencies require immediate notification from the Medical Officer of Health and/or designated authority.
- c) Identify medical/health emergency telecommunications needs and assist in linking response providers, health facilities, and all EOC's and field operation sites.
- d) Depending on the nature and duration of an event, communicate with the Department of Health and Community Services (DHCS).
- e) Monitor the need for more health assistance and resources that may be available in the local area or region and coordinate requests for assistance from other RHA's or DHCS.

viii. Director of Public Works, Water, & Wastewater (PWWW)

The Director will provide and coordinate construction services, heavy equipment, transportation services, water management, barricades, and manpower. The Director of PWWW responsibilities include:

- a) Providing an on-site command post (if required);
- b) Cutting off and restoring municipal utilities;
- c) Providing water or redirect water for emergency purposes via our infrastructure systems;
- d) Clearing wreckage and debris;



- e) If necessary, emergency power and lighting for the disaster area and EOC;
- f) Provision of emergency transportation, except for specialized vehicles used by fire, police, and hospital;
- g) Supply operations maps;
- h) Install barricades, signage, and effect road and or facility closures;
- i) Assist other services.

ix. Human Resources Representative

The Manager of Human Resources will act as the teams Safety Officer and will be responsible for Safety and Human Resource matters as it relates to City employees.

The Human Resources Department will:

- a) Oversee the Safety of responders and ensure tasks are conducted with safety is prioritized during the response process;
- b) Holds and can access employee personal personnel information including home address, date of birth, next of kin, etc.
- c) Provides Human Resource advice and contractual awareness to staff directing City response operations.

x. Military Representative

The Commanding Officer of the Second Royal Newfoundland Regiment shall be a liaison officer to the Emergency Management Operations Committee, and when alerted shall report to the EOC.

The Military is a community-based resource which, upon request from the coordinator, will provide:

- a) Personnel and transportation for same
- b) Field kitchen
- c) Tents and portable heaters

**NOTE:** Approval to use military services shall be obtained from the Director of Emergency Services, telephone number 709-729-3703. Personnel will remain under the command of their own officers/NCO's.

xi. Harbours and Port Representative

The Harbour and Port Representative will represent the Corner Brook Port Authority to facilitate operations of the City's port that would support or interact with an emergency response.



The Harbour and Ports Representative will assist by:

- a) Coordinating access to port wharves and facilities and waterfront dock for a where required during an emergency
- b) Arranging access to docking of water vessels involved in the Emergency Response or incident.

xii. NL Department of Justice & Public Safety – Emergency Services Division

The Regional Emergency Management Plans Officer (REMPO) of the Emergency Services Division of the NL department of Justice and Public Safety Department shall be notified of the emergency. The REMPO is tasked with aiding the emergency response at a provincial level and be the communication conduit to the provincial Director of Emergency Services.

The provincial Emergency Services Division will assist by:

- a) Providing direct assistance to the City when an emergency occurs that exceeds its capacity to respond.
- b) Liaising 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.
- c) Conducting mass notification using the province's Emergency Notification System.

xiii. NL Department of Children, Seniors, and Social Development (CSSD)

CSSD is responsible for the delivery of Emergency Social Services (ESS) and will provide emergency essential services to all those affected by wide scale emergencies or disasters. The CSSD have Direct Aid agreements with the Canadian Red Cross (CRC) and the Salvation Army (SA) that may be activated when thresholds are met (10+ households or 25+ individuals).

**NOTE:** When an emergency or disaster impacts fewer than 10 households or 25 individuals, the EOC will contact CRC directly at **L-800-222-9597**. CRC will conduct an assessment, and if eligible, will provide emergency short-term accommodations to impacted individuals at no cost to the City. The City is to confirm eligibility for these services directly with the CRC.

If City requires support during an emergency event that exceeds the above thresholds, contact is to be made to Regional Emergency Management Planning Officer with Fire and Emergency Services who will contact the Department of Children, Seniors and Social Development, if Emergency Social Services are required.

CSSD will provide the following services:



- a) Reception center management (the center location will be designated by the EOC);
- b) Registration and Inquiry;
- c) Emergency food;
- d) Emergency lodging;
- e) Emergency clothing;
- f) Personal services.

xiv. NL Department of Digital Government and Service NL (DGSNL)

DGSNL will assist by establishing a response in the event of an environmental emergency, large electrical power emergency, and protect the public against health hazards. Services DGSNL will provide include:

- a) Liaise with the power utilities to assess electrical safety issues;
- b) 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;
- c) Liaise with the Department of Health and Community Services, the Regional Medical Officer of Health, and the CSSD 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.

Other Governmental Departments that may be called upon to assist are:

xv. NL Department of Climate Change & Municipalities | Water Resources Management Division

The Water Resources Management Division (WRMD) of the province's Environment, Climate Change and Municipalities Department may attend the EOC when notified of an emergency involving a flood or an environmental contamination emergency. WRMD will provide advice to the City EOC regarding a flood response and or a contamination cleanup response.

The provincial WRMD will:

- a) advise on flood mitigation and response options;
- b) 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;
- c) Assist in sampling the soil, water, etc., to determine the level or extent of a contamination for the purpose of detection and eventual cleanup.



xvi. NL Department of Fisheries, Forestry & Agriculture

The province's Fisheries, Forestry and Agriculture Department may attend the EOC when notified of an emergency involving a forest fire threatening the City. Fisheries, Forestry and Agriculture will endeavor to provide forest firefighting resources to assist the City.

The provincial Fisheries, Forestry and Agriculture Department will:

- a) Respond immediately to the report of any forest fire that has the potential to impact the City;
- b) Establish communication and advise the Emergency Operations Centre City on possible dangers to the city;
- c) Work with the Corner Brook Fire Department in addressing any needs because of a forest fire;
- d) Utilize the Forest Service resources such as ground crews and/or air support (i.e. water bombers).

xvii. NL Department of Transportation & Infrastructure

The province's Transportation and Infrastructure (TI) Department may attend the EOC when notified of an emergency involving a provincial infrastructure in or near the City or when provincial resources are needed to assist the City's public works department.

The provincial TI Department will:

- a) Maintain a fleet of heavy equipment at maintenance depots located throughout the province. This fleet may be re-deployed as required to respond to a disaster/emergency;
- b) Provide up to date status reports on road closures, damage, etc., to the emergency operations center;
- c) 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;
- d) Be responsible for Provincial road infrastructure;
- e) Maintain Provincial Ferry System utilizing both Government and private fleets. All ferry systems in this province are guided by federal and provincial regulations.

After their work supporting the City during the response, TI may:

- a) Work with and support the City recovery activities related to the adverse event;



- b) As per established processes, if the adverse event may be eligible under the NL-DFAP, TI must confirm the City's damages sustained by the event. This involves preparing detailed assessment reports. These reports must be either prepared or verified by a departmental engineer;
- c) Oversee recovery work as it relates to the City's infrastructure damage;
- d) 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;
- e) Other roles may be identified as the adverse event evolves.

xviii. Environment Canada

The federal department of Environment Canada can provide meteorological support during an emergency incident. Information that can be obtained from Environment Canada includes:

- a) Weather conditions including windspeed, wind direction, precipitation, etc.;
- b) Forecasted weather conditions;
- c) Plume modeling.

xix. NL Power

NL Power is the utility service provider managing the delivery of electricity to the City of Corner Brook. NL Power services include:

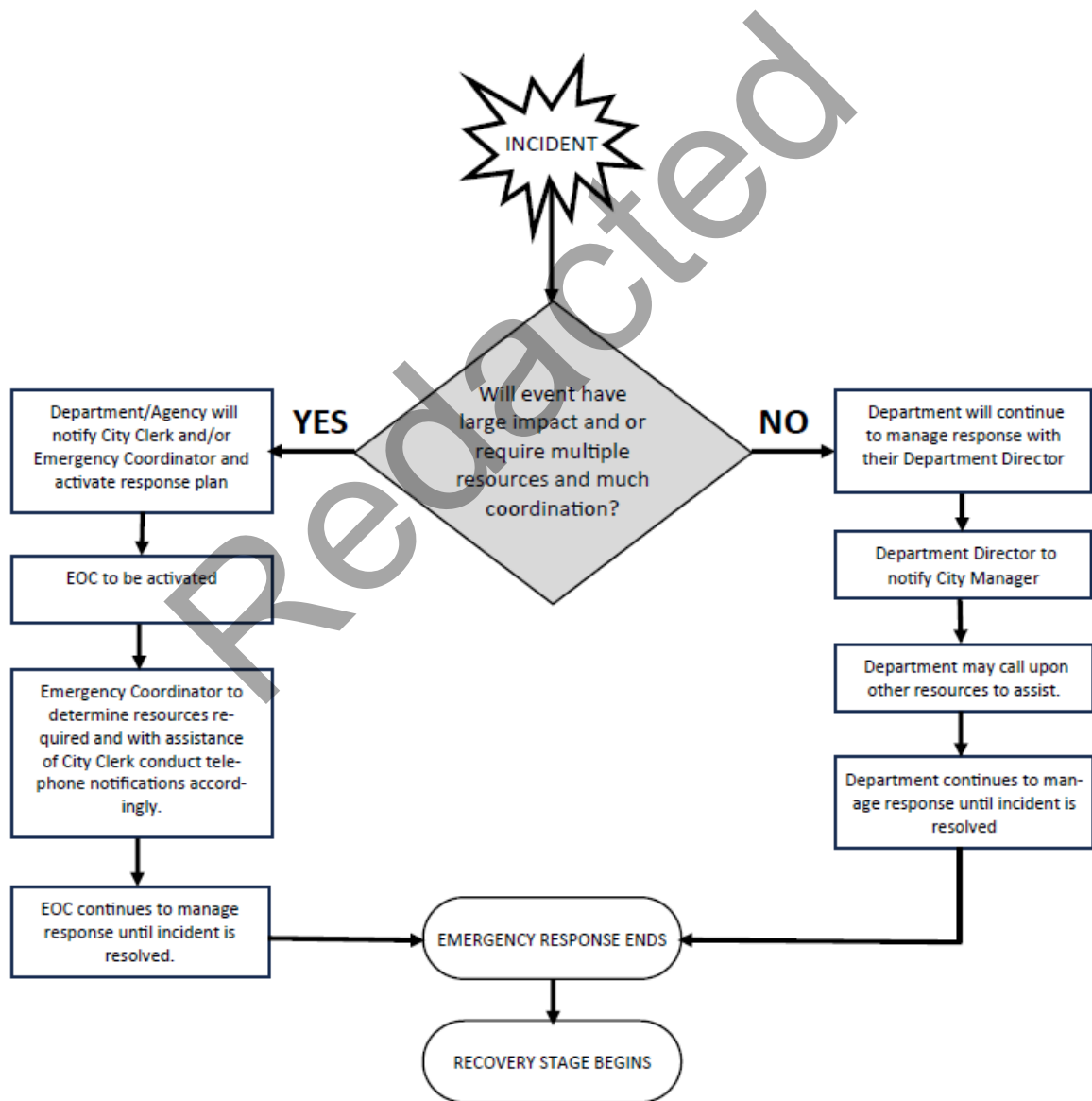
- a) Providing information as to cause and effect of electricity outages that impact the City;
- b) Electricity grid manipulation and prioritization to redirect electricity to needed locations.





## 2. Emergency Response Processes

The City of Corner Brook establishes the primary hazards facing its community through a hazard vulnerability assessment (HVA) (see Appendix A). The City endeavors to prioritize and abate the risk presented by the hazards that exist in and around the City of Corner Brook. The following guidelines will assist the Emergency Operations Centre (EOC) to manage an appropriate response to the realization of a hazard, as identified by the City's HVA. Notably, each emergency is different and may require different resources being involved in the response. These thresholds and response tables are mere guidelines, and the actual response may require actions and agency involvement as determined by the EOC.





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i. Fire

The threat of structure fire and/or wildfire. Such a fire may affect city infrastructure, hospital, long term care and nursing homes, etc.

EM Activation Threshold	Recommended Action
<p>A fire that evolves to or will likely affect a large geographical and population of our city, or one that impacts essential services or infrastructure such as hospitals, water treatment plant, etc.</p> <p>Such a situation would threaten the safety of residents.</p>	<p>The City Clerk will consult with EM Coordinator and if required, activate EOC. The EOC will coordinate and make decisions as to what the applicable decisions related to the response.</p> <p>The City Clerk will also notify the Mayor and City Manager of the emergency.</p>
Suggested Resources to be Called Upon	Service Considerations
<p>Corner Brook Fire Department (CBFD)</p>	<p>At the point of EOC activation, the CBFD are already on scene and conducting fire suppression operations. It is important that the EOC have a direct line of communication with on-scene commander. This will be accomplished by radio communication between the Deputy Chief in the EOC and the Assistant Deputy Chief or Captain on the fire scene.</p>
<p>Royal Newfoundland Constabulary (RNC)</p>	<p>To assist with road closures, traffic control, security, rescue, conduct evacuations, provide morgue services, etc.</p>
<p>NL Health Ambulance</p>	<p>The ambulance service will provide emergency medical and conveyance services.</p>
<p>Public Works, Water and Wastewater Department (PWWW)</p>	<p>PWWW will redirect water to the fire area for fire suppression, install barricades for traffic and people control, acquire heavy equipment services, and assist in the determination of alternate traffic routes, etc.</p>
<p>NL Department of Children, Seniors, and Social Development (CSSD)</p>	<p>If evacuations are required, the CSSD will manage accommodations for displaced residents.</p>
<p>Recreation Department</p>	<p>In the event of an evacuation center requirement, the Recreation Department can provide the Corner Brook Civic Center ice surfaces or gymnasium in the</p>



	<p>annex or the gymnasium at the Marina Redmond Center.</p> <p>Note: The Canadian Red Cross are to be called upon via CSSD to manage the evacuation center.</p>
Public Communications	<p>The City's Public Communications Officer will assist in media releases and is to work with communications officers of the respective outside departments when preparing and releasing public notices and information. The Communications Officer will coordinate and arrange media briefings as well.</p>
NL Power	<p>NL Power can be consulted and invited to attend the EOC if the event has damaged or threatens electricity supply throughout the City.</p>
Private Transportation Services of Taxi's, Buses, etc.	<p>Private transportation services may be required to convey persons during evacuations, etc.</p>
NL Emergency Services	<p>NL Emergency Services will provide support to the City's emergency response from a Provincial level. Often, weather related events are regional and thus our City can be complemented with provincial resources.</p>
NL Transportation and Infrastructure	<p>Whenever provincial roadways or provincial buildings are impacted, TI can be called upon to assist.</p>
NL Fisheries, Forestry, and Agriculture	<p>When a forest fire occurs near our City that exceeds the CBFDF ability to control, NL Forestry can be called upon to assist.</p>
Environment Canada	<p>EC can provide updated and accurate weather reports and forecasting that will assist in resource determinations.</p>
Other agencies	<p>Other agencies, services or expertise can be called upon as required to advise, assist, or participate in the fire response.</p>



ii. Severe Weather Events

A severe weather event that would require an emergency response is one where the weather conditions are extreme and is or likely to cause extensive damage to infrastructure and or impede normal city operations resulting in the safety of residents being or likely to be, compromised. A severe weather event may take various forms and present risks dependent on the type of event and may call upon many specific resources depending on the infrastructure impacted or resultant situational conditions. Examples include torrential rain resulting in flooding and or washouts, blizzard that deposits large volume of snow or reduces visibility, or extreme heat or cold, and a widescale electricity outage during an event.

EM Activation Threshold	Recommended Action
Weather conditions that require a large deployment of City resources to the point a department, such as Public Works would require assistance from other City departments or outside agencies and or intensive and dedicated coordination is necessary. Such a situation would threaten the safety of residents.	The City Clerk will consult with EM Coordinator and if required, activate EOC. The EOC will coordinate and make decisions as to what the applicable decisions related to the response. The City Clerk will also notify the Mayor and City Manager of the emergency.
Resources to be Called Upon as Required	Service Considerations
Public Works, Water and Wastewater Department (PWWW)	PWWW will conduct infrastructure repair and abatements, install barricades, acquire heavy equipment services. Assist in the determination of alternate traffic routes, etc.
Corner Brook Fire Department (CBFD)	To conduct Fire suppression, Hazardous Materials, Rescues and assist with evacuations.  The CBFD also holds the EOC portable hand radios that can be called upon if required to be used by all responding agencies.
Public Communications	The City's Public Communications Officer will assist in media releases and is to work with communications officers of the respective outside departments when preparing and releasing public notices and information. The Communications Officer will coordinate and arrange media briefings as well.
Royal Newfoundland Constabulary (RNC)	To assist with road closures, traffic control, security, rescue, conduct evacuations, provide morgue services, etc.  The RNC can activate the Bay of Islands Ground Search and Rescue who provide many services including search and rescue, command post vehicle, underwater search camera, etc.



NL Health Ambulance	The ambulance service will provide emergency medical and conveyance services. Note that NL Health will usually have their own patient operations impacted but will support any casualty event.
Recreation Department	In the event of warming/cooling center or evacuation center requirement, the Recreation Department can provide the Corner Brook Civic Center ice surfaces or gymnasium in the annex or the gymnasium at the Marina Redmond Center. Note: The Canadian Red Cross are to be called upon via CSSD to manage the evacuation center.
NL Power	NL Power can be consulted and invited to attend the EOC if the event has damaged or threatens electricity supply throughout the City.
NL Department of Children, Seniors, and Social Development (CSSD)	If evacuations are required, the CSSD will arrange accommodations.
NL Emergency Services	NL Emergency Services will provide support to the City's emergency response from a Provincial level. Often, weather related events are regional and thus our City can be complemented with provincial resources. Also, the province has a targeted emergency notification system that can be used to communicate information to residents.
NL Transportation and Infrastructure	Whenever provincial roadways or provincial buildings are impacted, TI can be called upon to assist.
Environment Canada	EC can provide updated and accurate weather reports and forecasting that will assist in resource determinations.
Private Transportation Services of Taxi's, Buses, etc.	Private transportation services may be required to convey persons during evacuations, etc.
Planning and Development Department	During a weather event, Municipal Engineers can be called upon to give advice related to structural integrity of infrastructure be it roadways, culverts, buildings, etc. After the event, the engineers will be called upon to conduct a damage assessment that will inform damage assistance claims from the province.
Other agencies	Other agencies, services or expertise can be called upon as required to advise, assist, or participate in the severe weather event response.



iii. Hazardous Materials Incident

A Hazardous Materials incident would normally be controlled by the Corner Brook Fire Department who has a Technician Level response team and equipment. If the incident escalates and cannot be adequately contained, it may require an escalated response.

EM Activation Threshold	Recommended Action
<p>Hazardous Materials incidents will come to 911 and be dispatched directly to the Cbfd.</p> <p>The event escalates and impacts or has high risk to impact residents outside the incident location and requires support from other agencies and departments and a coordinated and dedicated response is necessary.</p>	<p>The City Clerk will consult with EM Coordinator and if required, activate EOC. The EOC will coordinate and make decisions as to what the applicable response requirements are and coordinate same. The City Clerk will also notify the Mayor and City Manager of the emergency.</p>
Resources to be Called Upon as Required	Service Considerations
<p>Corner Brook Fire Department (CBFD)</p>	<p>The Corner Brook Fire Department will be the initial responders and will advise the Deputy Fire Chief of their support requirements.</p>
<p>NL Health Ambulance</p>	<p>The ambulance service will provide emergency medical and conveyance services.</p>
<p>Royal Newfoundland Constabulary (RNC)</p>	<p>The RNC will assist with road closures, traffic control, security, rescue, conduct evacuations, provide morgue services, etc.</p>
<p>Public Works, Water and Wastewater Department (PWWW)</p>	<p>The PWWW department will assist with road closures, traffic control, and access heavy equipment if necessary.</p>
<p>Environment Canada</p>	<p>EC can provide plume modeling that can assist when determining the direction or impact area of an airborne chemical plume. EC can also provide updated and accurate weather reports and forecasting that will assist in resource determinations.</p>
<p>CANUTEC Telephone No: 513-996-6666 or 1-888-226-8832.</p>	<p>CANUTEC is a national advisory service that assists emergency response personnel in handling dangerous chemical emergencies on a 24/7 basis. Their emergency center is staffed by scientists specializing in chemistry or a related field and trained in emergency response. These advisors are experienced in interpreting technical information from various sources to provide pertinent and timely advice on how to respond.</p>



NL Emergency Services	NL Emergency Services will provide support to the City's emergency response from a Provincial level, including notification of NL Department of Environment and Climate Change.
Media Coordinator	Public notifications will be arranged and conducted by the Media Coordinator.
Other agencies	Other agencies, services or expertise can be called upon as required to advise, assist, or participate in the hazardous material response.

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iv. Civil Unrest

Civil Unrest can take several forms including public protests, labour demonstrations, strikes, and active threats. The Royal Newfoundland Constabulary would be the primary agency managing response to such a threat. The City however would provide support within its means, including the activation and use of the Emergency Operations Centre.

EM Activation Threshold	Recommended Action
<p>A response to civil unrest would be led by the Royal Newfoundland Constabulary.</p> <p>Where such civil unrest threatens the operation of the City and its ability to provide essential services, the EOC can be activated. Also, the RNC may make a direct request that the EOC be activated.</p>	<p>The City Clerk will consult with EM Coordinator and if required, activate EOC. The EOC will coordinate and make decisions as to what the applicable decisions related to the response.</p> <p>The City Clerk will also notify the Mayor and City Manager of the emergency.</p>
Resources to be Called Upon as Required	Service Considerations
<p>Royal Newfoundland Constabulary (RNC)</p>	<p>To assist with security, escorts, road closures, traffic control, rescue, conduct evacuations, criminal investigation, etc.</p>
<p>Public Works, Water and Wastewater Department (PWWW)</p>	<p>PWWW will install barricades, security fencing, and acquire heavy equipment services. Assist in the determination of alternate traffic routes, etc.</p>
<p>Corner Brook Fire Department (CBFD)</p>	<p>To conduct fire services, rescues, assist with evacuations, etc.</p> <p>The CBFD also holds the EOC portable hand radios that can be called upon if required to be used by all responding agencies.</p>
<p>NL Health Ambulance</p>	<p>The ambulance service will provide emergency medical and conveyance services.</p>
<p>NL Emergency Services</p>	<p>NL Emergency Services will provide support to the City's emergency response from a Provincial level, including notification of varied government support services.</p>
<p>Media Coordinator</p>	<p>Public notifications will be arranged and conducted by the Media Coordinator.</p>



Other agencies	Other agencies, services or expertise can be called upon as required to advise, assist, or participate in the civil unrest response.
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**v. City Infrastructure Failure**

A City infrastructure failure can be the City’s own infrastructure failure or an essential service provider service failure. The City’s infrastructure would include its water systems including the water treatment plant, roads, and streets, etc. Essential service infrastructure failures could include provincial roadways, a telecommunications outage, a large electricity outage, etc.

EM Activation Threshold	Recommended Action
<p>An infrastructure outage that requires a multidepartment response and/or a large deployment of City resources.</p> <p>Such a situation would threaten the safety of residents.</p>	<p>The City Clerk will consult with EM Coordinator and if required, activate EOC. The EOC will coordinate and make decisions as to what the applicable decisions related to the response.</p> <p>The City Clerk will also notify the Mayor and City Manager of the emergency.</p>
Resources to be Called Upon as Required	Service Considerations
<p>Public Works, Water and Wastewater Department (PWWW)</p>	<p>PWWW will conduct infrastructure repair and abatements, install barricades, acquire heavy equipment services. Assist in the determination of alternate traffic routes, etc.</p>
<p>Corner Brook Fire Department (CBFD)</p>	<p>To conduct fire services, rescues, assist with evacuations, etc.</p> <p>The CBFD also holds the EOC portable hand radios that can be called upon if required to be used by all responding agencies.</p>
<p>Royal Newfoundland Constabulary (RNC)</p>	<p>To assist with security, escorts, road closures, traffic control, rescue, conduct evacuations, criminal investigation, etc.</p>
<p>NL Health Ambulance</p>	<p>The ambulance service will provide emergency medical and conveyance services.</p>
<p>NL Emergency Services</p>	<p>NL Emergency Services will provide support to the City’s emergency response from a Provincial level, including notification of varied government support services.</p>
<p>Media Coordinator</p>	<p>Public notifications will be arranged and conducted by the Media Coordinator.</p>
<p>Other agencies</p>	<p>Other agencies, services or expertise can be called upon as required to advise, assist, or participate in the City Infrastructure failure response.</p>



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vi. City Cyber Attack

The City employs a collaboration of software and logs that monitor and protect its information and control systems from unauthorized access. In the event of a cyber-attack, the City’s Information Technology (IT) Department would use its system logs and software applications to verify whether there has been or is experiencing an attack. The IT department also uses support from external security service providers to help deal with security issues.

If it is deemed that the City has experienced an attack, IT will focus on immediate containment (isolating the affected system or systems) and implement temporary fixes to limit the impact, while proceeding with a more in-depth investigation. At the same time, staff would be notified accordingly.

Once our systems are secured, recovery processes will be underway, bringing all systems back to normal and validating that the systems are functioning correctly and free of threats.

The following departments and agencies would likely be called upon during a cyber-attack within our City’s information systems:

EM Activation Threshold	Recommended Action
<p>The City’s Information Technology (IT) department determines that the City has or is experiencing a cyber-attack that exceeds its protection systems and gains unauthorized entry.</p>	<p>The City Clerk will consult with EM Coordinator and if required, activate EOC. The EOC will coordinate and make decisions as to what the applicable decisions related to the response. The City Clerk will also notify the Mayor and City Manager of the emergency.</p>
Resources to be Called Upon as Required	Service Considerations
<p>Information Technology Department</p>	<p>IT department will investigate and assess the impact of the cyber-attack and attempt to contain the impact and isolate the affected systems.</p>
<p>Protective Services (PS)</p>	<p>PS will assess and advise if its Public Safety Answering Point (PSAP) systems have been affected and prepare for isolated IT operations. Depending on nature of threat systems may need shutdown and operations transferred to the St. John’s PSAP.</p>
<p>Public Works, Water and Wastewater Department (PWWW)</p>	<p>PWWW will assess and advise if systems have been affected and prepare for offline/manual operations at its Water Treatment Plant.</p>



Finance & Administration Department	Finance & Administration will assess and advise if systems have been affected and prepare for off-line/manual operations.
Human Resources	Human Resources will assess and advise if systems have been affected and prepare for offline/manual operations at its Human Resource and payroll systems.
Media Coordinator	Depending on systems affected, staff and public notifications will be arranged and conducted by the Media Coordinator.

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### 3. Emergency Sheltering

If evacuation of an area is required, the City will need to provide shelter for people and pets. The responsibility for sheltering is normally handled by the NL Department of Children, Seniors, and Social Services (CSSD). The CSSD will emergency essential services to all those affected by wide scale emergencies or disasters and have Direct Aid agreements with the Canadian Red Cross (CRC) and the Salvation Army (SA) to manage such.

#### i. Sheltering Threshold & Process:

<p>Less than 10 households or 25 persons</p>	<p>EOC is to contact CRC directly at: <b>1-800-222-9597</b>.</p> <hr/> <p>The CRC will conduct an assessment, and if eligible, will provide emergency short-term accommodations to impacted individuals at no cost to the City. The City is to confirm eligibility for these services directly with the CRC.</p>
<p>More than 10 households or 25 persons</p>	<p>EOC is to contact the Regional Emergency Management Planning Officer with Fire and Emergency Services or call the 24/7 NL Emergency Services line at: <b>(709) 729-3703</b>.</p> <hr/> <p>Regional Emergency Management Planning Officer with Fire and Emergency Services will contact the Department of Children, Seniors and Social Development to activate the Emergency Essential Services as required. CSSD will engage the CRC at a larger scale.</p>

**NOTE: Costs associated with providing these emergency essential services are covered by the province, provided that the above noted processes are followed.**

#### ii. Shelter Facilities

The City has two facilities that can be used for emergency evacuations as follows:

- a) Corner Brook Civic Centre located at 1 Canada Games Drive, Corner Brook, NL
  - Reception area;
  - Two (2) Ice Rink Surfaces



- Several large meeting rooms
- Gymnasium
- Commercial kitchen cooking area

**NOTE:** No backup electricity generator. NL Power can be contacted to redirect and prioritize electricity to this facility.

b) Corner Brook Aquatics Centre, University Drive, adjacent to the Bennett Residence Wing, Corner Brook, NL

- Reception area;
- Swimming Pool
- Gymnasium
- Multipurpose room
- Boardroom

**NOTE:** This facility has a generator that provides backup electricity to the gymnasium of this building.

iii. Warming/Cooling Centers

A warming center is a short-term emergency location that operates during daytime hours. A warming center is operational during daytime hours and residents can return home during the nighttime. It provides heat/cooling and possibly warm/cold beverages and food to residents who have been without electricity or the ability to warm/cool for extended periods. Both above noted sheltering facilities can also perform as a warming or cooling center.

iv. Reception Centers

A reception center is a safe and secure location where those persons affected by a disaster are directed to report to receive information and/or services. This center will collect information from the displaced persons and coordinate further resources and referrals as required. The reception center will be the first point of contact for the above shelter or warming/cooling center and most likely positioned near or within these centers. This center would normally be administered by the Canadian Red Cross.





## Appendix A | Hazard Vulnerability Assessment (HVA) Process

The City of Corner Brook has conducted an HVA that identifies the hazards that exist in our community and in turn provides direction to which we develop a response plan. Where a hazard is identified, measures are put in place to mitigate the realization of such hazards. Where the risk exceeds the mitigative measures, a plan must be established to respond to the risk.

The process of the HVA consists of four steps:

1. Identification of Hazards/Vulnerabilities

To identify the hazards that exist within a community, the City engaged its community infrastructure and emergency response agencies and experts, including police, fire, ambulance, public works, water supply and treatment, Newfoundland Power, Grenfell Campus, Social Services, etc.

2. Assessing the Impact

In direct consultation and collaboration with our agency representatives, we can understand the severity or consequences of each hazard if they were to occur. However, all information is in a qualitative state and must be quantified.

3. Measuring the Risk

To quantify the risk or disaster exposure, the City is to review its own historical experiences along with our community’s agency knowledge and experiences and apply and correlate the Probability/Likelihood Ratings (Figure 3a.) and Severity/Consequence Ratings (Figure 3b.) for each identified hazard. Note that the Severity/Consequence Ratings are divided into five aspects that are assessed and averaged to determine its final numerical assignment.

By multiplying the numerical value of Severity/Consequence by the numerical value of Probability/Likelihood the calculated total represents the numeric risk level. When applied to the Risk Matrix, the risk level will fall within a risk level of Minor, Moderate, and Major.

4. Treating the Risk

Our City’s toleration of risk defines our treatment of risk. As such, risk levels that fall within the MAJOR risk rating require immediate mitigation, preparedness, and response measures to be enacted. MODERATE risk ratings should also have a similar approach to MAJOR





realizing that its priority may not be as immediate but still requires mitigation, preparedness, and response measures. MINOR risk rating does not require actions other than monitoring to re-assessment in the event the conditions change.

Where the risk cannot be eliminated, preparation to manage the impact of the risk is to be established. Such preparation includes the capacity to adequately respond; hence the response frameworks as defined within our plan.

Figure 3a.

Probability / Likelihood Ratings		
LEVEL	NUMBER VALUE	DESCRIPTION
ALMOST CERTAIN	5	Occurs often or very likely to occur at some time under current circumstances
	4	Has occurred several times or likely to occur especially if circumstances change
POSSIBLE / HAS HAPPENED	3	Has occurred more than once but less than three times in our history
	2	Has occurred once in the history of the city
RARE / UNLIKELY	1	Has never occurred



Figure 3b.

Severity / Consequence Ratings						
LEVEL	NUMBER VALUE	PEOPLE	OPERATIONS	ENVIRONMENT	ASSETS	REPUTATION
MAJOR	5	Multiple fatalities and injuries	More than 5 million remediation	More than 5 million remediation	More than 5 million in financial loss	Public confidence destroyed
	4	Single Fatality and some injuries	More than 1 million in operational costs	More than 1 million remediation	More than 1 million in financial loss	Public questioning and large media presence
MODERATE	3	Serious injury/s	Up to 1 million in operational costs	Up to 1 million for remediation	Up to 1 million in financial loss	Some residents questioning and small media presence
	2	Minor injury/s	More than 10K in operational costs	More than 10K for remediation	Slight damage (more than \$10K loss)	Some residents questioning and local media inquiring
MINOR	1	Slight injury/s	No operational costs	Little effect	Little impact (less than \$10K loss)	No residents inquiring and no Media



Figure 3c.

<b>SEVERITY/ CONSEQUENCE</b>	<b>MAJOR</b>	<b>5</b>	5	10	15	20	25
		<b>4</b>	4	8	12	16	20
	<b>MODERATE</b>	<b>3</b>	3	6	9	12	15
		<b>2</b>	2	4	6	8	10
	<b>MINOR</b>	<b>1</b>	1	2	3	4	5
			<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>RISK MATRIX</b>		RARE	POSSIBLE		ALMOST CERTAIN		
<b>PROBABILITY / LIKELIHOOD</b>							

5. Risk Profile

From its Hazard Vulnerability Assessment, the City of Corner Brook identified its most apparent risks, thereby creating its Risk Profile or Risk Registry. The following hazards have been identified as high-risk occurrences in our City.

- i. Fire**
  - a. Residential Fires
  - b. Broadway Fire
  - c. Wildfire/Forest Fire
  
- ii. Severe Weather Events**
  - a. Mid-winter melt
  - b. Flooding
  - c. Landslide
  - d. Blizzard



e. Electricity Outage

**iii. Hazardous Materials Incident**

- a. Traffic Collision
- b. Grenfell Laboratory
- c. Western Memorial Regional Hospital
- d. Corner Brook Pulp and Paper

**iv. Civil Unrest**

- a. Active Threat
- b. Public demonstration turning violent
- c. Mass gatherings/concerts

**v. City Infrastructure Failure**

- a. Water Treatment Plant
- b. Water System Delivery
- c. Storm Water System

**vi. Cyber Attack**

- d. City Hall
- e. Water Treatment Plant
- f. Water Distribution Systems

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## APPENDIX B | Emergency Operations Centre (EOC)

Details of the Corner Brook EOC are as follows:

### 1. Location/s:

The Corner Brook primary EOC is located at:	[Redacted] Corner Brook, NL
It's alternate EOC is located at:	[Redacted] Corner Brook, NL

### 2. Security Access:

The Corner Brook EOC will limit access to the EOC by placing a Municipal Enforcement Officer at its entrance that will monitor access to the facility. Only those approved by the Emergency Management Coordinator will be given access.

### 3. Conference Line / Virtual EOC:

Telephone No:	[Redacted]
Toll Free No:	[Redacted]
Access Code:	[Redacted]
Moderator Code:	[Redacted]

### 4. Telephone/s:

It is expected that members of an activated EOC will bring and use their own agency cellular telephones as per the EOC member directory located in Supplement A.

There are five activated landlines located in the EOC.

Polycom:	[Redacted]
Fax:	[Redacted]
Police:	[Redacted]
Public Works:	[Redacted]
Communications:	[Redacted]

### 5. Satellite Telephone:

The City of Corner Brook EOC is equipped with a portable satellite telephone as follows:

Global Satellite Telephone No:	[Redacted]
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**6. Internet Connectivity:**

The EOC has its own wireless internet network for EOC members to use for mobile devices and laptops. Connection details are as follows:

Network Name:	[REDACTED]
Password:	[REDACTED]

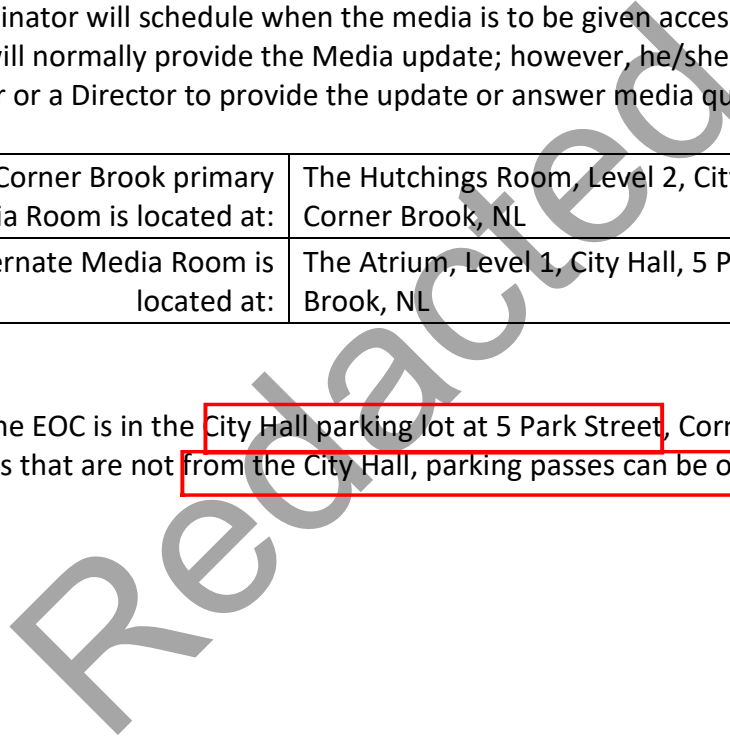
**7. Media Room:**

During an emergency, the media must not be given access to any other area of City Hall other than as follows. The Emergency Management Coordinator in consultation with the Media Coordinator will schedule when the media is to be given access to the Media Room. The Mayor will normally provide the Media update; however, he/she may call upon the City Manager or a Director to provide the update or answer media questions.

The Corner Brook primary Media Room is located at:	The Hutchings Room, Level 2, City Hall, 5 Park Street, Corner Brook, NL
Its alternate Media Room is located at:	The Atrium, Level 1, City Hall, 5 Park Street, Corner Brook, NL

**8. Parking:**

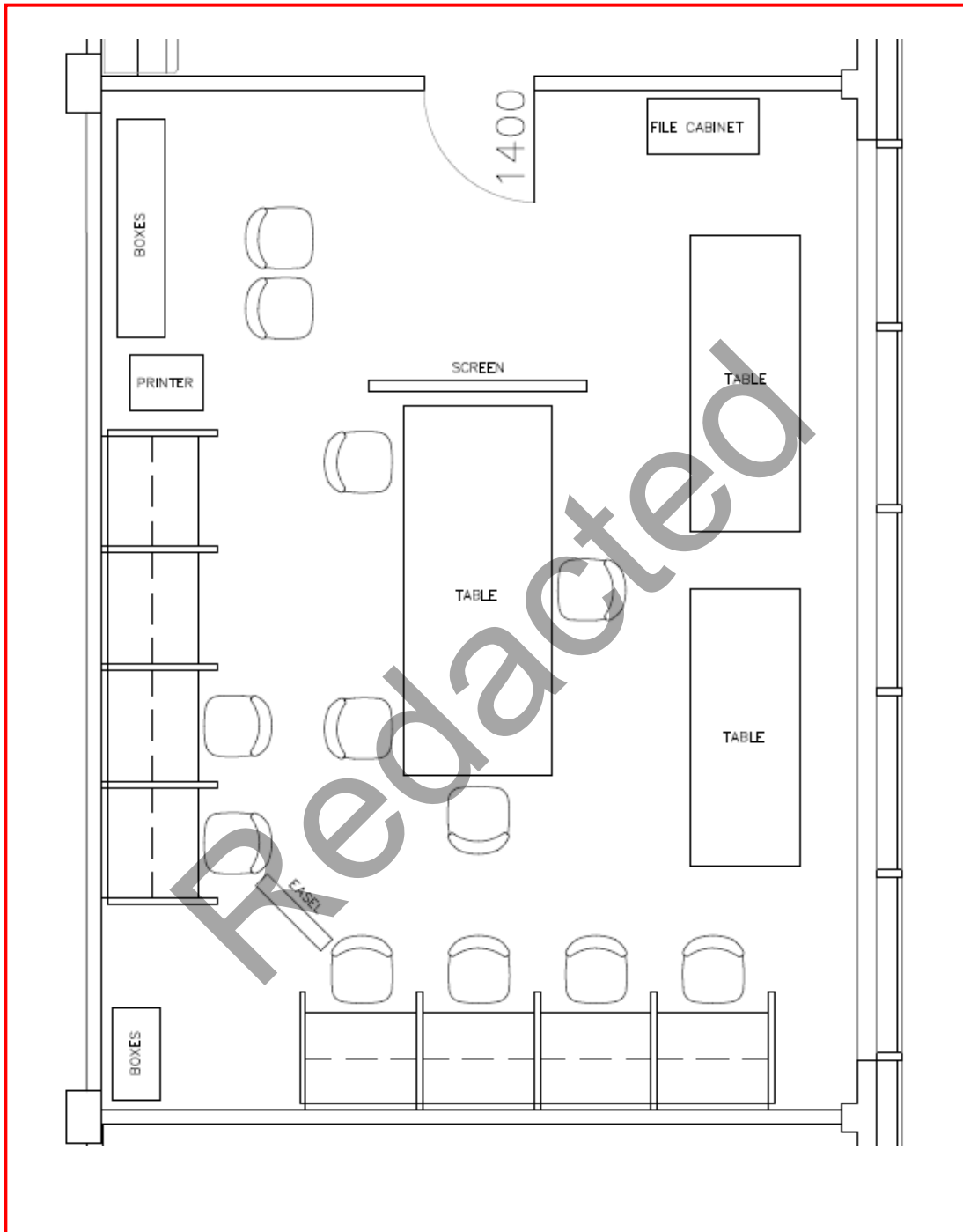
Parking for the EOC is in the City Hall parking lot at 5 Park Street, Corner Brook, NL. For attendees that are not from the City Hall, parking passes can be obtained from the City Clerk.







### 9. Layout of the Emergency Operations Centre





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## APPENDIX C | EOC FORMS

### 1. Incident Briefing Form (ICS201)

Provides the Incident Command/Unified Command with basic information regarding the incident situation and the resources allocated to the incident. This form also serves as a permanent record of the initial response to the incident. This form is generally prepared by the initial Incident Commander and passed to the Emergency Coordinator.

### 2. Emergency Operations Centre (EOC) Check-In/Check-Out Log (ICS210)

Provides a record of all attendees and resources at the EOC. This will be for all who attend in-person and those who call in to the conference line. This form is managed by the City Clerk and will serve as a permanent record for the incident.

### 3. Incident Team Organizational Assignment List (ICS203)

Records details of active unit representatives and contact information and is shared with all attendees of the EOC Team. Notably, not all positions need to be filled as each emergency event is scalable and often specific to the type of emergency. This form is managed by the City Clerk and will serve as a permanent record for the incident.

### 4. Chronology of Events Log (ICS214)

Records details of unit activity, including strike team activity or individual activity that has been deemed relevant to the incident. Generally used by the City Clerk who acts as a scribe to record all significant events in the response process. This form can be used by EOC attendees to record their actions as well.

### 5. Orchestration Assignments (ICS207)

Records details of the activated units and specific tasks assigned to those units. This form is used by the EOC Coordinator for their operational and organizational situational awareness.

### 6. Safety and Health Plan (ICS305)

Provides a safety risk evaluation, actions, and measures implemented to minimize employee risks while conducting response activities. This is used by the Human Resources representative to monitor and ensure the safety of persons involved in the response.



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Risks to be Considered

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EMERGENCY OPERATIONS CENTRE ATTENDEES			
Name	Agency / Department	Assignment	Status
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>
			Present <input type="checkbox"/> In Route <input type="checkbox"/> Unknown <input type="checkbox"/>

(Incident Briefing | Page 2 of 2)





2. EMERGENCY OPERATIONS CENTRE CHECK-IN/CHECK-OUT										
Time Out										
Email										
Telephone										
Agency/Department										
Name										
Time In										

Redacted

(Check In/Out | Page \_\_\_\_ of \_\_\_\_)





3. INCIDENT TEAM ORGANIZATIONAL ASSIGNMENT LIST (ICS203)		
Incident Name		Operational Period (Date & Time) From: _____ to _____
Incident Commander (ER Coordinator)	Telephone No.	Email Address
EOC Administration Officer (City Clerk)	Telephone No.	Email Address
Safety Officer (Human Resources)	Telephone No.	Email Address
City Manager/Finance	Telephone No.	Email Address
Operations (Public Works)	Telephone No.	Email Address
Police	Telephone No.	Email Address
Fire	Telephone No.	Email Address
Ambulance	Telephone No.	Email Address
	Telephone No.	Email Address
	Telephone No.	Email Address
	Telephone No.	Email Address
	Telephone No.	Email Address

OTHER AGENCIES/DEPARTMENTS			
Name of Representative	Name of Agency/Department	Telephone No.	Email Address
Name of Representative	Name of Agency/Department	Telephone No.	Email Address
Name of Representative	Name of Agency/Department	Telephone No.	Email Address
Name of Representative	Name of Agency/Department	Telephone No.	Email Address
Name of Representative	Name of Agency/Department	Telephone No.	Email Address
Name of Representative	Name of Agency/Department	Telephone No.	Email Address

(Incident Team Organizational Assignment List | Page 1 of 1)



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5. ORCHESTRATIONAL ASSIGNMENTS (ICS207)	
Incident Name	Operational Period (Date & Time) From: _____ to _____
OPERATIONAL OBJECTIVE/S	TASK ASSIGNMENTS TO COMPLETE OBJECTIVE
	Unit / Representatives Name / Contact Information
	Task Details
	Unit / Representatives Name / Contact Information
	Task Details
	Unit / Representatives Name / Contact Information
	Task Details
	Unit / Representatives Name / Contact Information
	Task Details
	Unit / Representatives Name / Contact Information
	Task Details

Redacted

(TASK ASSIGNMENT LOG | Page \_\_\_\_ of \_\_\_\_)



**5. ORCHESTRATIONAL ASSIGNMENTS (ICS207)**

Incident Name	Operational Period (Date & Time) From: _____ to _____
---------------	--

<b>OPERATIONAL OBJECTIVE/S</b>	<b>TASK ASSIGNMENTS TO COMPLETE OBJECTIVE</b>
--------------------------------	---

OPERATIONAL OBJECTIVE/S	Unit / Representatives Name / Contact Information
	Task Details
	Unit / Representatives Name / Contact Information
	Task Details
	Unit / Representatives Name / Contact Information
	Task Details
	Unit / Representatives Name / Contact Information
	Task Details

Redacted

(TASK ASSIGNMENT LOG | Page \_\_\_\_ of \_\_\_\_)



**6. SAFETY PLAN (ICS305)**

Incident Name		Operational Period (Date & Time) From: _____ to _____	
Task Name	Prepared by: (name, position & title)	Date/Time Prepared	

Description of Hazard

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Precautions Implemented

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Special Instructions

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Safety Equipment Required		
Item Description	Item Description	Item Description
<input type="checkbox"/> Work Gloves	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Latex Gloves	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Goggles	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Helmet/s	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Coveralls	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fall Arrest Harness	<input type="checkbox"/>	<input type="checkbox"/>

(SAFETY PLAN | Page \_\_\_\_ of \_\_\_\_)



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**APPENDIX D | STATE OF EMERGENCY – DECLARATION FORM**

**DECLARATION OF STATE OF EMERGENCY**

Pursuant to Section 43 (1) of the City of Corner Brook Act, 1990 of the Province Newfoundland and Labrador, and being satisfied that an emergency exists;

Describe Nature of the Emergency

.....  
.....

which endangers or could endanger the health, safety, or welfare of persons or threatens or could threaten damage to property within the Municipality;

**AND WHEREAS** the emergency exists in the area bounded by the following:

Describe the Boundaries of the Emergency

.....  
.....

**THEREFORE, BE IT RESOLVED THAT** pursuant to Section 43 (1) of the City of Corner Brook Act, 1990 of the Statutes of Newfoundland and Labrador, the Council of the City of Corner Brook hereby declares that a state of emergency exists as of and from:

Start Date (DD/MM/YYYY)

Start Time

AM  
 PM

and until

End Date (DD/MM/YYYY)

End Time

AM  
 PM

unless this Declaration is renewed or terminated in writing by the Council.

**IN WITNESS WHERE** the council, or the mayor, where previously authorized by the council, has declared a state of emergency in the city, or a part of it, the City of Corner Brook has by resolution number \_\_\_\_\_ carried and declared this state of emergency.

Moved by Councilor

and

Seconded by Councilor

.....  
.....

Signed by

Print Name

Position

Date (DD/MM/YYYY)

.....  
.....

Completed form must be emailed to [FES-NL@gov.nl.ca](mailto:FES-NL@gov.nl.ca) or faxed to (709) 729-2524  
Please call (709) 729-3703 to confirm receipt of same.



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**APPENDIX D | STATE OF EMERGENCY – TERMINATION FORM**

**TERMINATION OF STATE OF EMERGENCY**

The City of Corner Brook declared a State of Emergency on \_\_\_\_\_, 20\_\_\_\_,  
pursuant to Section 43 (1) of the City of Corner Brook Act, 1990, a Statute of the province of  
Newfoundland and Labrador, relating to the emergency of:

Describe Nature of the Emergency

---

---

---

**AND WHEREAS** the emergency existed in the area bounded by the following:

Describe the Boundaries of the Emergency

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**IN WITNESS WHEREOF** the council, or the mayor, where previously authorized by the council,  
had declared a state of emergency in the city, or a part of it, the City of Corner Brook has by  
resolution number \_\_\_\_\_ carried and hereby terminates this state of emergency.

Moved by Councilor

and

Seconded by Councilor

Signed by

Print Name

Position

Date (DD/MM/YYYY)

Completed form must be emailed to [FES-NL@gov.nl.ca](mailto:FES-NL@gov.nl.ca) or faxed to **709) 729-2524**

Please call **709) 729-3703** to confirm receipt of same.



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## APPENDIX E | INCIDENT DEBRIEFING

Whenever an emergency incident or exercise occurs, things may go well, and some things may not go so well, and can be improved upon. An Incident Debrief is an opportunity to review the overall response, recognize and applaud the actions that were successful, and in the mindset of continuous improvement, identify actions or things that we could fix and or improve upon.

Immediately after an emergency event, the EOC attendees should conduct a “hotwash” debriefing session. This session is an opportunity for participants to “winddown” and discuss the response process and their experience. Note that some participants may have experienced high stress and or frustration so facilitation of this session should be carefully managed so to be constructive and not hurtful to any agency or participant. To initiate this discussion a simple approach would be to go around the room and ask each participant: 1) What did you see or experience as challenges; and 2) What did you see or experience as successes?

Within 7-10 days, after the emergency event, the City should lead a full incident debriefing session with representation from all participating departments and agencies. This session should conduct an overall review of the emergency event and through the lens of continuous improvement, identify what worked well and as it should, reinforcing and or validating the plan and or actions. But most importantly, again through the lens of continuous improvement, seek opportunities for systems and processes that we can make better. This too is an opportunity to identify mitigations or preventions that could and should be in place to prevent an emergency event’s recurrence. Usually that discussion comes from plan omissions, system failures, lack of a resource or expertise, new technology, etc.

1. Did any mitigation take place and was it effective?
2. How could we have more prepared and ready?
3. How was the organizational structure? Do we need to improve?
4. Was there a plan in place for this type of event?
5. Did it work? Did everyone have the training required?
6. Did the notification process work?
7. What communication systems utilized and was it effective? (between responders)
8. What public communications were distributed, how were they distributed, and were they effective?
9. Did everyone have the training required?
10. Were the objectives for the event met?
11. How can we improve?
12. Did the facility work for a shelter? Warming center? Emergency Operations Center?
13. Did we have enough staff?
14. Did the approval process work for purchasing and ordering items?



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E.1 Debriefing form to be provided to each participant of emergency incident or exercise.

**1. EMERGENCY RESPONSE EXERCISE DEBRIEF FORM | GENERAL**

Agency	Position of Person Conducting Review	Name of Person Conducting Review	Date
	Location	Contact Telephone Number	Email Address

Brief Description of Incident / Exercise Scenario

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Objective/s of the Incident / Exercise

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Record Deficiency Identified by Incident / Exercise	Suggested Corrective Action

Record Deficiency Identified by Incident / Exercise	Suggested Corrective Action

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Record Deficiency Identified by Incident / Exercise	Suggested Corrective Action

Record Deficiency Identified by Incident / Exercise	Suggested Corrective Action

Record Deficiency Identified by Incident / Exercise	Suggested Corrective Action

Record Deficiency Identified by Incident / Exercise	Suggested Corrective Action

Redacted





E.2 Debriefing report form to be completed by Emergency Management Coordinator

<b>DEBRIEFING REPORT</b>	<i>(NAME OF EVENT OF EXERCISE)</i>																	
<b>SCENARIO</b>	<i>(Provide a brief description of the emergency event)</i>																	
<b>PARTICIPANTS / ATTENDEES</b>	<i>(List the participating agencies/departments/people)</i>																	
<b>OBJECTIVE/S OF THE EXERCISE</b>	<i>(state the objective/s of the exercise)</i>																	
<b>FINDINGS / CORRECTIVE ACTION</b>	<table border="1"> <thead> <tr> <th data-bbox="480 1045 842 1087">Deficiency</th> <th data-bbox="842 1045 1182 1087">Corrective Action (CA)</th> <th data-bbox="1182 1045 1425 1087">CA By Who</th> </tr> </thead> <tbody> <tr> <td data-bbox="480 1087 842 1276"></td> <td data-bbox="842 1087 1182 1276"></td> <td data-bbox="1182 1087 1425 1276"></td> </tr> <tr> <td data-bbox="480 1276 842 1465"></td> <td data-bbox="842 1276 1182 1465"></td> <td data-bbox="1182 1276 1425 1465"></td> </tr> <tr> <td data-bbox="480 1465 842 1654"></td> <td data-bbox="842 1465 1182 1654"></td> <td data-bbox="1182 1465 1425 1654"></td> </tr> <tr> <td data-bbox="480 1654 842 1841"></td> <td data-bbox="842 1654 1182 1841"></td> <td data-bbox="1182 1654 1425 1841"></td> </tr> </tbody> </table>			Deficiency	Corrective Action (CA)	CA By Who												
	Deficiency	Corrective Action (CA)	CA By Who															



<p><b>RISK</b></p>	<p><i>(Identify any risk that became apparent because of the event/exercise)</i></p>			
<p><b>CONCLUSION</b></p>	<p><i>(a conclusion for this report)</i></p>			
<p><b>NEXT STEPS</b></p>	<p><i>(identify a list of next actions that will be undertaken to improve the emergency management system based on the findings of this report)</i></p>			
<p><b>AUTHOR</b></p>	<p>Emergency Management Coordinator for City of Corner Brook</p> <p>[Redacted]</p> <p><b>Todd Flynn, Director Protective Services</b></p>	<table border="1"> <tr> <td data-bbox="1109 934 1524 1052"> <p>Date of Exercise</p> <p>[Redacted]</p> </td> </tr> <tr> <td data-bbox="1109 1052 1524 1169"> <p>Date of Report</p> <p>[Redacted]</p> </td> </tr> </table>	<p>Date of Exercise</p> <p>[Redacted]</p>	<p>Date of Report</p> <p>[Redacted]</p>
<p>Date of Exercise</p> <p>[Redacted]</p>				
<p>Date of Report</p> <p>[Redacted]</p>				

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## APPENDIX F | DOCUMENT MANAGEMENT

The City of Corner Brook's Emergency Management Plan will be maintained by its Director of Protective Services and the City Clerk. The City will review this Plan every 3 years and any supplement document(s) yearly to ensure the information is correct.

### 1. Tri-Annual Review

Every 3 years, once a review of the plan is complete and any necessary amendments or updates have been conducted, a copy must be submitted Regional Emergency Management and Planning Officer for the Provincial Director of Emergency Services' approval. Once the Director has approved the plan, it shall be presented to the council for approval and adoption. After council approval and adoption, the final approved and signed document shall be sent to the Regional Emergency Management and Planning Officer.

### 2. Annual Review

Also annually, when the plan's appendices have been reviewed and updated, a copy must be submitted to the Regional Emergency Management and Planning Officer. The supplement document(s) does not require Director Approval as they contain contact and resource information.

### 3. Incident Review

After each exercise and/or activation of the Emergency Management Plan, these procedures will be evaluated to determine areas that require improvement. To identify areas of improvement, the City will conduct a debriefing after the activation or exercise of the plan. Areas of improvement that require amendments to the plan will be made in accordance with Section 5(6) and (7) of the *NL Emergency Services Act*.

### 4. Noncompliance

The City acknowledges that if this plan has not been maintained in accordance with the above noted guidelines, it will be considered out of date and will no longer meet the approval of the Provincial Director of Emergency Services.



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## APPENDIX E | CONTACT INFORMATION (TO REMAIN CONFIDENTIAL)

### 1. Emergency Management Coordinator

Primary: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Alternate: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

### 2. City Clerk

Primary: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted] (email)

Alternate: [Redacted]  
[Redacted]  
[Redacted] (email)

### 2.a Media Coordinator

Primary: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted] (email)

Redacted



### 3. City Manager

Primary: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Alternate: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

### 4. Public Works, Water and Wastewater (PWWW)

Primary: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Alternate: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

### 5. Human Resources

Primary: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

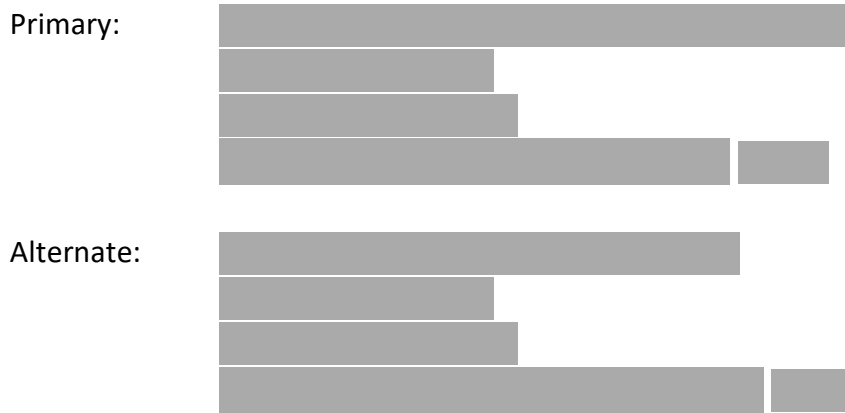
Alternate: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Redacted

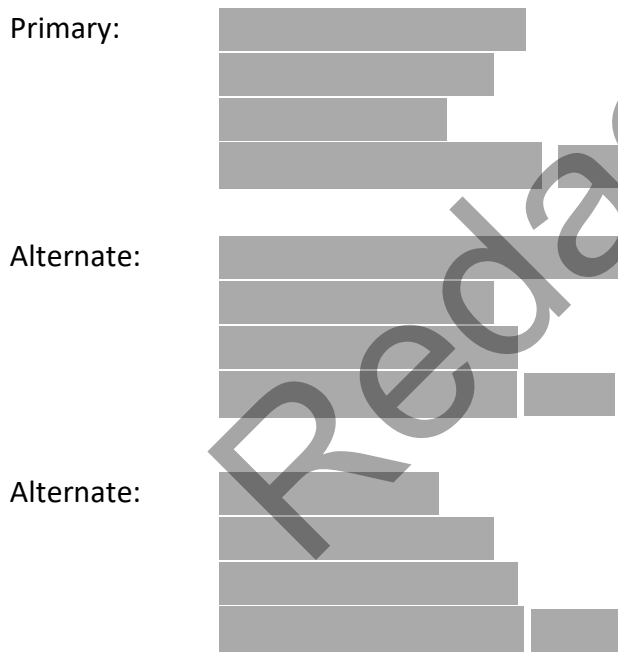




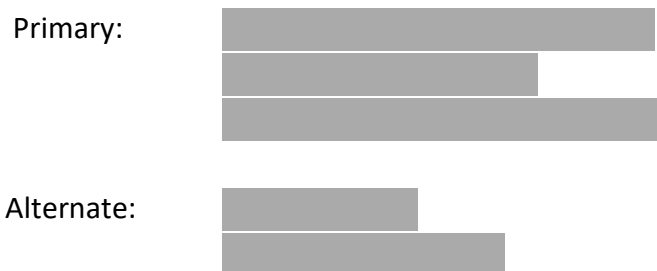
### 6. Ambulance - NL Health (western)



### 7. Police – Royal Newfoundland Constabulary



### 8. Department of Justice & Public Safety – Emergency Services





[Redacted]

### 9. Department of Children Seniors and Social Development

Primary:

[Redacted]

Alternate:

[Redacted]

### 10. Department of Transportation & Infrastructure

Primary:

[Redacted]

Alternate:

[Redacted]

### 11. Harbours & Port of Corner Brook

Primary:

[Redacted]



Alternate: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

**12. Environment Canada**

Primary: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Alternate: [Redacted]  
[Redacted]

**13. NL Power**

Primary: [Redacted]  
[Redacted]  
[Redacted]

Alternate: [Redacted]  
[Redacted]  
[Redacted]

**14. Canadian Military**

Primary: [Redacted]  
[Redacted]  
[Redacted]

Alternate: TBD

Redacted



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**APPENDIX F | SUPPLIER CONTACT INFORMATION (TO REMAIN CONFIDENTIAL)**

**1. Hardware and Tools**

i. Canadian Tire, 4 Murphy's Square, Corner Brook, NL

PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

**2. Construction Materials**

i. Stan Dawe, Riverside Drive & Main Street, Corner Brook, NL

PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ii. Notre Dame Agencies, 408 O'Connell Drive, Corner Brook, NL

PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Redacted



ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

### 3. Equipment Rentals

- i. Battlefield Equipment Rentals, 10 Maple Valley Road, Corner Brook, NL

PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

- ii. United Rentals, 61 Maple Valley Road, Corner Brook, NL

PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

### 4. Food

- i. Colemans Gardens, 137 O'Connell Drive, Corner Brook, NL



PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ii. Sobeys, Valley Mall, 1 Mount Bernard Avenue, Corner Brook, NL

PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

iii. Dominion, 5 Murphy's Square, Corner Brook, NL

PRIMARY: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

ALTERNATE: [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

Redacted



### 5. General Merchandise (clothing/food/household items)

- i. Walmart, 16 Murphy's Square, Corner Brook, NL

PRIMARY:

[Redacted primary list items]

ALTERNATE:

[Redacted alternate list items]

### 6. Fuel Products

- i. Western Petroleum, 7 Main Street, Corner Brook, NL

PRIMARY:

[Redacted primary list items]

ALTERNATE: None

Redacted





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