

TOWN OF MOSSBANK



EMERGENCY PLAN

*REVISED DECEMBER 2016

Emergency Control Centre

Town Office – 311 Main Street – 354-2294

Emergency Measures Co-ordinator

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Section 1 – Emergency Plan

Purpose

Sections 9-10 of *The Emergency Planning Act*, hereinafter referred to as “the Act”, require that all municipalities establish an emergency measures organization, appoint an emergency measures co-ordinator, and establish an emergency planning committee to prepare a plan governing “the provision of necessary services during an emergency and the procedures under and the manner in which persons will respond to an emergency.”

Pursuant to legislation, the Fire and Emergency Preparedness Committee of the Town of Mossbank, hereinafter referred to as “the Committee”, shall act as the local emergency planning committee and the Chair of the Fire and Emergency Preparedness Committee, hereinafter referred to as “the Chair”, shall act as the emergency measures co-ordinator for the Town of Mossbank. The Chair shall ensure that the Action Plan contained in Section 5 is executed in the event of an emergency. However, it shall be the Mayor who is responsible for authorizing and co-ordinating any additional measures not covered in the Action Plan but necessary for an efficient response. The Mayor shall also be responsible for any discretionary measures contained in the Action Plan including deviations from the plan, if required (which shall be discussed with the Chair as soon as possible).

The Emergency Measures Organization of the Town of Mossbank shall consist of the Fire and Emergency Preparedness Committee (which includes the Mayor), the Fire Chief of the Mossbank & Rural Fire Department, the Manager of Public Works of the Town of Mossbank, the Chief Administrative Officer of the Town of Mossbank, and any other person at the discretion of the Committee.

The purpose of the Town of Mossbank Emergency Plan is to define roles in an emergency situation and provide a plan for a rapid, co-ordinated and organized response. This will ensure the safety and health of occupants and the protection of local property from unnecessary damage.

Review and Improvement

The Emergency Plan shall be reviewed and updated annually by the Committee in consultation with the Chief Administrative Officer who shall provide advice and comments regarding legislative concerns or requirements. When changes are made, a copy shall be provided to the Water Security Agency (WSA) for review and approval. The Waterworks Emergency Plan was last approved by the WSA on June 9, 2014.

The Committee shall make suggestions to Council regarding improving the emergency readiness of the Town of Mossbank. This shall include consideration to backup systems; purchase and upkeep of facilities and equipment; and routine monitoring and/or inspections of facilities, equipment, and drinking water quality.

Emergency Response Priorities

Responses to emergency events will proceed in accordance with the following priorities, listed in order of importance:

1. Direct response to the event, which may include, in addition to any other action, evacuation or notification to occupants due to an immediate danger;
 - Emergency events could include pandemic, flooding, fire, extreme weather, utility service disruption, and exposure to explosive or hazardous materials.
2. Maintain/restore water service;
 - Emergency events could include flooding, fire, extreme weather, utility service disruption, exposure to explosive or hazardous materials, outbreak of waterborne disease, contamination of source water, loss of source water, and treatment process failure.
 - Except in situations where fire is in progress or likely, water use priorities, in order of importance, shall be: 1) drinking water, 2) fire suppression, and 3) other water uses. However, a reasonable reserve shall always be maintained for the purpose of fire suppression.
 - If fire is in progress or likely, the first priority for water use shall be fire suppression, though extended time periods may require that alternative drinking water arrangements be made for occupants.
 - Uses related to health will take precedence over uses for aesthetic or recreational purposes and measures shall be taken to allow for waste disposal and washing at reasonable intervals, even in the event of a disaster.
3. Facilitate temporary relocation of occupants displaced by an emergency event; and
4. Maintain/restore other municipal services.

In all cases, those requiring the most support due to a disability, age, etc. will be considered priority in the response (see "Priority" in Section 6 for a complete list of priority contacts).

Declaration of an Emergency and Powers Granted

Though not every emergency event will require a declaration of a local emergency, doing so can help protect the municipality from liability in the event that extreme measures need to be taken. Section 20 of the Act states that a local emergency declaration may be made by resolution of Council or, when a quorum cannot be assembled and the emergency requires immediate action, by any member of Council. Typically, unilateral declaration of an emergency is the responsibility of the Mayor or, in the absence of the Mayor, the Deputy Mayor, but the Act confers any member of Council the authority to do so. In the declaration, the municipality must identify the nature of the emergency and the area of the municipality in which the emergency exists.

Subsection 21(1) of the Act states that the declaration of a local emergency or a renewal of a local emergency allows the municipality to:

- (i) put into operation any emergency plan or program that the local authority considers appropriate;*
- (ii) acquire or utilize any real or personal property that the local authority considers necessary to prevent, combat or alleviate the effects of an emergency;*
- (iii) authorize any qualified person to render aid of a type that the person is qualified to provide;*
- (iv) control or prohibit travel to or from any area of the municipality;*
- (v) provide for the restoration of essential facilities and the distribution of essential supplies;*
- (vi) provide, maintain and co-ordinate emergency medical, welfare and other essential services in any part of the municipality;*
- (vii) cause the evacuation of persons and the removal of persons or live stock and personal property from any area of the municipality that is or may be affected by an emergency and make arrangements for the adequate care and protection of those persons or live stock and of the personal property;*
- (viii) authorize the entry into any building or on any land, without warrant, by any person when necessary for the implementation of an emergency plan;*
- (ix) cause the demolition or removal of any trees, structures or crops if the demolition or removal is necessary in order to reach the scene of the emergency, to attempt to forestall its occurrence or to combat its progress;*
- (x) conscript persons needed to meet an emergency; and*
- (xi) do all acts and take all proceedings that are reasonably necessary to meet the local emergency.*

The Town of Mossbank has a Mutual Aid Agreement with the Rural Municipalities of Lake Johnston #102 and Sutton #103 and they may be contacted to provide aid in the event of an emergency.

Section 2 – Facilities Information

Waterworks Owner	<u>Town of Mossbank</u>
Waterworks Location	<u>512 Main Street (Natural Gas Generator; Reservoir - 100,000 Imp. Gallons)</u>
Source Water	<u>Groundwater – 3 wells located at Old Wives Lake Nature Area (NW-23-12-30-W2)</u>
Generator Storage	<u>504 Main Street (Town Shop)</u>
Generator-Ready - Town	<u>311 Main Street (Town Office) & 109 5th Avenue E (Community Hall)</u>
Generator-Ready - Rural	<u>Mossbank Golf Clubhouse (NE-22-11-29-W2)</u>

Section 3 – General Emergency Procedures

In general, an incident should follow these steps:

1. An emergency event is identified or brought to the attention of the appropriate department head of the Town of Mossbank (or if the facility is operated by an external board, to the person responsible for maintenance of that facility). If required, immediate action is taken at the discretion of the department head or maintenance person.
2. As soon as possible thereafter, the Mayor will be contacted by the department head or maintenance person to discuss the event and the actions taken thus far.

- a. In the absence of the Mayor, the Deputy Mayor or, if unavailable, any member of Council, preferably a member of the Fire and Emergency Preparedness Committee, shall act as the Mayor for the purposes of the emergency response until the Mayor is able to assume his or her role.
3. The Mayor evaluates the emergency event and the initial response, determines the seriousness of the threat, and decides whether or not additional measures are required.
4. If the Mayor decides that additional measures are required, the Emergency Measures Organization shall carry out their respective roles, as defined in subsection 3(6) below, ensuring that they act in accordance with the Action Plan in Section 5 for the emergency event in progress.
5. The Mayor may declare a state of local emergency, if required, and advise the Chief Administrative Officer to notify emergency agencies of the situation.
 - a. If it is reasonable to wait for a special meeting of Council to be held, the declaration shall be postponed until it can be considered at this meeting.
6. Roles of Emergency Measures Organization members during the emergency event:
 - a. Fire and Emergency Preparedness Committee:
 - i. The Mayor shall authorize the discretionary actions of the Emergency Measures Organization including any deviations from the Action Plan in Section 5 (and any related financial expenditures), as required. After the emergency event, the Mayor shall prepare a report to the Fire and Emergency Preparedness Committee and Council regarding any required amendments to this Emergency Plan.
 - ii. The Chair of the Fire and Emergency Preparedness Committee shall ensure that the non-discretionary actions laid out in the Action Plan (Section 5) for the emergency event are carried out by the appropriate persons and communicate roles to these persons (he or she may request aid from the Chief Administrative Officer, if desired).
 - iii. Other members shall advise the Mayor and assist as directed.
 - b. The Chief Administrative Officer will be responsible for communications with emergency organizations and the public, and to assist with communications with other members of the Emergency Measures Organization, if requested.
 - c. The Manager of Public Works will be responsible for maintaining or restoring water services, which includes the execution of actions as directed by the Water Security Agency or otherwise required. He or she shall also make generators available to emergency workers, if required.
 - d. The Fire Chief will be responsible for preparing the Mossbank & Rural Fire Department to respond as required and directing firefighters during a fire response.

7. Roles of Council during the emergency event:
 - a. Council shall attend any special meetings called which relate to the emergency event and assist the Mayor as directed. After the emergency event, Council shall evaluate the appropriateness of the actions taken, review all expenditures during the emergency event, and consider amendments to this Emergency Plan.
8. The Communication Plan, as described in Section 4, shall be used to disseminate information to the public.
9. The Action Plan for each type of emergency event, as described in Section 5, should form part, though not necessarily all, of the emergency response.

Section 4 – Communication Plan

Emergency Notification to Occupants

Occupants affected by an emergency event will be notified in one or more of the following ways, at the discretion of and by the Chief Administrative Officer:

- By phone, if a priority facility is affected;
- By notice posted on the door, when reasonable to provide notice in this way (small area affected and/or sufficient resources to do so);
- By media release (local radio and newspaper) when appropriate;
- By posters around town and at the Town Office or by mail; and
- By social media and website postings.

Media Communications

In any crisis situation, the media will receive information only from the Chief Administrative Officer, unless otherwise directed by the Mayor. Media information will be provided by written statement (preferred) or by phone.

In the case of a major emergency or disaster, an emergency hotline will be manned until the crisis has ended. The phone at the Town Office (354-2294) or the cell phone of the Chief Administrative Officer (354-7547) will be utilized for this purpose.

Signs

All example signs relating to water quality issues (Precautionary Drinking Water Advisory & Emergency Boil Water Order) are available from Saskatchewan Ministry of Environment's document entitled "Bacteriological Follow-up Protocol for Waterworks Regulated by Saskatchewan Ministry of Environment, November 2002, EPB 205".



**Saskatchewan
Environment**

PRECAUTIONARY DRINKING WATER ADVISORY

This ADVISORY applies to ALL USERS of the Town of Mossbank's water distribution system and is EFFECTIVE IMMEDIATELY.

Due to a temporary issue with the water system, the safety of the Town's drinking water cannot be ensured at this time.

As a precautionary measure, all water used for human consumption should be heated until it reaches a rolling boil for at least 1 minute.

The Precautionary Drinking Water Advisory also applies to any water which may enter a person's mouth, such as water used for tooth brushing, soaking false teeth, and the water put into food or drink which will not be subsequently boiled. Since harmful parasites may survive freezing, ice cubes should also be made from boiled water.

Use boiled or bottled water to wash fruits, vegetables, and dishes. Dishes may also be disinfected by washing in dishwashing machines that have a dry cycle or a final rinse that exceeds 45°C for 20 minutes or 50°C for 5 minutes or 72°C for 1 minute.

For more information please contact:

Saskatchewan Ministry of Environment at 306-694-3586 or
Five Hills Health Region at 306-691-1501

Section 5 – Action Plan

The Action Plans below provide the general action to be taken in the emergency situation described but there may be additional variables that affect the appropriate or other action to be taken. There may also be emergency events not described herein. In any case, discretionary powers concerning the appropriate response are granted to the Mayor.

In serious cases, consider application to the Provincial Disaster Assistance Program after the event.

Evacuation and Temporary Relocation

Emergency events: Fire, flooding, utility service disruption, extreme weather, civil disturbance, and exposure to explosive or hazardous materials.

(Minor emergency to disaster)

Actions:

- In all cases, evaluate the threat to health and safety as evacuation and temporary relocation is not required in every instance of an emergency event listed above
 - If immediate threat to life is high or long-term exposure is likely and will severely affect health, then evacuate and, if required, assist in the relocation of affected occupants
 - Also determine if the emergency event can be addressed within a short period of time, respond accordingly, and notify those affected when they may return to their homes or the facility
- If necessary to evacuate the entire town, contact the Town of Assiniboia (642-3382) or the Town of Gravelbourg (648-3301) to see if they can provide a temporary location.
- Contact local media for a public service announcement where all affected cannot be notified in person or by phone, if necessary
 - In all cases, directly notify priority contacts affected and assist with relocation if resources are available to do so and where appropriate
- Contact the Canadian Red Cross Society regarding assisting with temporary living arrangements for occupants, if required and appropriate
- If appropriate, contact Saskatchewan Emergency Planning

Localized Fire

Emergency events: Fire affecting a single building or a contained area.

(Major emergency)

Actions:

- Contact the Fire Chief or the Mossbank & Rural Fire Department to arrange a response, if they are not already aware of the situation or if it is unknown if they are aware of the situation
- Mossbank & Rural Fire Department to evacuate the building and address the fire, with emphasis on containment
 - Also evaluate the need to evacuate nearby buildings as a precaution
- Evaluate site risks such as explosive materials and address or contain risk
 - “Sea can” storage units can be highly explosive when exposed to fire if flammable or explosive materials are stored inside
- Contact SaskPower and SaskEnergy to disconnect utilities
- Assist in the temporary relocation of occupants, if required
- In the event that fire spreads and becomes uncontrolled, see “Prairie or Urban Conflagration” for additional considerations

Prairie or Urban Conflagration

Emergency event: Extensive uncontrolled fire threatening the Town of Mossbank as a whole.

(Disaster)

Actions:

- Contact the Fire Chief or the Mossbank & Rural Fire Department to arrange a response, if they are not already aware of the situation or if it is unknown if they are aware of the situation
- Construct a fire guard if reasonable given the circumstances
 - Member of Council to declare a state of local emergency if it is necessary to conscript persons, destroy property, or acquire resources to create a fire guard
- Evaluate site risks such as explosive materials and address or contain risk
 - “Sea can” storage units can be highly explosive when exposed to fire if flammable or explosive materials are stored inside

- Evaluate community-wide risks such as commercial/industrial areas wherein explosive or hazardous materials may be located and focus efforts appropriately taking care to ensure the protection of facilities that may be needed in this or any emergency event (as listed in Section 2)
- Issue notification to users of water service to limit or discontinue use of water for personal purposes
 - Arrange additional water services as may be required
- Contact SaskPower and SaskEnergy to disconnect utilities to locations as may be required
- Contact local media for a public service announcement where all affected cannot be notified in person or by phone
 - Directly notify priority contacts to be on alert
- Notify the Rural Municipalities of Lake Johnston #102 and Sutton #103 so that they are aware of the potential spread of the situation as well as to provide aid in the response
- Determine the need to evacuate any locations and assist in temporary relocation (see “Evacuation and Temporary Relocation”), if required
- Contact Saskatchewan Emergency Planning for assistance

Utility Service Disruption

Emergency event: Disruption to water, sewer, power or natural gas service for an extended period of time.

(Minor emergency to disaster)

Actions:

- For an issue with municipal services, contact the Manager of Public Works of the Town of Mossbank to address the issue
 - Also see the appropriate “Waterworks Emergency” for additional instructions
- For an issue with power or natural gas, contact SaskPower or SaskEnergy, as the case may be, to address the issue
 - Also, consider the effect of a power or natural gas disruption on facilities related to emergency response (as listed in Section 2) and take measures to prevent an additional emergency situation
- In the event the issue cannot be resolved quickly and it is or will soon become a health or safety risk (e.g. no heat in winter, no water for extended period, etc.), make arrangements to address the situation or assist in the temporary relocation of affected occupants (see “Evacuation and Temporary Relocation”)

- In extreme cases, consider contacting Saskatchewan Emergency Planning and the Canadian Red Cross Society for assistance

Civil Disturbance

Emergency event: Any type of civil disturbance that could result in damage to persons or property.

(Minor emergency to disaster)

Actions:

- Notify the RCMP
- In extreme cases, facilitate the temporary relocation of persons who may be at risk of loss of life (see “Evacuation and Temporary Relocation”)

Exposure to Explosive or Hazardous Materials

Emergency event: Exposure to explosive or hazardous materials due to a gas build-up or leak, a train derailment or cargo truck crash, flood-related issues (black mould, etc.), significant sewer backup, propane leak, extensive gasoline spill, etc.

(Minor emergency to disaster)

Actions:

- In the event of an indoor natural gas leak, contact a licensed plumber/gasfitter
 - In the event of an outdoor natural gas leak, contact SaskEnergy
- In the event of a train derailment wherein cargo is unknown and may be explosive or hazardous, contact CP Rail for information
- Contact local media for a public service announcement where all affected cannot be notified in person or by phone
- Directly notify any nearby affected occupants who may be at risk, if appropriate
 - Assist in the relocation of priority contacts, when resources available to do so
- Contact the Fire Chief or Mossbank & Rural Fire Department in the event of fire or risk of fire, if appropriate
- Notify the regional Environmental Protection Officer, if appropriate
- Consider the evacuation and temporary relocation of persons who may be exposed to safety or health risks (see “Evacuation and Temporary Relocation”)
- In extreme cases, consider contacting Saskatchewan Emergency Planning and the Canadian Red Cross Society

Extreme Weather

Emergency event: Tornado, plow wind, hail, etc.

(Minor emergency to disaster)

Actions:

- Directly notify priority contacts of pending threat (when the threat is known in advance and when able to do so), if there is significant concern
 - Advise to take shelter in a safe part of their home or a neighbour's home, in the basement and away from windows, until after the event
- Consider the temporary relocation of persons who may be exposed to safety or health risks (see "Evacuation and Temporary Relocation")
 - Relocation will generally only be required as a result of widespread damages resulting from the storm and not because of the storm directly
- In extreme cases, consider contacting Saskatchewan Emergency Planning and the Canadian Red Cross Society after a disaster event has occurred

Pandemic

Emergency event: Outbreak of contagious illness of significant concern.

(Minor emergency to disaster)

Actions:

- Notify Five Hills Health Region and assist as directed
- Contact local media for public service announcement where all customers cannot be notified by phone, when appropriate, unless the Five Hills Health Region will be doing so or believes this is not necessary
 - Directly notify priority contacts
- In extreme cases, consider contacting Saskatchewan Emergency Planning and the Canadian Red Cross Society

Flooding

Emergency event: Excessive precipitation exhausts storm sewer and/or drainage systems.

(Minor emergency to disaster)

Actions:

- Evaluate the threat and the ability to protect property by sandbagging
 - Protection of facilities listed in Section 2 of this Emergency Plan shall be priority
 - Arrange volunteers to prepare and lay sandbags

- Determine need to evacuate any locations and assist in temporary relocation (see “Evacuation and Temporary Relocation”)
- If flooding is significant, notify the Water Security Agency as flooding can affect the water and sewer systems
- Notify users of the potential for water contamination, loss of pump, power, etc.
 - Advise them to store drinking water in advance and boil any suspect water for one minute
 - Contact local media for a public service announcement where all affected cannot be notified in person or by phone
 - Directly notify priority contacts
 - See “Waterworks Emergency” in the event that flooding does cause a waterworks failure
- The Canadian Red Cross Society provides clean-up kits at no charge to those affected in order to avoid any incidence of black mould
- Contact Saskatchewan Emergency Planning for assistance, if required

Waterworks Emergency

Outbreak of a Waterborne Disease

Emergency event: Five Hills Health Region notifies the municipality of an incidence of waterborne disease.

(Major emergency to disaster)

Actions:

- Notify the Water Security Agency
- Notify users of the potential water contamination
 - Advise them to boil water for one minute before drinking unless otherwise directed by the Water Security Agency
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone
- Arrange alternate water source if issue cannot be resolved shortly
- Contact Saskatchewan Emergency Planning, if appropriate

Contamination of Source

Emergency event: Gross deterioration of source water due to a spill, vehicle accident or natural causes.

(Major Emergency)

Actions:

- Shut down the pump
- Notify the Water Security Agency
- Notify users
 - Advise them to boil water for one minute before drinking unless otherwise directed by the Water Security Agency
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone
- Arrange alternate water source if issue cannot be resolved shortly
- Contact Saskatchewan Emergency Planning, if appropriate

Loss of Source

Emergency event: Access to source water is lost due to intake problems or natural causes

(Major Emergency)

Actions:

- Shut down the pump
- Notify the Water Security Agency
- Notify users
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone
- Arrange alternate water source if issue cannot be resolved shortly
- Contact Saskatchewan Emergency Planning, if appropriate

Treatment Process Failure

a) Loss of Chlorine Residual Leaving Plant

Emergency event: Chlorine level leaving the plant is less than 0.1 mg/L free chlorine.

(Minor Emergency)

Actions:

- Notify the Water Security Agency
- Notify users of the potential water contamination
 - Advise them to boil water for one minute before drinking
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone
- Contact the chlorinator manufacturer/vendor or the chlorine suppliers if the issue relates to the chlorinator or the chlorine supplied

b) Loss of Chlorine Residual in Distribution System

Emergency event: Chlorine levels at any place in the distribution system less than 0.1mg/L free chlorine or 0.5 mg/L total chlorine.

(Minor Emergency)

Actions:

- Notify the Water Security Agency
- Notify users of the potential water contamination
 - Advise them to boil water for one minute before drinking
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone
- Contact the chlorinator manufacturer/vendor or the chlorine suppliers if the issue relates to the chlorinator or the chlorine supplied

c) High Turbidity

Emergency event: The turbidity is greater than 1.0 N.T.U. (sudden increases generally indicate a system disturbance or treatment failure).

(Minor Emergency)

Actions:

- Notify the Water Security Agency

- Notify users of the potential water contamination
 - Advise them to boil water for one minute before drinking
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone

d) Microbial Contamination Detected

Emergency event: A positive microbial test result is received for the treated water.

(Routine incident to major emergency)

Actions:

- Follow Saskatchewan's Bacteriological Follow-Up Procedures document (attached)

e) Pump System Failure

Emergency event: All pumps fail and are unable to supply water or distribution system pressure drops.

(Minor Emergency)

Actions:

- Notify the Water Security Agency
- Notify users of service interruption
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone
- Contact pump supplier

f) Other Treatment Process Failure

Emergency event: Loss of coagulation or other significant process failure.

(Routine incident to major emergency)

Actions:

- Notify the Water Security Agency
- Notify users of the potential water contamination
 - Advise them to boil water for one minute before drinking
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone

g) Power Failure

Emergency event: Power outage.

(Minor Emergency)

Actions:

- Natural gas backup generator will activate automatically
 - Inspect generator and call manufacturer or electrician (RJ Electric installed the unit) if it did not activate
 - Manual generator available for use if there is an issue
- Notify users of interruption of service if backup pump not capable of maintaining supply
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone
 - Notify the Water Security Agency
- Call SaskPower if power does not resume shortly

h) Backflow, Back Siphonage, or Significant Loss of Pressure in the System

Emergency event: Backflow or contamination is widespread throughout the distribution system.

(Major Emergency)

Actions:

- Notify the Water Security Agency
 - Purge and disinfect lines as directed
- Notify users of the potential water contamination
 - Advise them to boil water for one minute before drinking
 - Directly notify priority contacts
 - Contact local media for public service announcement where all customers cannot be notified in person or by phone

i) Water Breaks - Sanitary Repair Procedures

Emergency event: Main line break.

(Major Emergency)

Repairing a main break is the most common type of emergency maintenance in a distribution system. Depending on site-specific conditions, a main break may be a source of contamination. For example, if the damaged pipe is below the water table or in contact with a sewage or storm water main, contamination may occur. As noted below, maintenance procedures differ for main breaks between those breaks likely and unlikely to cause contamination. Contact the Water Security Agency if you are unsure about whether contamination is expected for a particular break.

If contamination is not expected:

Actions:

- Notify the Water Security Agency
- Call excavation contractor and, if Public Works staff not qualified or able to conduct the repair, a plumber experienced with municipal water distribution systems
- Treat the replacement pipe and fittings with a chlorine solution
- Notify downstream users of interruption of water service, if required

If the existing main is partially or wholly dewatered, all of the steps above plus some of the following steps may be necessary to repair the main:

Actions (AWWA C651-99):

- Control water loss by completely or partially shutting down the main
- Flushing may be used to minimize flow toward the damaged main, thus reducing the extent of possible contamination
- Water should be reduced to a level below the break as quickly as possible
- Groundwater may be treated with hypochlorite while repairs are underway
 - If the water appears to be clear, a 25 to 50 ppm dose may be sufficient
 - If sewage is present, a dose greater than 100 ppm is suggested
- Customers at higher elevations than the break should be notified to shut off the inlet valve at their meter to prevent siphoning of hot water tanks or softeners
- Extensive flushing may be used to purge possible contaminants
- Chlorine residuals should be checked hourly to evaluate the effectiveness of pumping and flushing procedures
- Mains which have been repaired after a break or leak need to be cleaned, disinfected and monitored before being returned to service
- Monitoring that follows a main disinfection or the addition of a new facility usually entails a check for microbial activity, pH, turbidity, color, disinfectant residual, odor, and an analysis for volatile organic compounds that may be associated with the application of coatings

j) Storage Facility Breaks - Sanitary Repair Procedures

Emergency event: Storage facility break.

(Major Emergency)

Emergency repair of finished water storage facilities is warranted by conditions such as:

- Penetration due to localized corrosion;
- Penetration or splits due to extensive metal loss;
- High turbidity and/or bacteria from excessive sediment; or
- Animal contamination due to screen failure.

Generally, emergency maintenance on steel or concrete storage facilities involves temporarily plugging a hole or other penetration in the facility wall. However, the temporary repair should be replaced with a welded patch as soon as possible.

Actions:

- Temporarily plug hole or other penetration in storage facility wall, if required
- Notify the Water Security Agency
- Flush the water from the storage facility
- Notify users if an interruption in service is expected
- Contact qualified welding contractor to permanently repair puncture with a welded patch
- If it is an extreme case, consider contacting Saskatchewan Emergency Planning

k) Customer Complaints

Emergency event: Consumer complaint

(Routine Incident)

Water quality complaints should be logged in a retrievable format for tracking and reporting purposes. Tracking the complaints can help identify problem areas in the water distribution system. Temporary fixes (such as flushing) should not be used to address chronic water quality problems (such as excessive chlorine demand, turbidity, sediment, corrosive water, etc.).

Actions:

- The Chief Administrative Officer shall ensure that the water quality complaint is recorded as follows:
 - Name
 - Date
 - Service location
 - Description
- The Manager of Public Works shall investigate the water quality complaint and provide comments to be filed with the complaint
- An electronic record of all such complaints, in the format described, shall be maintained by the Chief Administrative Officer

Section 6 – Emergency Contacts

Staff & Council

TITLE	NAME	PHONE	CELL	FAX
<i>Maintenance:</i>				
Manager of Maintenance and Public Works	Rick Rollie	306-354-2260	306-354-7574	306-354-7725
Seasonal Labourer (April - October)	Brent Kabrud	306-354-7932	306-354-7411	306-354-7725
Landfill Attendant	John Sylvestre		306-313-7724	306-354-7725
<i>Government/Administration:</i>				
Mayor (Fire & Emergency Committee)	Gregg Nagel	306-354-2610	306-354-7474	306-354-7725
Deputy-Mayor	Kristi Green	306-354-7782	306-630-2141	306-354-7725
Councillor (Chair, Fire & Emergency Prep. Committee)	Dave Gibson	306-354-2322	306-354-7990	306-354-7725
Councillor (Fire & Emergency Prep. Committee)	Bryan Howe		306-354-7848	306-354-7725
Councillor	Steve Kowalski		306-354-7453	306-354-7725
Councillor	Jeremy Costley	306-354-2625	306-354-7812	306-354-7725
Councillor	Brett Tollefson		306-354-7576	306-354-7725
Chief Administrative Officer	Chris Costley	306-354-2294	306-354-7547	306-354-7725
Assistant Administrator	Christa Fortin		306-681-4902	306-354-7725

Government & Emergency

TITLE	NAME	PHONE	CELL	FAX
Public Health Inspector	Waheed Mehmood	306-691-1626	306-631-3841	306-691-1523
Medical Health Officer	Mark Vooght	306-691-1537	306-631-8058	306-691-1523
Water Security Agency	Greg Holovach	306-694-3586	306-631-1296	306-694-3105
Environmental Protection Officer	Don Howe	306-787-8253		306-787-0197
SK Emergency Planning - 24 Hour Line	Regina	306-787-9563		
(7 Days a Week)	Saskatoon	306-933-6116		
SK Spills Emergency Number		1-800-667-7525		
Hospital	Assiniboia Union Hospital	306-642-9400		
	St. Joseph's Hospital (Gravelbourg)	306-648-3185		
Police	Assiniboia	306-642-7110		
Ambulance		911		

Fire Department

911

Fire Chief	Jeff Batty	306-354-2464	306-354-7970	306-354-7725
RM Emergency Measures Officer	Art Weiss	306-354-2544	306-354-7500	306-354-7671
RM #102/103 Office	Sherry Green	306-354-2414	306-354-7399	306-354-7725
Five Hills Health Region	Moose Jaw	306-694-0296		306-694-0282
	Toll Free Line	1-888-425-1111		

Contractors & Suppliers

SERVICE TYPE	NAME	PHONE	CELL	FAX
Engineer	Sean Bayer, KGS Group (lagoon)	306-757-9681		306-757-9684
	Don Poon, SAL Engineering (water distribution system)	306-653-4511		306-664-1933
Water Pump	Clark's Supply & Service (supplied Grundfos pump)	306-693-4334		306-693-0399
	Grundfos Canada Inc.			905-829-9512
Pumphouse Generator	RJ Electric (installed Generac natural gas generator)	306-868-2199		
	Generac Power Systems	1-888-436-3722		
Chlorinator	Power & Mine Supply (supplied Qdos 30 chlorinator)	306-791-0417		306-791-0418
	Watson-Marlow (manufactures Qdos 30 chlorinator)	1-800-282-8823		
Chemical Supplier	ClearTech (supplies chlorine, etc.)	306-664-2522		306-665-6216
Excavation Services	Dave Mihalicz Excavating (Assiniboia)	306-642-5315		
	Ogle Construction (Wood Mountain)	306-642-3168	306-640-7611	
	Goose's Track Hoe Services (local)	306-354-7703	306-354-7305	
Electrician	RJ Electric (Avonlea)	306-868-2199		
	Haywire Electric (Assiniboia)	306-642-3338	306-313-0888	
	Gould's Electric (Assiniboia)	306-640-8762		
	Bill Countryman (local)	306-354-2888		

Plumbing/Heating Services	Morhart Plumbing & Heating (Assiniboia)	306-642-3949	
	The Mechanical Mind (local)		306-630-1197
	KMA Services (local)	306-354-2316	306-354-7221
Bulk Water Hauler	Oasis on Wheels (Moose Jaw)	306-693-7481	
Bottled Water Supplier	Culligan (Moose Jaw)	306-693-0606	

Utility & Rail

CONTACT NAME	TYPE	PHONE	CELL	FAX
Sask Power	Emergency	306-310-2220		
Sask Power	General Inquiries	1-888-757-6937		
Sask Tel	Repair Service and Locate	611		
TransGas	Emergency	306-777-9800		
Sask Energy	Emergency	1-888-700-0427		
Sask Energy	Line Locate	1-866-828-4888		
CP Railway	Emergency	1-800-716-9132		

Priority

SERVICE TYPE	NAME / PRIMARY CONTACT	PHONE	CELL	FAX
Childcare	Miranda Mathieson		306-640-6090	
	Mary-Kate Johnson	306-354-2454		
Senior Citizens Home	Furrows and Faith Retirement Villa (Kathy Ellertson)	306-354-7799		
Grocery/Deli/Bakery	Top Shelf Grocery (Jim Howe)	306-354-1212		
Restaurants	The Bent Nail Café (Joel Mowchenko)	306-354-7737		
	The Barn Sports Bar (Christian Acosta)	306-354-2277		
School	Prairie South School Division #210	306-694-1200		306-694-4955
	Mossbank School (Leanne Rutko)	306-354-2449	306-354-2448	
Accommodations	The Little Road B&B (Holly Hutchinson)		306-354-7912	
	RV Park (Sandy Taylor)	306-354-7790		

Recreation Services

Community Hall
(Kristi Green) 306-354-7782 306-630-2141

Mossbank
Centennial Arena 306-354-2420

Mossbank Swimming
Pool 306-354-2420

Media

SERVICE TYPE	NAME / PRIMARY CONTACT	PHONE	CELL	FAX
Radio	Golden West Radio (800 CHAB / 100.7 FM)	306-694-0800		306-692-8880
Newspapers	Assiniboia Times	306-642-5901		306-642-4519
	Gravelbourg Tribune	306-648-3479		306-648-2520