

City of St. John's


EMERGENCY
Management PLAN

October 25, 2024
Ver 2.0

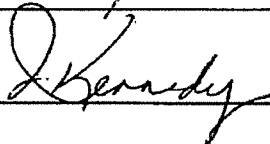
ST. JOHN'S

City of St. John's Emergency Management Plan

Approved in Principle.

Date: 01/13/2025
Mayor signature: 

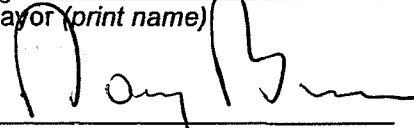
Approved by Emergency Services Division – Department of Justice and Public Safety

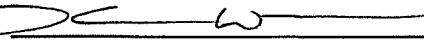
Date: Jan. 16/2025
Director signature: 

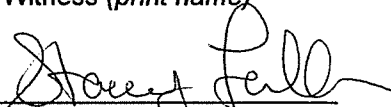
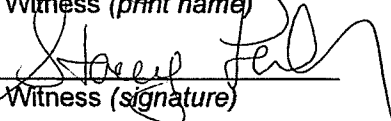
Adoption by Council

This Municipal Emergency Management Plan for the **City of St. John's** has been approved by the Director of Emergency Services and has now been adopted during a sitting of the Council on the 25th day of the 2nd month of 2025

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

DANNY BREEN
Mayor (print name)

Mayor (signature)

THERESA WALSH
City Clerk (print name)

City Clerk (signature)

Stacey Fallon
Witness (print name)

Witness (signature)
Stacey Fallon
Witness (print name)

Witness (signature)

STACEY FALLON
A Commissioner for Oaths in and for
the Province of Newfoundland and Labrador.
My commission expires on December 31, 2029

REVIEWS

MONTH	DAY	YEAR	BY

PLAN REVISIONS

MONTH	DAY	YEAR	BY
November	02	2015	D. Day
August	14	2017	D. Day
July	25	2021	D. Day
October	25	2024	D.Day

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Forward

The City of St. John's is the capital city of the Province of Newfoundland and Labrador, is home to an international port and airport, is the primary base of operation for Provincial and Federal Government operations, and provides many regional services such as water supply, waste management, transportation and fire and emergency response. These factors, combined with a population of more than 114,000 local residents and over 230,000 census metropolitan area residents, contribute to increased potential for emergency situations to occur.

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

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

Section I - Introduction

Plan Maintenance

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

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

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

General

Title

This document is the **City of St. John's Emergency Management Plan**, herein referred to as the Plan and replaces the City of St. John's Emergency Preparedness Plan adopted on November 10, 2021.

Aim

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

Emergency - Defined

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

Definitions

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

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

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

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

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

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

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

"ESD" means the Emergency Services Division, department of Justice and Public Safety, Province of Newfoundland and Labrador.

“Incident Command Post” is the central control/communications centre from which the Incident Commander(s) shall coordinate onsite activities and communicate with the (ECC) and other operational communications centres.

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

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

“SOE” means State of Emergency.

Implementation and Authority

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

Section 5 of the *Emergency Services Act* states:

5. (1) The Council of every City shall, within 3 years of this Act having come into force, adopt an emergency management plan.
- (2) An emergency management plan shall, before adoption by a City, be submitted to the director for review, and a council shall make any changes required by the director so that the plan may be approved by the director before the plan is adopted by a council.
- (3) An emergency management plan may be developed by a committee of a council, or a council may, with the necessary changes, adopt the emergency management plan of a neighboring City with the consent of the City.

(4) An emergency management plan which is adopted by a council under subsection (3) shall be submitted for the approval of the director as required under this subsection as if it had been made by the council alone.

(5) An emergency management plan shall designate a person to supervise and control the management of the plan.

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

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

Section 6 of the *Emergency Service Act* states:

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

Section 7 of the *Emergency Service Act* states:

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

Section 8 of the *Emergency Service Act* states:

8. (1) Where an emergency is declared by a regional emergency management committee, the Mayor/Chairperson of the committee shall

declare the emergency for a region or part of the regional, and the regional emergency management plan adopted by the committee shall be activated for that region or part of the region as appropriate.

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

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

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

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

Plan Alteration

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

Authority

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

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

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

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

Provincial Government Assistance

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

Federal Government Assistance

Should 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.

Public Accessibility to the Plan

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

Freedom of Information and Protection of Privacy

The City of St. John’s is subject to the *Access to Information and Protection of Privacy Act, 2015 SNL 2015 c.A-1.2, as amended.*

Direction and Control

Activation of the Plan

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

Actions by City Departments and Response Agencies

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

Emergency Levels

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

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

Emergency Coordination Centre (ECC)

The ECC shall be established at the Central Fire Station, Parade Street, St. John's. The backup location is Mount Pearl Fire Station, Olympic Drive, Mount Pearl. The Emergency and Business Preparedness Division of St. John's Regional Fire Department is responsible for establishing and maintaining a level of preparedness for the ECC. The ECC Activation Guide outlines the concept of operation,

activation, administration and demobilization of the ECC. The guide is held as a separate document from this Plan.

Activation and Deactivation

Media Centre

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

Telecommunications

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

Command Post

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

Dissemination of Decisions by the ECC

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

Briefings

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

Request for Assistance

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

Declaration and Termination of State of Emergency

Declaration of a SOE

As previously noted, Section 34 of the *City of St. John's Act* provides the Council or the Mayor with the statutory authority to declare a state of emergency in the City or part thereof in circumstances as referenced therein. The ECC Committee shall make such a recommendation when appropriate.

Termination of a State of Emergency

Upon recommendation of the ECC Committee the Mayor and Council shall terminate the emergency at any time and shall notify:

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

Notification

A City SOE is not recognized by the Emergency Services Division until they have been advised. Termination/Declaration forms must be complete and emailed or faxed to the Emergency Services Division using the contact information on the form. Once the form has been forwarded, the City must inform ESD by calling the 24hr Emergency line at (709) 729-3703. See Appendix A for Termination/Declaration forms.

Section II – Roles and Responsibilities

Senior Executive Committee (SEC)

Composition of SEC

City Manager

Deputy City Managers

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

Responsibilities of SEC

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

Emergency Coordination Center Committee

Composition:

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

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

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

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

Responsibilities of the ECC

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

Responsibilities of the Incident Commander(s)

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

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

Responsibilities of Mayor (Head of Council)

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

Emergency Coordination Center Manager

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

Upon learning of a potential emergency, the Emergency Operations Manager shall consider the possible need for activation of the Plan, and will advise the Manager, Emergency and Business Preparedness to activate and staff the ECC.

Responsibilities of the ECC Manager

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

Office of the City Manager

Responsibilities of the Manager Marketing Communications

- 1) Advise the ECC on matters pertaining to public information, public affairs, and media relations.
- 2) Participate in decision-making, determining priorities, and issuing operational directives through the ECC Manager for the resolution of the emergency.
- 3) Activate the Marketing and Communications Crisis Communications Plan.
- 4) Formulate public information and media releases for review by the Head of Council and Emergency Operations Manager.
- 5) Coordinate all media requests, including scrums and site visits.
- 6) Maintain detailed record(s) of all actions taken.
- 7) Participate in a post-emergency debriefing and provide reports as required

by the Emergency Operations Manager.

Responsibilities of the City Solicitor/legal Department

- 1) Provide legal advice to the ECC Manager.
- 2) Liaise with representatives from the Provincial/Federal Departments of Justice.
- 3) Maintain a detailed log of all actions taken by the City Solicitor's Office.
- 4) Provide legal advice as required.
- 5) Participate in a post-emergency debriefing and provide reports as requested.
- 6) Conduct risk assessments and/or inspections of any affected areas. Recommend preventative controls and other risk treatments to mitigate the risk.
- 7) Identify appropriate City insurance coverage to cover any damage and or injury. Determine if third party contract liability should respond to remedy damage or injury.
- 8) Provide loss control advice and guidance to all City departments.
- 9) Monitor and ensure recording of direct costs related to incident.
- 10) Gather claims and incident information including an estimate of the time it will take to overcome any backlog of work accumulated during the emergency.
- 11) Maintain City insurance portfolio which includes fielding day to day insurance inquiries as well as the processing of the annual insurance renewal for the City(including SJSE and SJTC).
- 12) Maintain detailed record(s) of all discussions, decisions or actions taken.
- 13) Communicate with Insurance industry partners and vendors.
- 14) Lead the City's Risk Review Committee.

Responsibilities of the Office of the City Clerk

- 1) Assign legislative assistance to the ECC to document all actions taken.
- 2) Act as liaison for Mayor and Council.
- 3) Maintain a record(s) of all actions taken.
- 4) Participate in a post-emergency debriefing and provide reports as requested.

Responsibilities of the Deputy City Manager Finance and Corporate Services

The DCM Finance and Administration or alternate shall:

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

- 6) Ensure that detailed record(s) is kept of all discussions, decisions or actions taken.
- 7) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Occupational Health and Safety Group

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

Responsibilities of the City Safety Advisor(s)

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

Responsibilities of the Deputy City Manager Community Services

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

- 3) Ensure that detailed record(s) is kept of all discussions, decisions or actions taken.
- 4) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Responsibilities of the Deputy City Manager - Public Works

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

The Deputy City Manager of Public Works shall:

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

- to traffic and crowd control.
- 13) Ensure that detailed record(s) is kept of all discussions, decisions or actions taken.
 - 14) Participate in a post-emergency debriefing and provide reports as requested by the ECC Manager.

Fire Chief/Director of Regional Fire Services

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

Responsibilities of the Fire Chief

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

Emergency and Business Preparedness Division

Responsibilities of the Manager of Emergency and Business Preparedness

- 1) Maintain a level of readiness for ECC and mobile Command Post.

- 2) Provide support and consultation to the ECC and SEC.
- 3) Liaise with cooperating and assisting agencies regarding the emergency.

Deputy City Manager – Planning, Engineering and Regulatory Services

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

Responsibilities of the Director of Engineering

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

Responsibilities of the Manager of Regulatory Services

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

- response Officials as it relates to inspection services.
- 7) Facilitate the deployment of staff from Inspection Services and Parking Enforcement where necessary.
 - 8) Maintain a detailed record(s) of all actions taken.
 - 9) Participate in a post-emergency debriefing and provide reports as requested by the Emergency Operations Manager.

Province of Newfoundland and Labrador

Responsibilities of Police Authority (RNC/RCMP)

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

Responsibilities of Ground Search and Rescue Teams (GSAR)

With authorization from the police, GSAR teams can:

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

Responsibilities of Regional Health Authority (RHA)

Planning

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

Response

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

5. Monitor the need for more health assistance and resources that may be available in the local area or region and coordinate request for assistance from other RHA's or DHCS.

Responsibilities of Provincial Emergency Services Division – Justice and Public Safety

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

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

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

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

Responsibilities of Provincial Department of Children, Seniors and Social Development (CSSD)

The Department of Children, Seniors and Social Development (CSSD) is responsible for the delivery of Emergency Social Services (ESS) in Newfoundland and Labrador. The ESS program offers essential services to

all those affected by wide scale emergency or disaster in the province of Newfoundland and Labrador.

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

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

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

Responsibilities of Digital Government and Service NL

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

Responsibilities of Department of Fisheries, Forestry and Agriculture

1. Respond immediately to the report of any forest fire that has the potential to impact the community.
2. Establish communication and advise the Emergency Operations Centre Group on possible dangers to the community.

3. Work with the local fire department in addressing any needs as a result of a forest fire.
4. Utilize the Forest Service resources such as ground crews and/or air support (i.e. water bombers).

Responsibilities of the Department of Transportation and Infrastructure

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

Municipal Infrastructure

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

and Municipalities, Land Use Planning Section to determine if the development was compliant to the department's Land Use Policy on Flood Risk areas.

5. Other roles may be identified as the adverse event evolves.

Support Staff and Agencies

Introduction

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

The main functions of potential support personnel/agencies include:

Metrobus Transit

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

If requested, the General Manager of Metrobus shall:

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

Amateur Radio Emergency Service AVRAC

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

Responsibilities of AVRAC:

- 1) At the request of the ECC Manager, provide radio equipment and operators at the ECC or other locations as required.
- 2) Provide an AVRAC coordinator at the ECC to liaise with the Duty Officer.
- 3) Provide radio communications links between opened Evacuation Centres and the ECC or other locations at the request of the Emergency Operations Manager.
- 4) In the event of loss of regular telephone service, provide communications to extended areas as required, Provincially, nationally and internationally.
- 5) Serve as a communication link with senior levels of government as required.
- 6) Maintain a detailed record of all actions taken.
- 7) Participate in a post-emergency debriefing and provide reports as requested

Ground Search and Rescue (Rovers SAR)

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

If requested, the liaison for Rovers SAR shall:

- 1) At the request of the ECC Manager provide resources and access to assets of the organization. Service can include but are not limited to;
 - a. Ground Search and Rescue.
 - b. Logistical support including operational communications, geomatics and first aid.
 - c. Incident support including incident management, wellness checks, safety and travel management and general labor.
- 2) Provide a Rovers SAR representative at the ECC to liaise with the Deputy ECC Manager.

- 3) Maintain a detailed record of all actions taken.
- 4) Participate in a post-emergency debriefing and provide reports as requested.

St. John Ambulance

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

If requested, St. John Ambulance shall:

At the request of the Emergency Coordination Center Manager provide resources and access to assets of the organization including but not limited to:

- 1) Offer services to support health facilities, deploy mobile health resources in various environments such as emergency sites, evacuee shelters, health care institutions, reception centres, assisting during search and rescue operations and emergency evacuations.
- 2) Deploy Therapy Dogs and their handlers; as well as members trained in mental health peer support for emotional psychosocial support assistance during crises.
- 3) Offer space and other facility resources.
- 4) Offer skills from various personnel on staff.
- 5) Provide a St. John Ambulance representative to coordinate with the Liaison Officer.
- 6) Maintain a detailed record of all actions taken.
- 7) Participate in a post-emergency debriefing and provide reports as requested.

The Salvation Army Emergency Disaster Services

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

If requested The Salvation Army EDS shall:

At the request of the Emergency Operations Manager provide resources and access to assets of the organization including but not limited to;

- 1) Establish feeding sites in a fixed location at one of our Salvation Army facilities.
- 2) Establish mobile feeding sites using our mobile kitchens.
- 3) Offer our buildings as warming centres or lodging areas for those effected.
- 4) Provide Emotional and Spiritual care to those who need.
- 5) Provide CISM to first responders and survivors who request it.
- 6) Establish donations management sites for mass donations during Disasters.
- 7) Provide a Salvation Army Representative to Liaise with the Duty Officer.
- 8) Maintain detailed record of all actions taken.
- 9) Participate in post-emergency debriefing and provide reports as requested.

Canadian Red Cross

In the event of an emergency resulting in displacement of individuals and families from their homes, guided by the provincial agreement between Canadian Red Cross (CRC) and Department of Children Seniors & Social Development (CSSD) the CRC shall:

- 1) At the request of the Emergency Operations Manager provide the provision of emergency social services:
 - a. Less than 10 families or 25 individuals impacted (level 1 response):
Through the CRC Personal Disaster Assistance (PDA) program by calling 1-800-222-9597
 - b. 10 or more families, or 25 or more individuals (level 2 response): CSSD agreement will be activated, however, the City of St. John's (CSJ) shall notify CRC by calling 1-800-222-9597 and/or the staff designate to have this agreement activated.
 - c. Level 2-5 Activation of Emergency Response Team; CSSD agreement will be activated, however, CSJ shall notify CRC by calling the staff designate and/or 1-800-222-9597 to have the CRC/CSSD agreement activated.

In either situation, the needs of individuals will be determined by needs assessment and may include registration, reception and inquiry, food, clothing, commercial lodging or congregate shelter, personal services, family reunification, and other services deemed appropriate in consultation with officials and partners.

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

City Assets and Resources

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

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

Diagrams

Diagram 1: Emergency Operations Center Reception

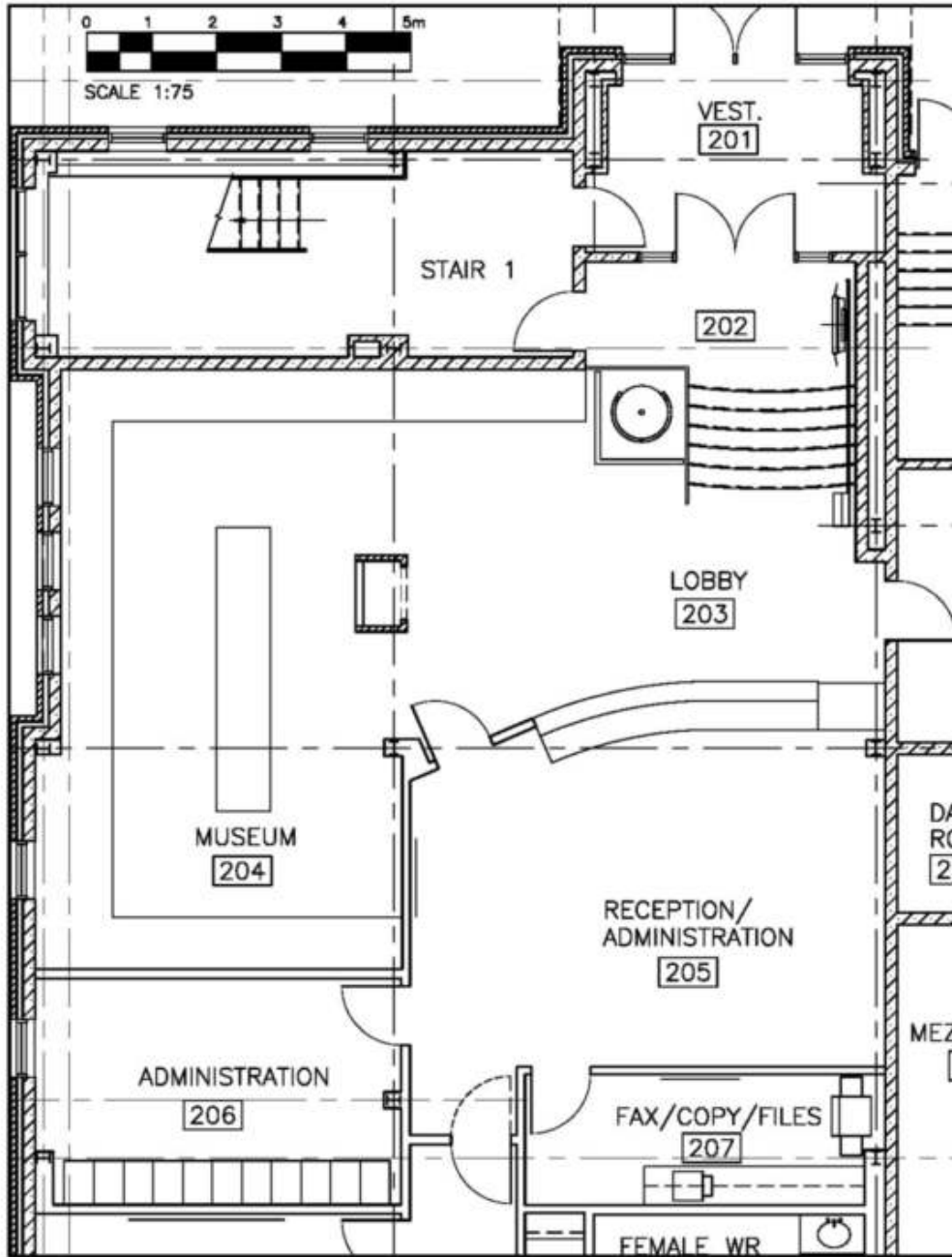
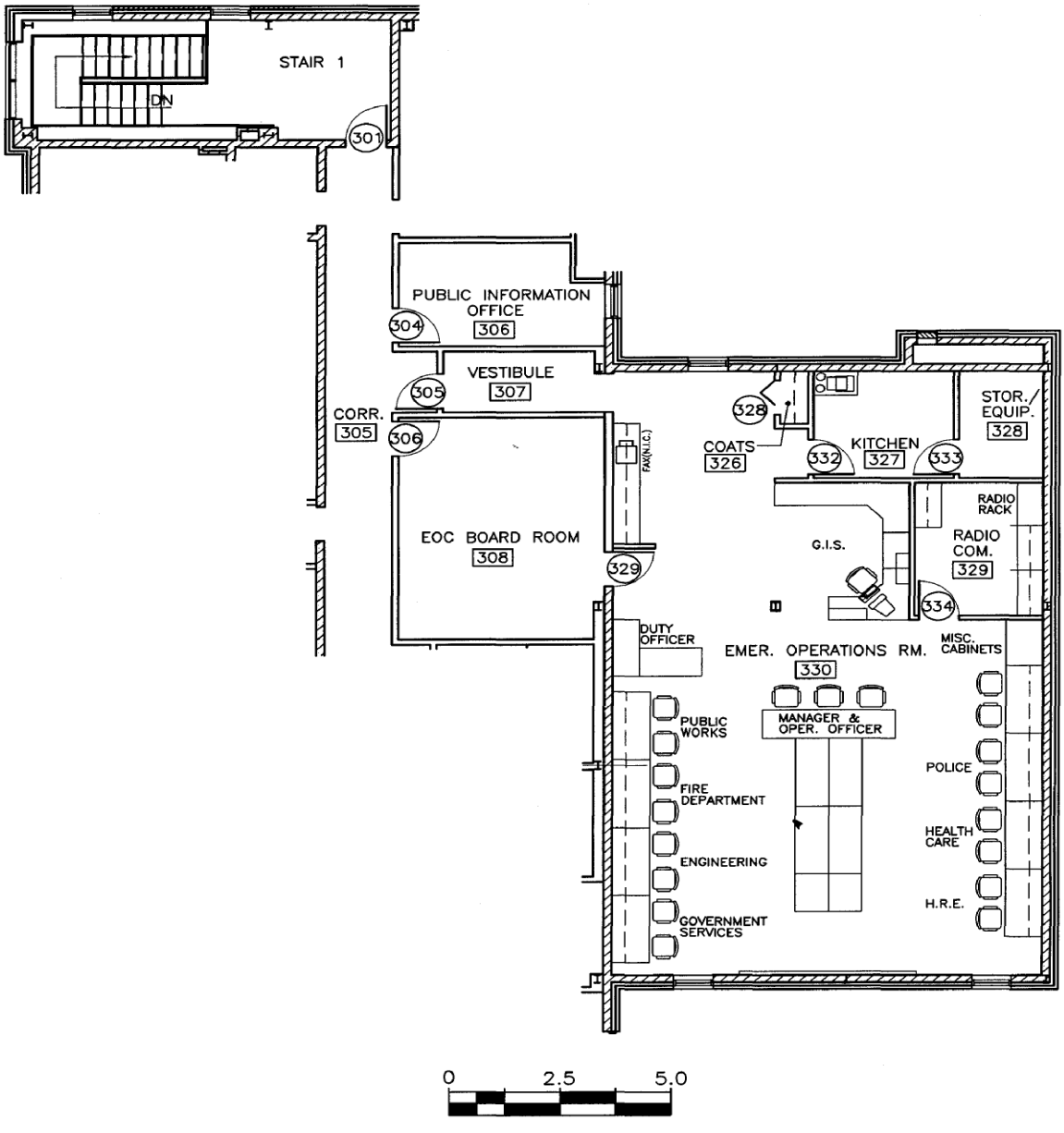


Diagram 2: Emergency Operations Center



Appendix A: Declaration/Termination of SOE

Declaration of a State of Emergency

Email to ESD-NL@gov.nl.ca or Fax to (709) 729-2524

City of _____

Pursuant to Section 34 of the City of St. John's Act, and being satisfied that an emergency exists;

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 City;

AND WHEREAS the emergency exists in the area bounded by the following:
(describe boundaries of the emergency)

THEREFORE BE IT RESOLVED THAT pursuant to Section 34 of the City of St. John's Act, RSNL 1990, c.C-17, the Council of the City noted above hereby declares that a state of emergency exists as of and from _____ o'clock in the morning () or in the afternoon () on the _____ day of _____, 20____, to the _____ day of _____, 20____, at _____ o'clock in the morning () or in the afternoon (), unless this Declaration is renewed or terminated in writing by the Council.

IN WITNESS WHERE OF the council of the _____ has by resolution number _____ carried and declared this state of emergency.

Moved by Councilor _____

Second by Councilor _____

Dated this _____ day of _____, 20_____.

Name – please print

Position

Termination of a State of Emergency

Email to ESD-NL@gov.nl.ca or Fax to (709) 729-2524

City of _____

The above noted City declared a State of Emergency on _____, 20____,
pursuant to Section 34 of the City of St. John's Act, RSNL 1990, c.C-17.
That Emergency is over and the above noted City now wishes to declare the
Emergency has ended.

The Council of _____ hereby declares that the Emergency is
terminated in the _____ of
_____ (give the location of the Emergency).

IN WITNESS WHEREOF the Council of _____ has by
resolution number _____ carried and declared this state of emergency is over.

Moved by Councilor _____
Second by Councilor _____
Dated this ____ day of _____, 20_____.

Name - please print

Position

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

Appendix C: External Contact List

(Intentionally Blank – private & confidential)

Appendix D: ECC Activation Summary

(Held as a separate binder)

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

ECC Staffing

- Situational Awareness – (Type V to IV) provides opportunity to maintain awareness of a developing or occurring event and shall allow for a quicker transition to Partial or Full activation.
 - Manager of Emergency and Safety Services
 - Public Information Officer
 - Support personnel deemed necessary

- Partial Activation – (Type IV to III); i.e., Major Fire, Significant Weather Event.
 - Manager of Emergency and Safety Services
 - Public Information Officer
 - ICS Positions field as required by;
 - Representatives from City departments that represent Subject Matter Experts most related to the Incident.
 - Non-governmental Agencies that represent Subject Matter Experts or Supporting Agencies related to the incident.
 - Emergency management partners

- Full Activation – (Type III to II) i.e., Major Weather Event, Loss of Water Treatment Plant Affecting Large Section of Population.
 - All ICS positions to be filled.
 - Representatives from **All** City departments that represent Subject Matter Experts most related to the Incident.
 - Non-governmental Agencies that represent Subject Matter Experts or Supporting Agencies related to the incident.
 - Emergency management partners.

Initial Activation Steps:

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

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

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

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

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

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

Appendix E: Plan Distribution List

NL Health Services

Government of Newfoundland & Labrador

- Emergency Services Division
- Children Seniors and Social Development
- Royal Newfoundland Constabulary

St. John's Regional Fire Department

Non-governmental Agencies Listed in this document

Appendix F: Hazards Identification and Risk Analysis

(Held in separate binder)

Appendix G: Potential Shelter Sites (City owned property)

Facility	Room	Area for Cots (m ²)	Food Prep/Distr	Emergency Power
City Hall	Foran/Greene	284	Yes	Yes
Mews Center (Blackler Ave)	Gym	790	Yes	Yes
Paul Reynolds Community Center	Gym	609	Yes	Yes
St. John's Rec Center	Gym	1452	No	Yes (No Heat)
Shea Heights Community Center	Main Hall	232	Yes	No
Kilbride Lions Center	Main Hall Main Room- Basement	215 215	Yes	No
Kenmount Community Center	Gym	620	Yes	No
Teakwood Community Center	Gym	315	Yes	No
Goulds Rec Center	Gym	232	Yes	No
Rotary Chalet	Main Hall Main Room- Basement	24	Yes	No
Mary Brown Centre*	Ice Surface	1586	No	Partial
Convention * Center	Main Hall	1437	Yes	Partial

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

Appendix H: Request for Assistance

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

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

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

- 1) Contact the Manager of Emergency and Business Preparedness or alternate. If the primary or alternate is unreachable, then contact the City of St. John's, Citizen Service Center emergency line by calling (709) 576-8579.
- 2) Answer questions asked by call taker to provide clarification as to how the City can assist the requesting agency. The call taker shall notify City senior management of the request, and a member of that group shall call the contact designated by the agency to discuss an appropriate response.
- 3) Advise the Citizen Service Center to "stand down" if the request for assistance is no longer required.