

## 5.0 Response Guidelines

### 5.1 Public Warning

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#### Public Warning Options

The BC Emergency Program Act requires local authorities to "establish procedures by which those persons who may be harmed or who may suffer loss are notified of an emergency or impending disaster."

To meet this requirement, the District of Highlands has developed a multi-faceted public warning system, consisting of:

- General information pamphlets
- Door-to-door visit, with/without information pamphlet
- Commercial radio broadcasts through network of AM, FM and television stations
- Telephone – Manual
- E-mail broadcasts
- Webpage broadcast
- Sirens – Vehicle-mounted
- Vehicle-mounted loud speaker

The EOC Director, in consultation with others, will consider each option with the emergency situation in mind before selecting the appropriate public warning mechanisms.

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#### Languages

Public warnings will be provided in English only.

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#### Network Protocol

The District of Highlands adopts the Common Alerting Protocol (CAP) promoted by the Provincial Emergency Program. CAP allows a consistent warning message to be disseminated simultaneously over many different warning systems, thus increasing warning effectiveness while simplifying the warning task.

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#### Message Template

A warning message describes an anticipated or actual event in terms of:

##### Effective Date/Time

The date and time is represented in ISO 8601 format (e. g., "2002-05-24 T16:49:00" for 24 May 2002 at 16: 49 PDT).

##### Message Type

Alert  
Update  
Cancellation  
Acknowledgement

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Error message

**Event Description**

Event Category (category)  
Event Type (event)

**Geographic Area**

Area	The area to which the information applies
Description	Polygon or Point-and-Radius in metres
Geographic	Latitude and Longitude
Altitude	Metres
Ceiling	Metres

**Urgency**

Immediate	Response action should be taken immediately
Expected	Response action should be taken in the next hour
Future	Response action should be taken in the near future
Past	Response action is no longer required
Unknown	Urgency not known

**Severity**

Extreme	Extraordinary threat to life or property
Severe	Significant threat to life or property
Moderate	Possible threat to life or property
Minor	Minimal threat to life or property
Unknown	Severity unknown

**Certainty**

Extreme	Extraordinary threat to life or property
Severe	Significant threat to life or property
Moderate	Possible threat to life or property
Minor	Minimal threat to life or property
Unknown	Severity unknown

**Language**

English  
Other

**Appropriate Response**

Recommended or required action

**Contact Information**

Name  
Position  
Department or Agency  
Work Tel  
E-mail

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## 5.2 Declaring State of Local Emergency

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### Overview

Section 12 of the Emergency Program Act allows mayors and councils to declare states of local emergency. The intent of states of local emergency is to give local authorities extraordinary powers to prevent, respond to or alleviate the effects of an emergency of disaster.

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### Steps in the Process

There are a number of steps that must be completed to make a declaration:

1. Mayor and Council must be satisfied that an emergency exists or is imminent in the District of Highlands.
2. Municipal Council makes declaration by bylaw or resolution or Mayor makes declaration by order. Before making a declaration, Mayor must use best efforts to obtain the consent of council to the declaration.
3. The Mayor or Council must identify the nature of the emergency and the part of Highlands in which it exists or is imminent in the declaration of state of local emergency.
4. As soon as practicable after making a declaration, the Mayor must convene a Council meeting to assist in directing the emergency response.
5. Mayor or Council must forward a copy of the declaration to the Attorney General immediately after declaring a state of local emergency.
6. The Mayor or Council must cause the details of the declaration to be published by a means of communication most likely to make the contents of the declaration known to the population of the affected area.
7. Mayor or Council must obtain the approval of the Attorney General for an extension of a state of local emergency beyond seven days. Follow steps 2, 3, 5, and 6 above for each 7-day extension.
8. A declaration of a state of local emergency is cancelled when:
  - it expires after 7 days or after any 7-day extension
  - the Attorney General cancels it
  - it is superseded by provincial state of emergency, or
  - it is cancelled by bylaw, resolution or order.

If the declaration is cancelled, the Attorney General must be notified.

9. Mayor or Council must publish the details of the termination to the population of the affected area.
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<b>Checklist for Declaring a State of Local Emergency</b>	
<b>Check when Complete</b>	<b>Action</b>
	1. Mayor and Council are satisfied that an emergency exists or is imminent in Highlands.
	2. Municipal Council makes declaration by bylaw or resolution <u>or</u> Mayor makes declaration by order. Before making a declaration, Mayor uses best efforts to obtain the consent of the other members of council to the declaration.
	3. The Mayor or Council identifies the nature of the emergency and the part of Highlands in which it exists or is imminent in the declaration of state of local emergency.
	4. As soon as practicable after making a declaration, the Mayor convenes a meeting of Council to assist in directing the response to the emergency.
	5. Mayor or Council forwards a copy of the declaration to the Attorney General immediately after making a declaration of state of local emergency.
	6. The Mayor or Council causes the details of the declaration to be published by a means of communication most likely to make the declaration known to the population of the affected area.
	7. Mayor or Council obtains the approval of the Attorney General for an extension of a state of local emergency beyond seven days. Steps 2, 3, 5, and 6 above must be followed for each 7-day extension.
	8. Mayor notifies Attorney General is a declaration of a state of local emergency is cancelled by bylaw, resolution or order.
	9. Mayor or Council causes the details of the termination to be published by a means of communication most likely to make the termination known to the majority of the population of the affected area.

**DECLARATION OF A STATE OF LOCAL EMERGENCY**

**ORDER**

WHEREAS [description of hazard and emergency]

\_\_\_\_\_

\_\_\_\_\_

in [description of area] \_\_\_\_\_;

AND WHEREAS [explanation of on-going or imminent threat to life or property]

\_\_\_\_\_

\_\_\_\_\_

AND WHEREAS this [description] \_\_\_\_\_ emergency requires prompt coordination of action or special regulation of persons or property to protect the health, safety or welfare of people or to limit damage to property;

NOW THEREFORE:IT IS HEREBY ORDERED pursuant to Section 12 (1) of the Emergency Program Act (RS, 1996, Chap 111) that a state of emergency exists due to [short hazard description] \_\_\_\_\_ and [short consequence statement] \_\_\_\_\_ in [area description] \_\_\_\_\_;

IT IS FURTHER ORDERED THAT the District of Highlands, its employees, servants and agents are empowered pursuant to Section 13 (1) of the Emergency Program Act to do all acts and implement all procedures that are considered necessary to prevent or to alleviate the effects of the emergency.

ORDERED by the Mayor of Highlands, \_\_\_\_\_ this \_\_\_\_\_ day of [month] \_\_\_\_\_, [year] 20\_\_\_\_\_.

(signed) \_\_\_\_\_ [Mayor]

## 5.3 Evacuation

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### Overview

The Highlands Emergency Program has developed evacuation plans, under the authority of the BC Emergency Program Act, for moving citizens from areas of risk when necessary for life safety and personal security.

This guide summarizes Highlands' policies and procedures for evacuation by addressing the following questions.

1. What are our general policies concerning evacuation?
2. What hazards could result in a requirement for large-scale evacuation?
3. What areas are at risk from these hazards?
4. Can the potential evacuation areas be segmented, say, into neighbourhoods?
5. What are the stages of an evacuation in the district?
6. How will an evacuation Alert or Order be communicated to each affected neighbourhood?
7. Who has the authority to order an evacuation for each hazard?
8. What services must the district perform to support evacuation?
9. Where will evacuees be instructed to go?
10. How will we handle reluctant evacuees?
11. How will we advise on the evacuation of pets and livestock?
12. How will evacuated areas be secured against theft and vandalism?
13. What about shelter-in-place orders?

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### Policies

We recognize that evacuations impose an impact on the population, particularly businesses on which our local economy depends. We will make every effort to balance the rights of individuals to protect their property and financial values with the community desire to prevent injury and death.

Therefore, it is the policy of Highlands:

- To only order an evacuation when and where lives are threatened and where evacuation could potentially prevent injury and death;
  - To alert community members of potential evacuation as early as possible and advise on appropriate preparations;
  - To return evacuees to their homes and businesses as soon as possible, considering all of the hazards they may face.
  - To arrange for the early return of persons needed to operate essential services or vital businesses in the community.
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**Hazards and Areas at Risk**

This plan does not address localized hazards that may result in the evacuation of isolated buildings, structures, or areas. Evacuation needs for such events are addressed in municipal department emergency plans, such as the Fire Department.

The following large scale events may result in evacuation within the jurisdiction of the District of Highlands:

<b>Hazard</b>	<b>Area at Risk</b>
Bomb Threat	Any Neighbourhood
Conflagration	Commercial Areas, Multi-Resident
Hazardous Material Release	Recreation Centre, Hospital
Medical Emergency (e.g., Quarantine)	Individual Facilities, any Neighbourhood
Natural Gas Leak or Explosion	Any Neighbourhood
Wildland Urban Interface Fire	Neighbourhoods

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**Community Evacuation Zones**

The District of Highlands has designated evacuation zones for some hazards as part of the emergency program. The boundaries of any evacuation alert or order will coincide with the boundaries of these zones, and include the zones at risk.

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**Three Stage Evacuation Process**

Highlands has adopted the three-stage evacuation process recommended by the Inter-Agency Emergency Planning Council of British Columbia. The three phases are:

Stage 1 Evacuation Alert

- A. A consistent format and process which will alert the population at risk of potential need for evacuation, because of the danger and that they should be prepared to evacuate the area. This Evacuation Alert may allow for the population at risk to begin an orderly preparation to voluntarily leave the affected area, with a specified time frame. The reality of the situation, however, may require immediate action with very short notice. The ESS Team must be alerted immediately upon a decision to evacuate an area.
- B. Note: In some instances, an Evacuation Order is immediate and no Evacuation Alert is given.

Stage 2 Evacuation Order

- A. The population at risk is ordered to evacuate the area specified in a
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formal written order. This is an order and as such does not allow for any discretionary decision on the part of the population at risk. They must leave the area immediately.

- B. A statement must be included in all bulletins, pamphlets, warnings and orders that makes it very clear that while the evacuation order is in effect, the area in question will have controlled access, and that an access pass may be required to regain access to the area.

### Stage 3 All Clear

- A. The population at risk is allowed to return to the area previously evacuated, having been advised that the danger has passed. There is the possibility that the danger may re-manifest itself and the Evacuation Order may be reissued.

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### **Communicating an Evacuation Alert, Order, or All Clear**

When it is determined that an evacuation is required, the warning must be timely, precise in content, and given in an authoritative manner.

#### Communication Methods

- Use local AM talk radio station
- Telephone fan-out system
- Door to door contact
- Local Alert Siren

Local alert siren is on all emergency response vehicles (i.e., RCMP, fire). Residents are instructed to tune their radios to the local radio stations for further information when they hear the siren.

#### Communication shall include:

- Nature of the incident
- Assembly area, if required
- Reception Centre Locations
- What to bring (medicine, clothing, sleeping bags, personal items, etc.)
- Turn off appliances (stove, lights, heaters, etc.)
- Do not use the telephone unless you need emergency service
- Emergency information telephone number
- Instruction regarding pets
- Other places to find information (municipal website)

When the hazards forcing an evacuation have abated, the authority ordering the evacuation will rescind the order for specific areas. The EOC will communicate the "All Clear" by means of:

- Use local radio stations
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- Local and regional newspapers
  - Municipal website
  - PEP website
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**Authority to Order an Evacuation**

The ultimate responsibility for requesting an evacuation order rests with the Incident Commander. Responsibility for ordering an evacuation may rest with one of several authorized entities, depending on the type of hazard, including:

**BC Ministry of Forests** – Section 85 (1) of the Forest Practices Code enables Ministry of Forest officials to require a person to leave an area if the government is engaged in fire control or suppression operations. This provision is only used in urgent situations where time does not allow for other options, and lives are at risk.

**BC Ministry of Health Services / Health Board** – Chapter 161, Section 60/62 of the Health Act allows the minister or regional health authority to order evacuations that relate to a specific hazard, such as smoke.

**BC Ministry of Public Safety and Solicitor General, Lt. Governor** – Section 9 of the Emergency Program Act allows the Minister or Lt. Governor in Council to declare a Provincial State of Emergency for any part of the Province. This, in turn, empowers the Minister or Lt. Governor to order an evacuation, acquire and assign equipment, and assume other powers.

**BC Ministry of Transportation** – Under the Highway Act, Section 23, the Minister of Transportation is allowed to close highways for any disaster for the protection of persons using the highway, or to enable permitted traffic to be handled safely and expeditiously. (There are no highways in Highlands).

**BC Office of the Fire Commissioner** – Section 25 of the Fire Services Act enables the Fire Commissioner to evacuate a building or area due to threat from fire or explosion. Because most interface fires present regional threats, the OFC should be the first option considered for evacuation alerts and orders.

**Municipality Mayor or Council** – Section 12 of the Emergency Program Act enables local authorities (municipalities) to declare a State of Local Emergency. This allows the head of the local authority for Highlands (mayor or council) to order an evacuation of all or part of its jurisdiction.

The Highlands Fire Department may request an evacuation order through the Office of the Fire Commissioner or the local authority, but does not order evacuations. The RCMP has authority for enforcing evacuation orders, but does not order large scale evacuations.

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**Municipal Support for Evacuees**

Regardless of who orders an evacuation, the district has the responsibility for offering support services. These include the following:

Transportation for Those in Need – The Resource List in Annex F contains contact information for mass transit vehicles and how to activate them.

Traffic Control – Generally the Highlands RCMP will be responsible for traffic control during an evacuation, under the coordination of the EOC. Regional mutual aid resources may be utilized to assist if necessary. Routes may be determined based on the location of known hazards and using pre-designated evacuation maps.

Food, Clothing, Shelter – Citizens who are removed from danger are encouraged to utilize their own resources in seeking food, clothing, shelter, and health care until such time as an All Clear is declared. For any evacuee requiring emergency care, the Highlands emergency program and partners will provide such assistance through the Emergency Social Services program.

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**Where Evacuees Go**

Highlands has identified a number of suitable Reception Centres that will be equipped and staffed to receive and care for evacuees. The Emergency Social Services undertakes this responsibility, which is mandated by the BC Emergency Program Act.

When members of our community are ordered to evacuate, or we expect a number of residents to evacuate their homes voluntarily, they will be advised on the location of active Reception Centres.

Highlands does not have sufficient Reception Centre capability, and evacuees would be advised to proceed to adjacent municipalities with whom we have mutual aid agreements. These jurisdictions include those covered in the Disaster Mutual Aid Agreement (see Annex C).

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**Reluctant Evacuees**

Regardless of the threat or attempts to encourage voluntary evacuation, some residents or business persons may refuse to evacuate when notified. This presents a dilemma for responders in several ways:

- Difficult to respond, some options closed
- Increased chance of responder risking life to rescue reluctant evacuee
- If injured or killed, responders must notify next of kin, can be difficult to find
- Concern for liability in perhaps not making threat or requirement for evacuation clear.

Municipal policy in these circumstances has been considered by the Municipal Administrator and the Emergency Management Committee have considered municipal policy in these circumstances as follows:

- Initial call for evacuation should clarify the threat at hand, the suggested timing of the evacuation, and the potential consequences of failure to evacuate.
- An effort shall be made to identify the number and location of reluctant evacuees to gauge the response.
- Those responsible for the evacuation may contact reluctant evacuees a second time if resources permit and personal safety will not be compromised. In this second contact, reluctant evacuees will be:
  - Advised of the imminent threat
  - Asked if they understand the threat and evacuation order
  - Asked to provide contact information for their next-of-kin
  - Asked to sign a (waiver)
  - If children (under age 18) are present, the RCMP have the authority to take them into custody immediately and transport them to the nearest evacuation shelter for care.

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**Pets**

Some pet owners may be reluctant to evacuate until they can arrange for their pets. Residents with pets are expected to adhere to the following guidelines:

- Personal and family pets may accompany their owners to the Reception Centres.
- Owners are requested to bring enough pet food for three days.

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**Security of Evacuated Areas**

The EOC will arrange for perimeter control of the evacuated area when an evacuation is ordered. All entry points into an evacuation area will be monitored. RCMP or other trained municipal representatives will control inbound vehicles and foot traffic. The evacuated area will be patrolled regularly as long as it is safe to do so.

Authorization to enter an evacuation area must be obtained from the RCMP at the scene, the Incident Commander, or the Police Branch at the EOC. Any person authorized to enter an evacuation area shall be directed to a specific area where an authorized person will record:

- The name and address of the person
  - Agency or company name, if appropriate
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- The reason for entry
  - The time of entry
  - The time of exit
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**Shelter-in-Place Orders**

In some incidents, such as the release of a toxic gas, residents would be safer by staying in doors than by evacuating the area.

Where Shelter-in-Place is recommended to safeguard the health and safety of the public, the district shall declare a state of local emergency and order persons in hazardous areas to seek shelter and remain indoors until the All Clear.

In all respects, a Shelter-in-Place order will follow the policies and procedures of an Evacuation Order as closely as possible.

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**How to Order an Evacuation**

With many other means available, it is very unlikely that Highlands will be required to issue an evacuation order.

However, if Highlands is required to order an evacuation, certain steps must be followed to ensure a legal evacuation.

**STEPS**

1. Declare a state of local emergency (see Response Guidelines).
2. Order an evacuation.
3. Notify the province of the evacuation order through the Provincial Regional EOC.
4. Activate Reception Centres in safe areas.
5. Provide traffic and perimeter control.
6. Contact road service providers.
7. Arrange to evacuate special populations.
8. Keep public informed about emergency conditions, evacuation routes, and status of evacuation.
9. Provide security for evacuated areas.
10. Arrange for continuing or rapid return of essential services, such as electrical power, telephone, natural gas, water, sewerage, and garbage pickup.

An evacuation must consider these features of an emergency:

- Magnitude
  - Intensity
  - Time until onset
  - Duration
-

Concerns to be addressed when an evacuation is ordered include:

- Alert citizens to the need for evacuation, including the reasons.
  - Advise citizens on the appropriate items to take, including clothing, valuable papers, and medications.
  - Ensure reception centres are open and ready to receive evacuees.
  - Identify evacuation routes that have the capacity to accept evacuees, and are not susceptible to hazard.
  - Provide security for evacuated areas.
  - Consider providing transport for evacuees requiring assistance, such as buses for school students.
  - Continue providing utilities, support, and essential operations within evacuated areas, if possible.
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## Evacuation Alert Bulletin

### EVACUATION ALERT

This EVACUATION ALERT is a notification of the POTENTIAL danger which might arise due to a

\_\_\_\_\_ in your area. The reason evacuation alerts are issued is to notify residents of the potential for loss of life from unstable \_\_\_\_\_ conditions. It would be prudent for residents to prepare to leave this area with very short notice. This alert may be followed by an immediate order to evacuate, with more updated information on the condition, and when an evacuation order is issued you must leave your home immediately. You will find attached to this EVACUATION ALERT notification a travel route which you must follow in the event that this EVACUATION ALERT is followed by an EVACUATION ORDER, and a telephone number for you to call in the event that you need transportation from the area. A Travel Route Map and location of the Reception Centre is included for your use. Follow it closely.

Signature \_\_\_\_\_

Name of Local Authority \_\_\_\_\_

(cite authority)

## Evacuation Order Bulletin

### EVACUATION ORDER

Date: \_\_\_\_\_ The \_\_\_\_\_ (Authority) has been advised of the imminent danger of \_\_\_\_\_ to the life and property of persons resident or present in (SPECIFIC DESCRIPTION OF AREA WITH  
DETAIL) \_\_\_\_\_

\_\_\_\_\_ Based on this information, an order pursuant to \_\_\_\_\_ Cite the Authority to evacuate these areas has been authorized in the interest of life safety at \_\_\_\_\_ (time) hours. Other agencies will be expediting this action in these areas on behalf of the Authority issuing this Order as first cited above. FOLLOW THE TRAVEL ROUTE PROVIDED YOU MUST LEAVE THIS AREA IMMEDIATELY

\_\_\_\_\_ Signature (Name) LOCAL AUTHORITY (CITE AUTHORITY AND LEGISLATION) THE RCMP WILL ENFORCE THIS EVACUATION ORDER

## Shelter in Place Bulletin

### SHELTER-IN-PLACE BULLETIN

Date: \_\_\_\_\_ The \_\_\_\_\_ (Authority) has been advised of the imminent danger of \_\_\_\_\_ to the life and property of persons resident or present in (SPECIFIC DESCRIPTION OF AREA WITH  
DETAIL) \_\_\_\_\_

\_\_\_\_\_. The present situation will be compounded if you take action to leave your present location or place of residence. Based on this information, this bulletin advises that the safest course of action require that you remain you're your current location as of \_\_\_\_\_ (time) hours on the \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_. We will be providing updated information in a timely manner to advise you if and when the situation changes and what actions are to be taken next. In the meantime, TAKE STEPS TO SECURE FOOD, WATER AND FUEL FOR THE DURATION ASSESS ANY NEEDS YOU MAY HAVE CONTACT YOUR FAMILY AND NOTIFY THEM THAT YOU ARE OKAY \_\_\_\_\_ Signature (Name) LOCAL AUTHORITY (CITE AUTHORITY AND LEGISLATION) WE APPRECIATE YOUR COOPERATION DURING THIS TIME OF EMERGENCY

## All Clear Bulletin

### DECLARATION OF ALL CLEAR

Date \_\_\_\_\_, 20 \_\_\_\_ The \_\_\_\_\_ has been advised that the imminent risk of danger to life and properties in your area has diminished at this time. The Evacuation Order, pursuant to (cite the Authority) \_\_\_\_\_ is therefore terminated. An Evacuation Alert/Order may need to be reissued, however if that is deemed necessary the process will recommence. \_\_\_\_\_ Signature \_\_\_\_\_ Name of the Local Authority (CITE AUTHORITY AND LEGISLATION)

## 5.4 Media Relations

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<b>Keeping the Public Informed</b>	The EOC plays a critical role in keeping the public informed during an emergency. One important aspect involves a partnership with members of the news media. Local, regional, and national reporters and photographers often work with local governments in getting information into the hands of the public in a timely manner.
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<b>EOC Information Officer</b>	By their nature, emergencies demand significant efforts to deliver public safety messages, clarify response activities, and engage local communities in their own protection.
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For all emergencies where the EOC is activated, the Information Officer assists the EOC Director and any Incident Commanders with the information function.

In time of a disaster or major emergency, when the Emergency Plan has been implemented, the EOC Information Officer will be the single point of contact for the media and the public.

The Highlands Emergency Program's Information Officer, in coordination with the Emergency Program Coordinator, is responsible for normal Emergency Program publicity and public information.

Media interviews and news releases pertaining to a major emergency or a disaster situation within the District of Highlands require approval of the EOC Director prior to release. The Information Officer shall establish the procedures for providing:

- Media interviews
- News releases
- Dissemination of public information
- Ensuring that media do not enter Reception Centres unless accompanied by an Information Officer representative.

For major emergencies, additional assistance may be available through the province's Temporary Emergency Assignment Management System (TEAMS). Contact PEP for details (1-800-663-3456).

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<b>Information Centre</b>	An Information Centre serves as a walk-in facility for members of the general public seeking information related to the emergency. It is not intended to meet the needs of the news media.
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Unless otherwise ordered, an Information Centre is to be set up in the \_\_\_\_\_. In the event that an alternate EOC is to be used, the Information Centre will be established adjacent to it, if feasible, or such other appropriate location.

The Information Officer and staff will set up and staff the Information Centre. Other departmental public information officers may also staff the Centre, and will be responsible to the EOC Information Officer.

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### **Media Centre**

To support media requests for timely information, the EOC may establish a Media Centre to accommodate media briefings. The EOC Director and Information Officer will determine the best location for a Media Centre, and will consider the use of Council Chambers at the Municipal Hall.

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### **Safety First for News Media**

In performing their duties, media representatives may be exposed to the various risks and unfamiliar hazards.

As with all aspects of emergency management, safety comes first for media representatives. **Under the Workers Compensation Act, the Incident Commander is responsible for the safety of all individuals who are permitted at or near an incident site.** This includes workers of other employers who are visiting the site for their own business, such as news media.

Media representatives are expected to do the following:

1. Notify the Information Officer at the site or the EOC of any intention to attend the site of an emergency.
2. Wear appropriate personal protective equipment.
3. Remain with an Information Officer representative and follow safety instructions.
4. Do not fly aircraft within 5 NM at less than 3,000 ft. Check Notice to AirMen (NOTAM).

The Incident Commander has the authority to restrict or limit access to a site, and to correct any unsafe acts. A local government representative is expected to:

1. Pay special attention to ensuring that access/egress to the site is safe (traffic control, removal of hazards, evacuation routes).
  2. Provide safety information relevant to the site.
  3. Communicate and review any site hazards with all media persons.
  4. Report to the Incident Commander any unsafe acts. For serious repeat violations, request that the Incident Commander direct the violator to leave the site.
  5. Document all discussions with media representatives.
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**Ongoing Public Information Plan**

A Public Information Plan will be prepared by the Information Officer, and reviewed by the municipal Emergency Program Coordinator.

The Public Information Plan is to cover Public Education and Information. Its purpose is to increase the public's knowledge and awareness of the effects of different types of emergencies, of what action individuals can take to reduce the effects, and of the arrangements that the Municipality has in place for dealing with emergencies.

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