



# Sturgeon Regional Emergency Management Partnership Emergency Action Guide

Everything you need to know about

**Emergency Preparedness**

in the Sturgeon Region.

[www.sremp.ca](http://www.sremp.ca)

# About this Guide

*This Emergency Action Guide is a publication of the Sturgeon Regional Emergency Management Partnership (SREMP), a collaboration between the municipalities of Bon Accord, Gibbons, Legal, Morinville, Redwater, and Sturgeon County. It provides easy to understand information on home and personal emergency preparedness to help you better protect yourself, your family and your neighbours.*

The safety of our community is the number one priority of the Sturgeon Regional Emergency Management Partnership. We work very closely with our industrial and government partners and all other stakeholders to prevent incidents from occurring that could negatively impact our personal safety.

Please review this Action Guide annually with all members of your family and keep it in a place where it can be readily accessed. By doing this, you and your family will know what to do in an emergency and you'll be contributing to make the Sturgeon Region an even safer community.

To order additional copies of this guide, secure permission to reproduce or reprint the guide in whole or in part, or receive additional information on emergency preparedness, please contact:

Sturgeon Regional  
Emergency Management Coordinator  
780-939-8405



# Reporting An Emergency – Family Information

In case of an emergency, call 9-1-1 to access Fire, Police, and Ambulance. Ensure all family members are aware of this number. Be prepared to answer all questions from the dispatcher. Do Not become frustrated, they need all of the information they are asking for. This will help them determine exactly what resources you need.

1. Tell where you are.
2. Tell who you are.
3. Tell what help is needed.
4. Tell what happened.
5. Don't hang up the phone in case additional information is required.

**Help your children memorize their names, the family's name and your address.**

**Family Information:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Family Name:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

## *In The Event Of Evacuation:*

Each family has different needs that have to be taken care of. Use this section to record details of contacts and other information, which will be helpful during an emergency. (I.e. prescription information)

## *List of Essential Items:*

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

# Emergency Response

**Medical & First Aid**

**Municipal Enforcement**

**Fire Emergencies**



# Medical & First Aid

## Medical Emergencies – Dial 9-1-1

### Before Calling For The Ambulance, quickly determine:

- The nature of the problem.
- Is the victim conscious or unconscious?
- Is the victim breathing or not?

Call the Ambulance at 9-1-1. Have someone else call if the victim cannot be left alone.

### First Aid For Emergencies

Follow these steps until medical help arrives. These tips do not take the place of first aid training.

9-1-1 Operators are trained to give first aid and CPR instructions over the phone until emergency personnel arrive at your location.

**NOTE:** Keep a first aid kit where anyone can find it easily. Store it out of children's reach and renew supplies regularly.

### Unconsciousness

Loss of consciousness may be life threatening if the person is on his or her back and the tongue has dropped to the back of the throat, blocking the airway. Place unconscious people in the recovery position (laying on their side) with the head extended to help keep the airway open.



### Influenza

Influenza is an infection of the lungs and airways caused by a virus. It usually affects people in Alberta from November until April. You can protect yourself and keep it from spreading by taking some precautions.

To limit the spread of germs and prevent infection

- Wash your hands often, using plenty of soap and warm water. If not possible, use alcohol-based hand sanitizer.
- Cover coughs and sneezes with tissues. Or, if necessary, cough into your sleeve.
- Stay away from others as much as possible when sick.
- Stay home from work and school if you become sick.
- Get an annual flu shot.

### Recovery Position

**CAUTION:** Do not move the person if there are any signs of injury.



# Municipal Enforcement

## Police Emergencies – Dial 9-1-1

**Please report all suspicious activity to the Police immediately.**

### ***Be the Best Witness You Can.***

Protect yourself first. Call right away (get emergency response coming).

Describe:

- The exact location
- The activity that is occurring
- The people involved
- The vehicles involved
- Discussions / comments overheard
- If someone leaves, the direction of travel
- Don't hang up, continue to update the dispatcher as activity occurs
- Write down everything you remember as soon as possible

### ***Road Conditions***

Current road conditions are available from:

#### **511 Alberta (Alberta Transportation)**

Online: [www.511.alberta.ca](http://www.511.alberta.ca)

Phone: 5-1-1 (in Alberta)

1-855-391-9743 (Out of Province)

Twitter: @511Alberta

#### **Alberta Motor Association (AMA)**

Online: [www.ama.ab.ca](http://www.ama.ab.ca)

Phone: 780-474-8601

Twitter: @AMARoadReports

#### **RCMP (non-emergency)**

Morinville: 780-939-4520

Redwater: 780-942-3607

Fort Saskatchewan: 780-992-6100

### ***Sturgeon County Municipal Enforcement Services (Peace Officers)***

Phone: 780-939-8418 (Complaint Line)

Sturgeon County Municipal Enforcement is responsible for the enforcement of all Sturgeon County bylaws and selected provincial statutes in the county itself and also in the towns of Bon Accord, Legal and Gibbons. This includes the Land Use Bylaw, Dog Control, Off Highway Vehicle (OHV), Littering, and Traffic Enforcement. The towns of Morinville and Redwater, maintain their own enforcement services as does Lancaster Park. Criminal code matters are handled by the RCMP.

### ***Morinville Enforcement Services***

Phone: 780-939-7831

### ***Redwater Bylaw Services***

Phone: 780-942-3519 Ext. 24



# Fire Department

## Fire Emergencies – Dial 9-1-1

Alert everyone by shouting “Fire!”

- If unfamiliar with how to use a fire extinguisher, escape is always the best answer.
- Feel the door before opening it. If it’s hot, use another escape route.
- Crawl low in smoke, the air is usually better near the floor of a smoke-filled room. Hold your breath if you have to make a dash through smoke or flames.
- Close windows and doors as you escape from the building to cut down the draft and slow the fire.
- Don’t jump from upper stories. Purchase an escape ladder and store near a window as your second means of escape. Jumping is your last resort.
- Call 9-1-1 as soon as you get out of the house.
- Never return to a burning building for any reason.
- Get immediate medical treatment for anyone who has been burned or exposed to fire and smoke.

### Remember

- An hour of planning may save lives.
- Practice home fire drills with your family twice a year.
- Check and replace batteries in your

smoke and carbon monoxide detectors every six months.

- Check your home for fire hazards and eliminate them.
- Inspect your extinguisher for damage once a month and keep it fully charged.
- If you know how and when to use them, portable fire extinguishers can save lives and property.
- Your local fire department staff are available to advise you on any question of fire safety for your home.

### Sturgeon County Emergency Services

54509 RR 252, Sturgeon County

**Administration Office:** 780-939-8400

8:30 a.m. – 12:00 and 1:00 p.m. – 4:30 p.m.,  
Monday to Friday.

### Morinville Fire Department

10021-100 Ave, Morinville

Fire Hall Non-Emergency: 780-939-4162  
Permits: 780-939-4361 (Not Monitored 24hrs)

### Gibbons Fire Department

4931 49 St, Gibbons

Fire Hall Non-Emergency: 780-923-2775  
Fire Chief: 780-777-8441 (Not Monitored  
24hrs)

## Working Smoke and Carbon Monoxide Detectors Save Lives!





# **Disaster Response**

**Utility Failure**

**Shelter In Place**

**Communication with the Public**

**Severe Storms**

**Blizzards & Flash Floods**

**Tornados**

**Wildland/Grass Fires**

**Emergency Evacuation**



# Utility Failures

## *In case of a Utility Failure call\*:*

Power	Fortis Alberta	780-310-9473 –24 Hrs
Gas	Atco Gas	780-420-5585 –24 Hrs
Water & Sewer	County/Town Utility Services	Refer to Table on back page
Call before you dig	Alberta One Call	1-800-242-3447

### Natural Gas Leaks

If you should smell gas in your house:

- Open windows for ventilation.
- Leave the house.
- Call 9-1-1 for your community's Fire Department and, if applicable in your area, Atco's 24 hour service at 780-420-5585 from the nearest telephone.
- Do not use a lighter or matches or operate electrical switches or appliances if you smell gas in your house.

### Winter Power Failure

If the power failure affects your entire street:

- Locate your flashlight, emergency radio and extra batteries.
- Turn on your radio to any local station.
- Assemble all people, pets and blankets in one room.
- Turn off your electrical appliances and home entertainment equipment to avoid damage when power resumes.
- Put on extra clothing. Layered clothing will be more effective to keep you warm.
- If you have a fireplace, sufficient supplies of firewood should be kept dry and accessible.

- Fill containers and your bathtub with water in case pipes freeze.
- Close doors to unused rooms to conserve heat.
- A barbecue or camp stove offers an alternative cooking source, but do not use them inside the house.
- Exercise enough to stay warm and maintain circulation, but not enough to work up a sweat.
- Notify Fortis Alberta at 780-310-9473.

### Water And Sewer Emergency

- If the sewer is backing up into your basement or if there is no water coming into your house through the pipes, immediately call your Town or Sturgeon County's Utility Services as applicable
- If there is a pipe leaking or broken in your house or the toilet or sink is plugged, immediately call a plumber.

*\*Refer to the **Emergency Numbers** on the back page of this booklet for a complete listing of Utility providers available in Sturgeon County and their emergency phone numbers.*

# Shelter-In-Place

Shelter-In-Place is an effective method of staying safe should a chemical release occur in our community.

1. Go inside. Verify emergency.  
Turn on local radio/TV.
2. Close all windows and doors.
3. Turn off furnace/air conditioner exhaust fans/close fireplace dampers. Ensure that every family member knows where these shut off valves are located and that they are labeled for easy identification.
4. Enter and seal a smaller room.  
Seal doors and windows with duct tape or wet cloths. Breathe through a wet towel to filter the air.
5. Continue to listen to radio or TV for further instructions. Keep phone lines free.
6. Unless told to do so by authorities, do not:
  - Evacuate or travel.
  - Bring home children from school or other family members from work.
  - Call 9-1-1 or any other authority for information.

## Every family should have a 72 hour emergency kit.

Provide a box labeled Emergency Kit. It should have at least the following:

1. Battery operated portable radio and spare batteries.
2. Flashlight and spare batteries.
3. Blankets.
4. Ready to eat high energy foods / bottled water for 72 hours.
5. Towel for sealing the bottom of the door.
6. Pre-cut and labeled plastic sheeting for the windows and vents and duct tape.
7. Any personal items you or your family may need.
8. Examine contents of your emergency kit at least once per year.



## Emergency Kit Location:

Place it in your home and ensure that every family member knows where it is. Place in it what you will need.

Our kit is located here →

# Communications with the Public

## Public Alerting

Municipalities within the Sturgeon Region will utilise various methods to deliver important information during emergencies. Pay attention to your town or county's official websites, social media channels, subscription emergency alerting applications and traditional media such as radio and television broadcasts during emergency events. In some circumstances, you may also receive automated messages on your cellular device.

## Alberta Emergency Alert

Alberta Emergency Alerts are issued to assist you—providing you with critical information about an immediate disaster, where it is occurring and what action you need to take.

Alerts are distributed to the public through various outlets including:

- Radio and television
- Internet and RSS Feed
- Social Media (Facebook, Twitter, etc.)
- Road Signage
- Cellular Phone

Online: [www.emergencyalert.alberta.ca](http://www.emergencyalert.alberta.ca)

Twitter: @AB\_EmergAlert

## Sturgeon Regional Emergency Management Partnership Information

Updates and notices for local emergencies and alerts, as well as tips on household emergency preparedness are posted on our website.

Online: [www.sremp.ca](http://www.sremp.ca)

## Northeast Region Community Awareness Emergency Response (NR CAER)

Northeast Region CAER is a partnership of more than 40 community-minded industries and municipalities dedicated to emergency response and education initiatives. The partnership provides coordinated response to industrial emergencies and natural disasters by the sharing of emergency response equipment, skills, manpower and services.

Call the NR CAER UPDATE line at 1-866-653-9959 for the latest status on current industrial site activities in the region that you may be curious about, such as unusual:

- Loud noises or alarms.
- Prolonged flares, smoke or fire.
- Traffic levels coming to and from a plant.
- Smells that are prolonged

## Call-out System

The call-out system is used to inform residents about more serious incidents. In emergency situations, safety information and instructions are communicated to residents through municipal and provincial notifications systems. The call-out system is an additional method of communicating information to residents in the region

Please ensure that NR CAER has current contact information on you.

1. Call Northeast Region CAER at 780-424-0162, or
2. Log-on to [www.nrcaer.com](http://www.nrcaer.com) and follow the instructions for the UPDATE line.

# Severe Storms

## Weather Watches And Warnings

The weather office issues, and radio and TV repeat weather watches and weather warnings.

*Remember* – A “watch” is an advisory only. Nothing may happen but a watch could develop into a warning. Stay alert! Listen to your radio.

*Remember* – A “warning” means that the event is imminent. Take precautions and listen to your radio.

## When A Severe Storm Threatens

- During the season in which storms are likely to occur in our area, listen to a local radio or TV station for warnings and advice.
- Open doors and windows slightly on the side of the house away from the storm to help equalize pressure and thus reduce damage. Remember to stay away from windows and doors to avoid flying glass and debris.
- Secure anything that might be blown around or torn loose, both indoors and out. Storing belongings indoors can also protect against damage from hail.
- Avoid travelling. You won't want to be caught without shelter. Protect your automobile by slightly lowering windows and setting brakes. If your garage is sturdy, store cars there.
- If you are advised by officials to evacuate, do so. Take your emergency kit and supplies with you. You will also need flashlights and batteries, infant care items, and personal documents and identification for each family member. Before you leave, shut off electricity and gas to reduce fire hazard.

- If a storm catches you outdoors, take shelter immediately. As a last resort, lie flat in a ditch, excavation or culvert and
- Keep calm. You'll be more able to cope with emergencies.

## After The Storm

- Listen to your radio for information and instructions. Follow them.
- Give first aid to injured or trapped persons; get help if necessary.
- Unless you are requested or qualified to give help, stay away from damaged areas.
- Stay away from loose or dangling electrical wires. Report them to authorities. Also report broken sewer and water mains.
- Lightning and downed power lines can cause fires. Know how to fight small fires and contact the fire department. Be alert to prevent fires; broken mains may cause lowered water pressure.
- Drive your car cautiously and only if necessary. Debris, washed out or icy roads, weakened bridges and dangling hydro wires will make driving dangerous. Make way for emergency and rescue vehicles.
- Don't use the telephone except in a real emergency. Leave lines open for official use.
- If power has been turned off for several hours, check freezers and refrigerators for spoiled food.
- After a severe storm, water supplies may be contaminated. Purify water by boiling, adding purification tablets or chlorinating.



## Lightning

- You can estimate the distance of a lightning strike by counting the seconds between the flash and the thunderclap. Each second indicates about 300m. If you count fewer than five seconds, take shelter.
- Don't go outside unless absolutely necessary.
- If you are indoors, keep away from windows, doors, fireplaces, radiators, stoves, metal pipes, sinks or other charge conductors. Disconnect electrical appliances such as TVs and radios. Don't handle electrical equipment or telephones during an electrical storm.
- If you are caught outdoors, seek shelter in a building, a cave or depressed area.
- Keep away from fences and telephone and power lines.
- Don't use equipment such as tractors, golf carts, motorcycles, lawn mowers or bicycles. Get off and stay away from them; they can be electrical conductors. Don't use metal shovels, golf clubs, clotheslines, etc.
- Don't be the tallest object in an open area. Get well away from hilltops and trees. Never take shelter under a tree. If you're caught in the open, kneel with your feet close together and lower your head. Do not lie flat.
- If you are in your car, stay there. Pull away from trees that might fall on the car.

## Blizzards

- Treat these severe winter storms with respect. Their high winds, extremely low temperatures and heavy snowfall can endanger lives in minutes.
- Dress in layers for the warmth.
- Be prepared to wait out the storm indoors if possible.
- Know how to survive if trapped in your car when a winter storm strikes.
- Ice and freezing rain can cause power lines to break. Know how to protect yourself and your home in periods of extreme cold.
- Emergency car kit consisting of shovel, sand, salt or kitty litter, traction mats, tow chain, compass, cloth or roll of paper towels, warning light or road flares, extra clothing and footwear, emergency food pack, axe or hatchet, booster cables, ice scraper and brush, road maps, matches and a 'survival' candle in a deep can (to warm hands, heat a drink or use as an emergency light), fire extinguisher, methyl hydrate (for fuel line and windshield de-icing), flashlight, first-aid kit with seat belt cutter, blanket (special "survival" blankets are best).
- Ensure you travel with at least half a tank of gas.

## Flash Floods

- Get to higher ground.
- Listen to the radio.
- Avoid already flooded areas and fast flowing water.
- Immediately get out of a stalled vehicle in rising water.

# Tornados

## Shelter

Seek inside shelter if possible. If in the open, move away from a tornado's path at a right angle. If there is no time to escape, lie flat in the nearest depression, such as a ditch or ravine.

## In Office Buildings

The basement or an interior hallway on a lower floor is safest. Upper stories are unsafe. If there is no time to descend, a closet or small room with stout walls, or an inside hallway will give some protection against flying debris. Otherwise, get under heavy furniture.

## In Homes *With* Basements

Seek refuge near the basement wall in the most sheltered and deepest below ground part of the basement. Additional protection is afforded by taking cover under heavy furniture or a workbench. Other basement possibilities are the smallest room with stout walls, or under a stairway. A storm cellar, or reinforced portion of the basement, can be planned and constructed.

## In Homes *Without* Basements

Take cover in the smallest room with stout walls, or under heavy furniture or a tipped-over upholstered couch or chair in the center part of the house. The first floor is safer than the second (or third). If there is time, open windows partly on the side away from the direction of the storm's approach but stay away from windows when the storm strikes since shattered glass shards can be fatal. Construction of a storm cellar is particularly advisable for homes without basements. An alternative is pre-selection of a nearby culvert or deep ditch.

## Mobile Homes

Particularly vulnerable to overturning and destruction during strong winds, trailers should be abandoned in favour of a preselected shelter, even a ditch in the open. Securing the trailer with cables anchored in a concrete footing can minimize damage.

## Avoid

...factories, auditoriums, and other large buildings with wide, free span roofs. Preselected shelter areas should be located in basements, smaller rooms or nearby.

## How To Prepare for a Tornado

A tornado's contact with the ground (funnel cloud) occurs with very little advance warning. The wisest action is to be prepared in advance to cover all disasters (including a tornado).

1. Emergency Kit.
2. Action Plan – It would be advisable to discuss with family members what action is to be taken while at home, shopping, school or while visiting friends.
3. Rendezvous – You may be separated from family members, so arrange in advance a meeting place (and alternative), and a system of communicating with one another after the storm.
4. Mobility – good idea to acquire the habit of always having a fairly full tank of gas in the family car.

## ***Parked Cars Are Unsafe.***

*Do not use cars as shelter during a tornado or severe windstorm; however, if no ravine or ditch is nearby, they may provide some shelter from flying debris to those who crawl under them.*

Wildland fires within Sturgeon County are a very real danger which we face on an annual basis. Should you happen to witness a wildland fire we ask that you call 9-1-1 and be prepared to provide the following information:

- Your name
- Your address
- Your telephone number.
- Location of the fire.
- What is burning?  
ie. ground, bush, agricultural land, trees, stubble etc.
- What is the rate of spread?  
ie. Not moving, moderate, fast.
- Are there any people at the fire? Yes/ No/Don't Know.
- Is property threatened?  
Yes/No/Don't Know.
- Is road access available?  
Yes/No/Don't Know.
- Is water readily available?  
Yes/No/Don't Know.
- What is the colour of the smoke?  
ie. light grey, medium grey, dark grey, black.
- How does the column of smoke appear? Intermittent, scattered, light, heavy.
- Any other observations you may have.

## Listen to TV/Radio and Follow Directions

Exposure to chemicals could put you at risk, and unnecessary traffic could hamper emergency operations. Follow instructions regarding evacuation routes. They will be chosen according to the specific situation, but will generally be the most direct routes to a major highway. Once on the road, exercise courtesy and common sense.

If you must evacuate:

- Take your evacuation kits.
- Assemble only the essential items you will require for the short term. No matter how important your possessions are, your health and safety take precedence. Take items appropriate to the care, feeding and entertainment of infants and young children. Pets should be caged or on a short leash. Don't forget any necessary medications or prescription drugs.
- Leave your home locked. Do not restart heating, ventilating or pilot lights.
- Obey the instructions of emergency personnel who are directing or redirecting traffic.
- Do not attempt to collect family members from other locations. They will be following the evacuation procedures appropriate to their location.
- Your safety, and the safety of those in your immediate care, should be your primary concern.
- Shut off utilities.

## Outside Emergency Contact

Our Family Contact is:

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Address: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Municipalities within the Sturgeon Region have plans in place to set up a registration/inquiry service following a major disaster. Telephone numbers will be broadcast on radio and TV.

**Record Possible Evacuation Routes And Destinations For Every Member Of Your Family!**

# Emergency Numbers For Sturgeon Region

Fire (Alarm Only)	9-1-1
Police (Emergency Only)	9-1-1
Ambulance (Emergency Only)	9-1-1
Alberta Health Link	811 or 780-408-5465 or 1-866-408-5465
Fort Saskatchewan Hospital	780-998-2256
Redwater Hospital	780-942-3932
Sturgeon Community Hospital	780-418-8200
Poison Centre (No-Charge Dial)	1-800-332-1414
<b>Doctor</b>	
Epcor (Electricity)	<b>780-412-4500 (24 hr Emergencies)</b> 1-800-667-2345 (General Inquiries)
Fortis Alberta (Electricity)	780-310-9473 (780-310-WIRE)
North Parkland Power REA Ltd.	780-398-2000 (24 Hr Emergencies)
Atco Gas (Natural Gas)	<b>780-420-5585 (24 Hr Emergencies)</b> 780-424-5222 (General Inquiries)
Alta Gas (Natural Gas)	<b>1-866-222-2068 (24 Hr Emergencies)</b> 1-866-222-2067 (General Inquiries)
Coronado Gas Co-op Ltd.	780-220-1189 (24 Hr Emergencies)
Water And Sewer	<b>Sturgeon County</b> 780-939-8254 780-498-9847 (After Hours) <b>Bon Accord</b> 780-975-0770 <b>Gibbons</b> 780-923-3331 <b>Legal</b> 780-961-3773 <b>Morinville</b> 780-965-0994 <b>Redwater</b> (also gas) 780-942-3519
Telus (Telephone/Internet)	Telus 780-310-3131 Shaw 1-888-472-2222
Distress Line	780-482-4357 (780-482-HELP) 1-800-232-7288
Kids Help Line – 24 Hours	1-800-668-6868
Seniors Abuse Line – 24 Hours	780-454-8888
Family Violence – 24 Hours	780-310-1818
Safe Place Women's Shelter	780-464-7233
Victim Services Unit Morinville RCMP	780-939-4950
Victim Services Unit Redwater RCMP	780-942-3704
Win House, Crisis Line	780-479-0058
Youth Emergency Shelter	780-468-7070