

EMERGENCY SOCIAL SERVICES PLAN



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DOCUMENT APPROVAL

APPROVAL

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Introduction

The City of Cold Lake and the surrounding area holds beautiful natural settings, state of the art recreation facilities, vast farmland, forest, wildlife, Provincial Campgrounds, and is home to one of the largest fighter jet fleets in Canada. Originally three communities the City of Cold Lake was formed on October 1, 1996, by the amalgamation of three separate towns, the Town of Grand Centre, Medley (Canadian Forces Base 4 Wing) and the Town of Cold Lake. The City of Cold Lake is nestled on the shore of Alberta's seventh largest lake and has a population of just over 16,000 residents.



The city is situated in Alberta's Lakeland district, 300 km northeast of Edmonton, near the Alberta-Saskatchewan provincial border. The area surrounding the city is sparsely populated and consists of mostly farmland. The City of Cold Lake has experienced multiple activations in recent years and as a result, continues to collaborate on emergency preparedness with our surrounding communities. The City of Cold Lake acknowledges that residents, communities, municipalities, all levels of government, emergency responders, private sector (including industry volunteers), and non-governmental organizations (NGOs) are essential when it comes to emergency preparedness and response. Effective collaboration, coordination, and communication are key components to sustainable emergency management plans and programs for the region.

The COCL Emergency Social Services Plan is designed to strengthen community resilience and support key objectives by providing elected officials, municipal administration, and partner agencies with a comprehensive framework to guide preparedness, response, recovery, and mitigation efforts for current and emerging hazards and risks. The plan is designed for the City of Cold Lake with a broad and flexible framework to accommodate the specific needs of individual communities, while reinforcing the capabilities of the emergency management department through sustained training programs, simulation exercises, strategic communication protocols, and targeted public awareness campaigns. Subject to annual review, the COCL Emergency Social Services Plan will continue to support Mayor and Council, as well as the City of Cold Lake's commitment to establish and maintain a resilient region.

Principles of Emergency Planning

All events, whether natural or humanly caused, should be managed in accordance with the COCL Emergency Social Services Plan and its annexes.

The ESS Plan is intended to:

- Provide prompt coordination of Municipal resources when an identified emergency or disaster is outside the scope of normal departmental operations, and emergency response procedures.
- Document the roles and responsibilities of internal, external, and support agency representatives during all phases of an emergency or disaster.
- Organize and plan elements to enhance prevention/mitigation, preparedness, response, and recovery.

Local Level Planning

1. The response and recovery from emergencies and disasters start at the local level, that being with the City of Cold Lake.
2. The planning involves many communities and government agencies.
3. Outside assistance from other levels of government and from outside relief agencies may be available if required, but it is always coordinated and invited with the local authority, by local leadership.
4. The City of Cold Lake has a responsibility to the citizens of Cold Lake to have an effective and tested Emergency Social Services Plan.

ByLaw Authorizing the Disaster Management Team

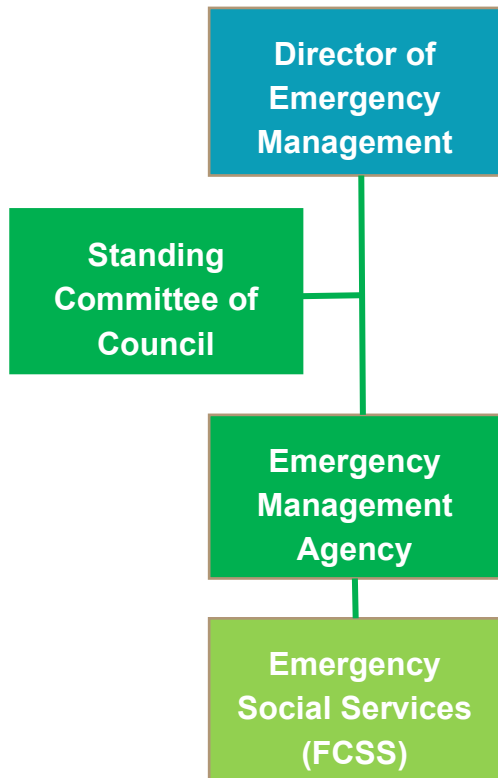
The City of Cold Lake has a Disaster Management Team which includes trained personnel. The City Council has a bylaw, authorizing the development of an emergency plan.

- The ByLaw number 737-PL-22 authorizes the appointment of a Standing Committee of Council with two or more members of Council.
- The ByLaw provides for the appointment of a Director of Emergency Management.
- The ByLaw provides the direction to establish an Emergency Management Committee.
- The ByLaw provides the direction to allocate financial support for extraordinary expenses incurred during emergency conditions. This includes procurement of food, clothing, medicines, equipment, goods, and services of any nature or kind.
- For the duration of the emergency, the Council may appoint any other persons as deemed necessary by the Director of Emergency Management.
- Staff can and will be seconded.

Suggested ESS Staff/Volunteer Training

- Basic Emergency Management (BEM)
- Incident Command System 100 (ICS 100)
- Incident Command System 200 (ICS 200)
- Incident Command System 300 (ICS 300)
- Standard First Aid CPR “C”
- Emergency Social Services Basics (ESS Basics)
- Psychological First Aid
- Skills in Psychological Recovery
- Emergency Social Services Facilities Management
- MyAlberta Emergency Registration System (MAERS)
- Sheltering Module System (IIMS)
- Emergency Social Services Coordinator
- Donations Management
- Persons with Functional Needs
- Scribe Training (AEMA)
- 72 Hour Shelter in Place
- Companion Animal Planning
- Dementia Awareness Training

Key Positions



Director of Emergency Management (DEM)

- The position is staffed by a full-time municipal employee.
- The role is:
 - Coordinate and advise on all departmental plans.
 - Control the budget required to maintain the City of Cold Lake Emergency Plan.
 - Coordinate training and exercises designed to test the municipal plan.
 - Make recommendations concerning the effectiveness of the emergency plan to the Standing Committee of Council.
 - Develop plans for handling unusual emergencies, such as tanker spills and aircraft crashes.
 - Coordinate with regional and provincial counterparts.

Emergency Management Agency (EMA)

- Chaired by the DEM.
- Comprised of representatives from all the departments within the City of Cold Lake.
- The role is:
 - Create the City of Cold Lake Emergency Plan.
 - Ensure all departments develop their part of the plan and keep it updated.
 - Liaise with the community, but do not develop community agency plans. Community agencies must have their own plans.
 - Complete yearly risk assessments.
 - Participate in yearly provincial audits.

Emergency Coordination Centre (ECC)

- Activated during a declared emergency at the pre-planned locations directed by the DEM.
- Activates the various departments required during an emergency at staged callouts. Do not report to the ECC until you are requested by the DEM.
- Assess the situation and take the required actions necessary.
- Keeps current with the emergency by means of maps, displays, and white boards.
- Keeps a current log of events.
- Coordinates requests including material, people, resources, facilities, transportation, communication, relocation, activate reception centres.
- Keeps the public informed through the Information Officer.
- Keeps emergency responders at the scene advised of the situation.
- Coordinates and directs the operations of the community's emergency services during and after the emergency.
- Prepares post incident reports.

Emergency Support Services (ESS)

- The ESS Manager may upon invitation from the DEM report to the ECC if the Incident Command Centre is activated, and or during Unified Command.
- The ESS Manager may appoint a Reception Centre Manager if they are called by the DEM to report to the ECC.
- The ESS Manager will direct and support Emergency Support Service Operations in conjunction with the Reception Centre Manager.

We Do Not

- Coordinate medical response or run casualty information centers.
- Provide victim assistance outside the Reception Centre unless directed by the DEM.
- Provide any information to the media about any people registered in the Reception Centre.
- Provide death notification or any information about casualties, other than directing Next of Kin to the appropriate areas.
- Relinquish management of the Reception Centre to any agency.
- Provide public health statements.

Involvement in ESS

In Alberta, the Local Authorities manage emergencies and disasters within their jurisdictional boundaries. Apart from a regional advisory role, the Northeast Field Officer, except in extraordinary circumstances beyond municipal capability, does not become involved in the direct site command or local coordination. The provincial emergency management agency will respond and support a local authority through their Provincial Emergency Coordination Centre (PECC), and incident command post or through recovery activities as needed.

Emergency Support Services (ESS) is an area that requires knowledge, confidence, and experience. As a result, there are three groups of staff or personnel that may be called upon to assist in any ESS Activation. The following list outlines the eligible groups.

- 1. Municipal Employees**

Municipal employees who have completed emergency management training may assist with ESS and other needs when an emergency occurs and are requested by the DEM.

- 2. Cold Lake Emergency Support Services Team Members**

ESS Team Members that have received formal training may be asked to assist with ESS Activation. ESS Team Members responding to this request are expected to have a minimum of training of AEMA's Sheltering Module (IIMS), Basic Emergency Management, Incident Command System 100 – 300 (dependent on role), and MAERS, as well as having a completed Criminal Intervention Check, and a Child Intervention Record Check.

- 3. External Agencies and Resources**

External agencies and resources may be requested through the DEM if they are needed during an emergency. This may include animal rescue groups, Recovery Alberta, Public Health Inspector, First Aid Services, Security Services, and any other services deemed necessary.

Strong established links between individuals, voluntary organizations and local authorities enhance community preparedness and resiliency. Individuals and communities should be prepared to support themselves during an emergency or disaster.

Activation and Mobilization

The Director of Emergency Management (DEM) may authorize the Emergency Social Services Plan to activate. Activation of ESS may then result in the activation of a reception centre, congregate lodging, or feeding centre,

Incident Type	Activation and Tasks	Who is responsible
Type 3-5 • Small scale emergency • Small site affected • Evacuees remain in Cold Lake	• Accommodation for evacuees and their pets. • Meals are provided • Short-term care is required.	• The DEM will appoint an ESS Manager. • The ESS Manager will call their ESS team if required.
Type 1-2 • Large scale and complex emergency • ECC is activated	• Organizing transportation out of affected areas. • Registration, and short-term care to support evacuees waiting for transportation. • Reception Centre is activated, accommodation and meals are provided.	• The DEM will appoint an ESS Manager and a Reception Centre Manager. • The ESS Manager will report to the ECC. • The Reception Centre Manager will report to the Reception Centre.
Type 1-2 • Evacuation of City of Cold Lake	• Organizing transportation out of affected areas. • Registration, and short-term care to support evacuees waiting for transportation. • Reunification.	• The DEM will appoint an ESS Manager and a Reception Centre Manager. • The ESS Manager will report to the ECC. • AEMA/PESS

State of Local Emergency

The Alberta Emergency Management Act specifies the authority with respect to declaration, renewal, and termination of a State of Local Emergency (SOLE) as well as the powers delegated to the local authority once a SOLE is declared.

In accordance with the Alberta Emergency Management Act, the Minister may revoke a State of Local Emergency (SOLE) if the declaration is deemed inappropriate. A declaration of a SOLE lapses after seven days unless it is renewed or cancelled by the Mayor, or delegate.

Requirements for a Declaration of a State of Local Emergency.

A declaration of a State of Local Emergency must:
• Identify the nature of the emergency, disaster, or catastrophe, and the area of the Municipality that is affected.
• Provide the date and the time that the declaration of SOLE is declared with the signatures and titles of the officials making the declaration.
• Be made public immediately by the most effective means of communications
• Notify the Minister; this is done by the Alberta Emergency Management Agency (AEMA).

The declaration of a SOLE provides extraordinary powers in relation to the area of the municipality directly affected by the declaration. When a SOLE is declared, the CAO is authorized to exercise the powers delegated through the Delegation of Authority Matrix.

These powers may include:

- evacuation
- property acquisition
- travel control
- resource procurement
- demolition
- Entry without warrant
- conscription

Delegation of Authority Matrix

Powers Available Under State of Local Emergency	CAO	DEM
Cause the Regional Emergency Plan or any related plans or programs to be put into operation.	X	
Control or prohibit travel to or from any area of the Municipality.	X	
Authorize the conscription of people needed to meet an emergency.	X	
Procure or fix process for food, clothing, fuel, equipment, medical supplies, or other essential supplies and the use of any property, services, resources, or equipment within the Municipality for the duration of the state of emergency.	X	
Any other acts necessary to respond to the emergency but not specified in Section 19 (1) of the Act.	X	
Provide the restoration of essential facilities and the distribution of essential supplies and provide, maintain and co-ordinate emergency medical, welfare and other essential services in any part of the Municipality.		X
Cause the evacuation of people and the removal of livestock and personal property from any area of the Municipality that is or may be affected by a disaster and make arrangements for the adequate care and protection of those people or livestock and personal property.		X
Acquiring or utilizing any real or personal property considered necessary to prevent, combat, or alleviate the effects of an emergency or disaster.		X
Authorize or require any qualified person to render aid of the type he or she is qualified to provide.		X
Authorize the entry into any building or on any land, without warranty, by any person while implementing an emergency plan or program.		X
Cause the demolition or removal of any trees, structures or crops if the demolition or removal is necessary or appropriate in order to reach the scene of a disaster, or to attempt to forestall its occurrence or to combat its progress.		X

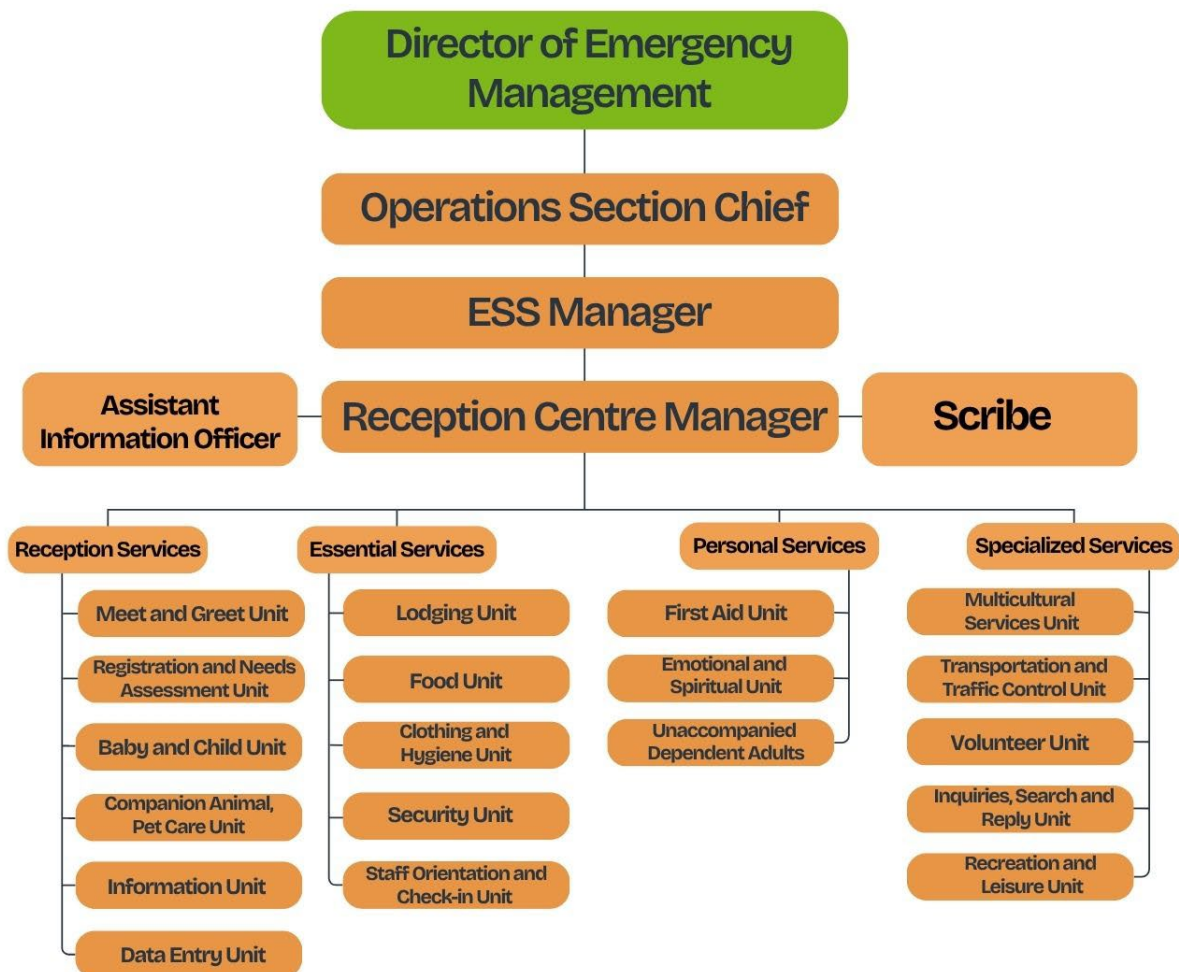
Note: CAO can delegate these powers and may authorize any person at any time to exercise any power given to the CAO in relation to any part of the municipality affected by a declaration of a SOLE. In the absence of the CAO, all broad powers delegated to the CAO are delegated to the Acting CAO or the DEM.

Note: DEM can delegate these powers and may authorize any persons at any time to exercise any power given to the DEM in relation to any part of the municipality affected by a declaration of a SOLE. In the absence of the DEM, all powers delegated to the DEM are delegated to the Deputy DEM.

Command and General Staff

If the ECC is activated the DEM will appoint an ESS Manager, and a Reception Centre Manager. If the ECC is not activated the DEM may choose to only have a Reception Centre Manager.

Organizational Structure



Command Positions

Below are brief descriptions of Command Positions that may be activated.

Operations Section Chief

• <i>Conduct tactical operations to carry out the plan.</i>
• <i>Develop tactical objectives, organize and direct all resources.</i>
• <i>Works out of the Emergency Coordination Centre (ECC) to plan for operational periods.</i>

Role Checklist

- ✓ Evaluate and request operations section staff and resources for current and future requirements.
- ✓ Work with planning on tracking resources and logistics on obtaining resources.
- ✓ Organize and manage resources that are assigned.
- ✓ Organize Operations Section to ensure operational efficiency, personal safety and adequate span of control.
- ✓ Determine the need and request additional resources as required.
- ✓ Attend and contribute to Planning Meetings.
- ✓ Document all activities.

ESS Manager

• <i>Receives requests from DEM to activate ESS.</i>
• <i>Works out of the Emergency Coordination Centre (ECC) to plan for operational periods.</i>
• <i>Ascertain the suitable location of RRCP and Reception Centre.</i>
• <i>Assignment of Task Force Teams, and Unit Leaders as required.</i>
• <i>Provide directions to Reception Centre Manager as to the location of the Reception Centre, as well as arrange transportation and set-up of ESS kits.</i>
• <i>Arranges accommodation and transportation for evacuees throughout the community.</i>
• <i>Liaise to acquire directional highway signs upon approval from Operations Section Chief.</i>
• <i>Liaise to acquire public messaging upon approval from Operations Section Chief.</i>
• <i>Provide consistent and regular updates to the Operations Section Chief.</i>

Role Checklist

- ✓ Provides testing and training of the ESS plan.
- ✓ Directs staff to update the Emergency Social Services Plan on a yearly basis.
- ✓ Obtains written authority to use non-municipal buildings in advance.
- ✓ Assess long-range needs.
- ✓ Documents on all decisions and procedures.
- ✓ Request and maintain security during activation.
- ✓ Call out to Human Resources to activate registration staff and volunteers.
- ✓ Brief the DEM hourly, including requests for additional staff, support and resources.

Reception Centre Manager

• <i>Leads the ESS team.</i>
• <i>Recruits and sets individuals into the positions of leads for Reception Services, Essential Services, Health Services, and Specialized Services.</i>
• <i>Reports to the ECC upon invitation of the ESS Manager for consultation to determine the need for a Reception Centre.</i>
• <i>Assigns lodging and organizes the feeding of all evacuees within the Reception Centre.</i>
• <i>Should the need arise, arrange for the assistance of outside organizations to provide for the needs of all evacuees.</i>
• <i>Provide leadership within the Reception Centre for information, guidance, reassurance and control to maintain order to withstand the physical and social pressures of Reception Centre living.</i>
• <i>Delegate the safety of all pets brought to the Reception Centre by evacuees.</i>
• <i>Maintain a log and document for all activities.</i>
• <i>Making sure the building and grounds are clean.</i>
• <i>Acquire a predetermined phone number for the Reception Centre that can be given to the public.</i>
• <i>Arrange for your own rest period and brief your relief Reception Centre Manager.</i>

Role Checklist

- ✓ Develops physical analysis and floor plans of all Reception Centres designated including traffic control, space allocation of all functions, fire and security plans.
- ✓ Coordinates services required to service evacuees, emergency responders, and delegates to the ESS team to assist in the duties of the Reception Centre.
- ✓ Brief staff on how many evacuees are expected, how many Emergency Personnel are expected, and the time they will arrive.
- ✓ Ensure proper signage is posted to support the needs of the Reception Centre.
- ✓ Provide interim intervention services and resources for evacuees and emergency response resources.

- ✓ Maintain lists of all borrowed equipment and signed receipts or letters of agreements designating the terms of the equipment (post activation).
- ✓ Report loss or damage to borrowed items, equipment or the building.
- ✓ List of outstanding bills covering direct purchases.
- ✓ Assign administrative support to begin logging of volunteers and numbers of hours worked.
- ✓ Delegate supplies to all department coordinators and have them procure extra supplies.
- ✓ Assigns staff schedules as per operational rhythm (12 or 8 hours).
- ✓ Notify the ECC when the Reception Centre is open for evacuees.
- ✓ Notify the ECC when the Reception Centre is standing down, and the Reception Centre is closed.

Reception Services

• <i>Establish safety and fire regulations within the Reception Centre.</i>
• <i>Brief to the Reception Centre Manager on an hourly basis, or as required, including the request for human and material resources.</i>
• <i>Brief the evacuees.</i> - <i>Introducing the Manager and staff.</i> - <i>Reassure evacuees of security and safety at the location.</i> - <i>Provide information about the state of emergency or disaster.</i> - <i>Announce rules and regulations.</i> - <i>Inform evacuees of daily schedules and where these will be posted.</i> - <i>Set schedules of daily briefings (recommended two per day).</i> - <i>Maintain a log of all activities.</i>
• <i>Complete and file all registration sheets into the Data Entry System.</i>
• <i>Maintain a record of staff and volunteers assigned.</i>
• <i>To maintain a log of all supplies ordered.</i>

These positions fall under Reception Services.

- Meet and Greet Unit
- Registration and Needs Assessment Unit
- Baby and Child Unit
- Companion Animal, Pet Care Unit
- Information Unit
- Data Entry Unit

Essential Services

• <i>Assign lodgings to evacuees when required.</i>
• <i>To mobilize the identified community resources for food and accommodations for evacuees.</i>
• <i>Connect with the local Health Inspector with Alberta Health before setting up the space for food preparation to ensure health and sanitary conditions.</i>
• <i>To maintain a log of all supplies ordered.</i>
• <i>To mobilize the identified community resources to supply items for the evacuees.</i>
• <i>To maintain security within the Reception Centre and grounds.</i>
• <i>Feed all Emergency Personnel, if required, in a safe and quiet space.</i>
• <i>Maintain a record of staff and volunteers assigned.</i>
• <i>Liaise with your local Health Inspector before setting up you space or food preparation to ensure health and sanitary conditions.</i>

These positions fall under Essential Services.

- Lodging Unit
- Food Unit
- Clothing and Hygiene Unit
- Security Unit
- Staff Orientation and Check-in Unit

Personal Services

• <i>Provide immediate and personal help to evacuees, through first aid, or emotional and spiritual support.</i>
• <i>Organize agencies required to assist including, but not limited to: Insurance agencies, Pharmacists, Victim Assistance, Counsellors, Funeral Directors, Child and Family Assistance, Senior Services, Indigenous Elders, Government Agencies, and Dependent Adult Services.</i>
• <i>Prepare a quiet space for agencies to assist evacuees with specialty problems.</i>
• <i>To maintain a log of all supplies ordered.</i>
• <i>Maintain a record of staff and volunteers assigned.</i>

These positions fall under Personal Services.

- First Aid Unit
- Emotional and Spiritual Unit
- Unaccompanied Dependent Adults

Specialized Services

• <i>To maintain a log of all supplies ordered.</i>
• <i>To maintain an orderly flow of vehicle traffic entering, parking, and exiting the reception centre.</i>
• <i>Determine where buses will be staged, and where they will drop off evacuees.</i>
• <i>Complete volunteer requests for forms for volunteer assistance and provide this to the Reception Centre Manager.</i>
• <i>Maintain a record of staff and volunteers assigned.</i>

These positions fall under Specialized Services.

- Multicultural Services Unit
- Transportation and Traffic Control Unit (local)
- Volunteer Unit
- Inquiries, Search and Reply Unit
- Recreation and Leisure Unit

Accommodation

If lodgings are required during an evacuation, the ESS Manager will contact the designated Service Agreement Providers, to decide on lodging at hotels within Cold Lake and surrounding area. The representatives from all related service agreement holders will be known and listed under Reception Centre Locations.

Rooms will be blocked at locations determined by the ESS Manager and assigned to the Lodging Unit at the Reception Centre.

- If evacuees require lodging during an evacuation, they will be assigned to a lodging facility (hotel/motel) or will be assigned to group lodging.
- To minimize traffic congestion and provide timely processing of evacuees, individuals requiring accommodation will move to the Lodging Unit after registering.
- For evacuees who do not require accommodation, they will be able to register through the My Alberta Emergency Response System (MAERS) application, produced by the province of Alberta. The MAERS application will automatically input data into the Registration and Reception Centre Program (RRCP) program. These evacuees will still need to be checked in to our City of Cold Lake Reception Centre.
- If there is a need for group lodging, the Lodging Unit will consider hours for sleeping, hours for rising, lights out time, laundry schedule, shower or hygiene time, waste disposal and cleaning, and security.

Financial Considerations

Every emergency response has a financial component to it and spending should be tracked and monitored in an efficient manner to support reconciliation, and reimbursement of partners and suppliers in a timely manner. As such, financial considerations and processes should be established ahead of an incident for simple activation during a response. The following are considerations for establishing financial processes:

- Extraordinary expenditure
- Authorization of expenditures (who can sign a purchase order)
- Human Resources considerations (tracking overtime, volunteer hours, following the collective agreement)
- Potential for cost recovery

Hazard Assistance and Resilience Program (HARP)

The program provides financial assistance for uninsurable loss and damage caused by natural hazards. The Hazard Assistance Resilience Program (HARP) formerly known as the Disaster Recovery Program (DRP) does not cover costs, damage or loss that could have been covered by insurance. A local authority must first apply to the Alberta Emergency Management Agency (AEMA) for a HARP and by approved, before individuals may apply for assistance.

The HARP is a conditional grant program that provides local government, ministry departments, homeowners and small business applicants financial assistance to help in recovery after a natural disaster. The HARP includes a cost-sharing arrangement with local authorities and private sector applicants, where the Alberta government will aid with 90% of eligible disaster costs and the remaining 10% is the responsibility of the applicant.

Disaster financial assistance can only be secured by a local authority after a HARP is approved. Local authorities must contact AEMA within 30 days of a natural disaster before a HARP can be established. It is important to note that a state of local emergency does not have to be in place to qualify for a HARP. Once a HARP is in place, homeowners and small businesses can apply to help restore damaged assets to a basic and essential functional condition. Please see www.alberta.ca/hazard-assistance-and-resilience-program for more information.

Re-Entry and Recovery

After an incident has stabilized, it is necessary to plan for residents to return home. This process is led by the Planning Section Chief and is critical to ensuring the safe re-entry of community members. The decision to allow residents back into an evacuated area is guided by several key factors, including:

- Stabilization of the incident
- Safe access to the community
- Condition of critical infrastructure
- Identification and mitigation of hazards
- Weather conditions that support safe return
- Restoration of essential services capable of supporting the community

Because the level of damage may vary across affected areas, phased re-entry is often the most effective approach. This method allows residents to return area by area, helping ensure a calm, organized, and safe transition back into the community.

Requirements for Re-entry

Evacuees are often eager to return home, particularly after extended evacuations that disrupt daily life. Before re-entry can occur, emergency response personnel must ensure that, at a minimum, the following requirements are met to support a safe return:

- Damage assessments of homes and businesses (as required)
- Utility systems have been inspected and deemed safe
- Debris removal has been completed (if necessary)
- Access to psychosocial supports is available
- Ongoing support through municipal operations is in place
- The re-entry plan has been clearly communicated to the public

Timely and accurate communication is a critical component of successful re-entry. Recovery should begin as soon as an incident is stabilized and includes restoring infrastructure as well as supporting the emotional, physical, social, and economic well-being of impacted residents.

Other Community Considerations

Recovery from an incident can have long-lasting impacts on residents. It is common to see an increased need for mental health and psychological supports following an emergency. As a result, additional services may need to be established within the community for an extended period to prevent existing local resources from becoming overwhelmed.

Community recovery may also involve considerations related to safety and security. Depending on the situation, there may be a need for an enhanced police or security presence to support residents as they transition back into their daily routines. While a visible uniformed presence is not always required, supplemental resources of this nature can help restore a sense of stability and reassurance in a community that has recently experienced vulnerability.

Activation during a pandemic

In the event of a pandemic that requires an evacuation, the facility location will be determined by the ESS Group Supervisor/Branch Director and based on a “drive thru” registration model. Facility selection criteria will reflect the flow of traffic, need for parking, and overall available space to set up wash stations, portable bathrooms and tents to act as office space.

Upon arrival, evacuees will be asked to remain in their personal vehicles, unless they do not have one. In this case, evacuees will be asked to maintain physical distances and to abide by any current regulations set out by the Province of Alberta and Alberta Health Services. Registration will be conducted with minimal physical contact between evacuees, City of Cold Lake (COCL) Staff, ESS Team Members and walk-in volunteers. Physical distancing, use of masks and other personal protective equipment will be encouraged and provided to volunteers and staff on site. Additional PPE may be provided to evacuees as available and appropriate.

If evacuees do not require accommodation or immediate support, they do not need to attend the registration centre. Evacuees will be able to register remotely through the My Alberta Emergency Registration System (MAERS), which is aligned to the Registration and Reception Centre Program (RRCP). Evacuees attending the Registration Centre will be encouraged to preregister through MAERS, reducing the time required to register evacuees at the Registration Centre.

EVACUEE SCREENING

Individuals will be screened by volunteers through identifier questions, which will be based on the current pandemic situation and developed through consultation with Alberta Health Services.

Extra measures will be taken to ensure the safety of volunteers, including, but not limited to, full personal protective equipment (PPE). Any PPE deemed necessary by Alberta Health Services will be provided to ESS Team Members working at an activated site, as well as any walk-in volunteers on sites. Any requirements determined by Alberta Health Services (AHS) are to be followed closely and every effort will be made to ensure extra cleaning and sanitizing protocols are completed. The ESS Group Supervisor/Branch Director will ensure consultation with AHS to ensure best practices and guidelines are being met. Personal protective equipment may be issued to evacuees when available and as deemed necessary by AHS.

Individuals identifying as symptomatic will be isolated or moved to a different location as discretely and quickly as possible to protect themselves and others from harm. Individuals with symptoms will be referred to Alberta Health Services for further direction on how to proceed with their situation.

ESS Team Members should have no contact with an individual identifying as symptomatic without full PPE and any other necessary precautions being taken.

TRANSPORTATION

During an evacuation, extra transportation options, specifically the use of municipal and/or school buses, may be required. Evacuees without transportation may be brought to the Registration Centre by bus and transported to a hotel, camp or other lodging facility by bus.

If requested to disembark from a bus upon arrival at the Registration Centre, evacuees will be directed to a designated area for Registration. If there is no facility open for evacuees to congregate in, they will be asked to remain on the bus, and the Registration Team will onboard the bus to register individuals on the bus. Bus drivers will then be given one hotel or camp location to take the evacuees after registration is complete.

Cleaning and sanitizing buses, as well as enforcing any protocols on the buses will be the responsibility of the bus driver. In the event individuals are being unruly, bus drivers will have the right to ask an individual to remove themselves from the bus. In the event unruly or inappropriate behaviour ensues, the RCMP will be called on to address the issue.

LODGING

If lodgings are required during a pandemic, or any other time, the ESS Group Supervisor/Branch Director will contact designated Service Agreement Providers, to decide for lodging at hotels within Cold Lake and surrounding areas.

The representatives from all related service agreement holders will be known as Accommodations Advisors within the COCL's DSS plan and will work directly with the ESS Group Supervisor/Branch Director. The Accommodations Advisor will be responsible for communication between all hotels and the COCL's Emergency Coordination Centre (ECC) during the emergency.

To act as the Accommodations Advisor, the designate(s) will be supported to complete Incident Command Systems (ICS) 100 and Basic Emergency Management (BEM). Other ESS specific training will be offered but will be optional.

Rooms will be blocked at locations determined by the Accommodations Advisor and assigned to the registration and/or accommodations team at the Registration Centre, for assignment to evacuees. This information will be passed from the ESS Group Supervisor to the Site Manager or directly to the appropriate Team Lead, depending again on the level of activation and units that are activated.

If evacuees require Lodging during a pandemic, they will be assigned a lodging facility upon registration at the registration centre. Group lodging facilities will not be utilized during pandemics to minimize individual contact and exposure. To minimize traffic congestion and provide timely processing of evacuees, only individuals requiring accommodation will need to attend the Registration Centre.

The following process will be followed to provide evacuees with accommodation in hotels, camps or other lodging facilities.

- Evacuees to attend Registration Centre and register with ESS Team
- All evacuees requiring accommodation will be provided with an identifying wristband upon registration.
 - Each member in a household will be required to wear a wristband unless they are under the age of two (2) years.
- Heads of household contact will be provided with an Evacuee Lodging Sheet. All sheets will have the ESS logo on it and are to be printed in colour. This verifies that the sheets are valid.
 - The accommodation sheet will indicate the following information: household contact information, name of accommodation, check in date for accommodation, special requirements for guests and number of guests to be staying in the room (adults and children).
 - Forms will also advise special circumstances, such as a minor living on their own.
- Evacuees will then be directed to the hotel, camp or lodging facility designated to them.
- Wristbands and an Evacuee Lodging sheet(s) will be required to check in to the designated facility.
 - Evacuees that choose to book their own rooms will be responsible to pay for their own accommodations. Rates are set by each individual lodging location and will be the sole responsibility of the evacuee. Only evacuees who register at the Registration Centre will be assisted by the COCL's ESS Team.
 - Evacuees who attend a location different from the one provided on their accommodation sheet will be turned away by the lodging staff checking evacuees in unless the evacuee chooses to pay for their own accommodations.

- No compensation or assistance will be provided to evacuees, by the COCL's ESS Team, who are not registered at the Registration Centre. Evacuees booking their own rooms will not be reimbursed by the COCL ESS. This also applies to those who choose not to follow these guidelines for any reason.
- One Evacuee Lodging sheet is valid for each household. If a family requires multiple rooms due to the number of people in their family, it will be noted on the Evacuee Lodging Sheet provided to the head of household contact during registration at the Registration Centre.
 - Multiple rooms will be assigned only to those households where there are two adults and five or more occupants for one hotel room (based on 4-person room occupancy)
 - Children must always be supervised if more than one room is occupied by a household. At least one adult (over the age of 18 years) must be assigned to each room.
 - There are no guarantees that rooms will be beside each other. Lodging will assign rooms as available.
- Any rules set out by the hotel, camp or lodging facility must be followed.
- Any damage to rooms will be the responsibility of the evacuee.
 - For evacuees who do not have a credit or debit card for incidentals, they will be required to sign an Accommodations Waiver acknowledging that they do not have a card on file, but that they will take full responsibility for the room and any damages incurred.
 - Damage to any hotel, camp or other lodging facility may result in immediate removal of the individual from the facility.
- Any additional room charges are the responsibility of the evacuee (Ex: movie rentals on demand and room service).
- If multiple evacuees arrive at a registration centre together, but they do not live at the same residence, they will be required to register separately at the registration centre.
 - If the individuals choose to share a room, one sheet will be provided to a designate from the group and they will be deemed the head of household contact for that room, for hotel registration purposes. One sheet per room must still be presented to the hotel or camp staff.
- Evacuees must check out no later than the check-out date that will be provided.
 - Exceptions will be made if the COCL's ESS Team deems an extension necessary. This information will be communicated to the hotels or camps hosting evacuees as soon as it is available.
 - Evacuees will be given a copy of their accommodations sheet and/or accommodations waiver to keep as a reference.
- Hotels or camps are asked to keep their copy of the Evacuee Lodging sheet, which will be returned to the COCL's ESS Advisor, for filing with the documentation unit, as soon as possible. All sheets are to be kept in the COCL's ESS Accommodation

Binder at each hotel. Those evacuees requiring accessible or pet friendly rooms must identify their need with the Lodging Team Member at the Registration Centre.

- Evacuees with special requirements will be assigned a lodging according to availability and ability to accommodate needs.

This model may be adopted at any time, for any emergency. This will be determined by the COCL's ECC upon notification of an activation. Use of hotels, camps and other lodging facilities will also be based upon availability and location in the region, and neighbouring communities, at any given time. Rates charged to the COCL's ESS Team for emergency purposes will be predetermined with each individual hotel under an "emergency rate" and will be valid for a period of one year from the time the rate was agreed upon with the COCL's ESS.

MEAL AND ITEM DISTRIBUTION AT HOTELS, CAMPS AND LODGING FACILITIES

Feeding evacuees is not a requirement, but a courtesy. The COCL's ESS Team is not responsible for feeding all evacuees if there are adequate resources available for evacuees to obtain food. If there are no resources available, or under extenuating circumstances, the COCL's ESS Team will use its discretion to arrange the feeding of evacuees. Food may be prepared at, or delivered to, hotels, camps or other lodging facilities where evacuees are staying.

If meals are to be delivered to hotels for evacuees, hotels will be contacted as soon as possible for updated numbers of evacuees staying at each hotel. Meals will be ordered and/or delivered as determined by COCL's ECC and the ESS Group Lodging Supervisor/Branch Director.

A team of volunteers will be stationed at each hotel to assist with meal delivery and distribution at specified times. This may not be possible immediately but will be implemented as soon as possible after an emergency evacuation. Hotel staff will assist with meal distribution and tracking until volunteers can be placed at each location. Meal tracking logs can be found in the Accommodations Binder stationed at each hotel.

There will be a 1.5-hour window for individuals to pick their meals up from a designated location within the hotel. The food pickup location will be determined by each individual hotel.

- **Evacuees will be required to show their wristband and verify their room number and the Head of Household contact to receive meals.**

- Only evacuees with wristbands will be entitled to meals, and only at the hotel where they are staying.
- Meals will have to be signed for by the evacuee.
- One person may pick up all meals for the room, but only the amount of meals designated for each room will be allotted (ex: 4 people in room, 4 meals provided).

Meals will be delivered, or made available, at each location for up to 72 hours, if the COCL's ESS agrees to feed evacuees. Reasonable time will need to be allotted to arrange for meal availability and delivery. Extensions may be made to evacuee feeding at the discretion of the COCL's ESS Team. Formal directions on meal extensions will be delivered to the hotels, camps, and lodging facilities from the COCL's ECC, specifically the ESS Group Supervisor/Branch Director. As much notice as possible will be given to the hotels, camps and group lodging facilities when ending or extending meal preparation and delivery.

The following chart outlines the predetermined meal delivery schedule to hotels, camps and lodging facilities should the COCL's ESS Team agree to feed evacuees during an emergency:

EVACUEE MEAL AVAILABILITY AT HOTELS			
Meal Type	Time of Delivery	Pick Up Open	Pick Up Closed
Breakfast	0730	0745	0915
Lunch	1130	1145	1315
Dinner	1700	1715	1845

This information can be communicated to evacuees upon check-in at the hotel or as soon as it is confirmed with the hotels, by the COCL's DEM, that meals will be provided.

Issues may arise with delivery times on occasion. The COCL's ESS Team will do our best to ensure that the above times are followed. Adjustments will be made accordingly. Evacuees who are unable to obtain meals during this time will be responsible for their own food.

Volunteers will assist with cleaning up after meal pick up times have expired. Meal distribution logs will be kept in a binder at each hotel for the next crew of volunteers to track. All documents will be returned for filing with the Documentation unit.

For those with dietary restrictions, allergies or food sensitivities, every effort will be made to accommodate dietary restrictions, but there are no guarantees that all accommodation can

be met. If the meals are not suitable for evacuees, they will be responsible for obtaining their own food.

For evacuees being lodged in camps, meals will be prepared on site, and available at times determined by each individual location. If a camp is unable to prepare the meals on site, the same process will apply for meal distribution as in hotels.

DOCUMENTATION AND COMMUNICATION WITH HOTELS, CAMPS AND OTHER LODGING FACILITIES

These will be stationed at each hotel or camp in the region that may be called upon for lodging evacuees. Each binder will contain the following information:

- A sample Evacuee Lodging sheet
- A section for Evacuee Lodging sheets to be filed as they are received from evacuees
- Meal distribution logs for tracking evacuee meals

Hotel and camp staff will be asked to file all accommodation sheets in the corresponding section of the above binder for retrieval after evacuation by the ESS Group Lodging Supervisor/Branch Director. All documentation must be returned no later than the end of the evacuation period, or at any requested time during the activation. All documentation must be filed with the Documentation Unit in the COCL's ECC and stored with the COCL's Records Department.

Contact with hotels will be made through the COCL Representative to ensure an efficient and timely response to providing evacuees with shelter and meals when required. All information and key messages will be sent from the ESS Group Supervisor/Branch Director to the Lodging Coordinator.

Communication between hotels and the COCL's ESS Team will be conducted through the Lodging Coordinator to ensure clear lines of communication for all parties. Requests and inquiries made directly to hotels in the COCL may be disregarded if they are not conducted through the proper channels.

COVID Screening Questions for Evacuees

1. Have you travelled outside of Canada in the past 14 days?

Yes	No
-----	----

2. Have you had close contact or interaction with anyone who has travelled outside of Canada in the past 14 days?

Yes	No
-----	----

3. Have you been in close contact with anyone who has tested positive for COVID 19?

Yes	No
-----	----

4. Are you currently in self-isolation pending results of a COVID 19 test?

Yes	No
-----	----

5. Are you experiencing any of the following symptoms?

- | | |
|---|-----|
| a. Fever | Y/N |
| b. Cough | Y/N |
| c. Shortness of breath | Y/N |
| d. Chest pain | Y/N |
| e. Runny nose | Y/N |
| f. Sore throat | Y/N |
| g. Headache | Y/N |
| h. Chills | Y/N |
| i. Muscle or joint pain | Y/N |
| j. Fatigue, exhaustion or feeling unwell | Y/N |
| k. Conjunctivitis | Y/N |
| l. Gastrointestinal issues (nausea, vomiting, diarrhea) | Y/N |

Name: _____ Signature: _____

Date: _____

The Reception Centre kit contains signs, forms and supplies to begin the registration process. Upon the direction of the ESS Manager, take your supplies to the designated Reception Centre and begin setting up.

Bin 1 - Signage Kit	
Item	Quantity
Reception Centre Locations Map - Cold Lake South	1
Reception Centre Locations Map - Cold Lake North	1
Reception Centre Location List	2
Bright Orange Vests	6
Sleeve Identification Bands	26
Name Tag Lanyards	10
Pens	30
Zap Straps	50
Directional Arrows	10
Notebooks	30
Sharpies	8
Roll of Packing Tape	1
All Hazard Incident Management Team Response and Planning Guide	2
Department Head Vests	
Signage Banners	
Childcare	1
Blank	1
Communication	1
Directional Arrows	1
Documentation	1
Donated Goods	1
Emergency Reception	1
Emotional Support	1
Facility Manager	1
First Aid	1
Food	1
Health Services	1
Information	1
Information Technology	1
Inquiry about Family Friends	1
Media	1
Men	1

Bin 1 - Signage Kit	
Signage Banners	Quantity
Out of Bounds	1
Pet Care	1
Planning	1
Reception Centre Staff Area	1
Registration Only	1
Registration, food, clothing, lodging and other needs	1
Resource Acquisition	1
Security	1
Transportation	1
Volunteer/Staff Manager	1
Woman	1

Bin 2- First Aid and Hardware	
First Aid—Items	Quantity
Penlight	1
Emergency Blankets	20
Compress 4x4	10
Triangular Bandages with pins	12
Sterile pressure Bandages	6
Gauze Pads	10
Band-Aids	1
Universal Scissors	1
Non-Adherent Pad	10
Tensor Bandage	6
Soft and Stretch	4
Tape 1 Inch	2
Tape 2 Inch	2
Masks for Adults	50
Masks for Children	50
Abdominal Pads	12
Aluminum Splints	12
Box of Latex Gloves	1
Cold Packs	4
Hardware—Items	Quantity
Polly Rope	4
Polly Twine 200 Feet	4
Garbage Bags	5
Flashlights	4
Waterproof Matches	10
Candles	5
Mega Phone	1
Emergency Radio	1
Work Gloves	2
D Batteries	40
Extension cord (32')	1
Large Ziplock Bags	20
Medium Ziplock Bags	20

Bin 3- Stationary Items	
Items	Quantity
Emergency Food Services: Planning for Disasters Binder	1
Personal Services Binder	1
Emergency Clothing Services Binder	1
Registration and Inquiry Service Binder	1
Emergency Lodging Binder	1
Reception Centre Service Binder	1
12 inch Ruler	2
Electric Pencil Sharpener	1
Twin Pencil Sharpeners	5
Erasers	2
Pencils	60
Paper clips	50
Tacks	100
Binder Clips 2 inch	1
Binder Clips 1/2 inch	16
Black Duct Tape	1
Paper Note Pads	10
Large Envelopes	20
Staple Remover	1
Scotch Tape	2
Stapler	2
Pack of Staples	1
Elastics (pack)	1
Sticky Note Pads	20
Index Cards	1
Index Card Case	1
Single Whole Puncher	2
Scissors	1
RRCP User Guide	29
Receipt Book	1
Highlighters	5
Pens	5
Sharpies	5
Pylons	2
(RRCP) Registration and Reception Centre Program Form (hardcopies)	50

Bin 3– Stationary Items	
Items	Quantity
Clipboards	4
Charger Wall Plugs	2
Wireless Phone Charging Pad	1
Packing Tape with Dispenser	2
Bracelets (arm bands)	

Bin 4– Toys	
Items	Quantity
Jenga Quake	1
Skipping Ropes	3
Perplexus	1
Checkers	2
Kerplunk	1
Trouble	1
Teenage Mutant Ninja Turtles Craft	1
Hot Wheels Packs	4
Dolls	5
Barrel of Monkeys	1
Princess Figurines	7
Crayons	8
Lego Kids	2
Movies	10
Bracelet Kit	4
Superhero's	1
Pirates	1

Bin 5– Toys	
Items	Quantity
Construction Paper	500 sheets
Colouring Pads	3
Baby Blankets	4
Baby Toys	2
Stuffed Animals	17
Puzzles	3
Mega Blocks	2
Chutes and Ladders	2
Matching Game	2
Gone Fishing	1
Little Dump Truck	1

Bin 6– Forms	
Items	Quantity
Pet Care Cards	50
Additional Animals (RRCP)	50
RRCP Forms	100
Triple P Tipsheets - After the Disaster, How you can help your children	50
Triple P Tipsheets - Approaching Bad Weather...	50
Excell Spreadsheets	10

In Bully Free Closet	
Items	Quantity
Walkie talkies	
Three tables	
RRCP Forms	
Portable First Aid Kit	
Lanterns	

Please add to ESS totes upon activation

To be filled out by those requesting additional staff.

This form is filled out by those groups within the Reception Centre requesting additional staff. All requests will be submitted to your Unit Leader for approval.

Incident Name:	
Date:	
Position Requesting Additional Staff:	

Date Requested (yy/mm/dd)	Date Required (yy/mm/dd)	Time Required	Function or Skills Required	Number of Staff Required	Position they Report To

Approved by Unit Leader	Approved	Not Approved
Name:		
Position:		

ICS 213 RR (Resource Request Message Received)	Yes	No
--	-----	----

Acronym	Full Term
AAHJ	Agency Authority Having Jurisdiction
AAR	After Action Report
ABC	Agency, Board, or Commission
ABDLAN	Alberta Disaster Local Area Network
ADMPS	Assistant Deputy Ministers' Public Safety Committee
AEA	Alberta Emergency Alert
AEMA	Alberta Emergency Management Agency
AEP	Alberta Emergency Plan
AER	After Event Report
AER	Alberta Energy Regulator
AETF	Animal Emergency Task Force
AFRRCS	Alberta First Responder Radio Communications System
AHIMT	All-Hazards Incident Management Team
AR	Agency Representative
ASNTF	Alberta Spay and Neuter Task Force
BCO	Business Continuity Officer
BCP	Business Continuity Plan
BEM	Basic Emergency Management
BIA	Business Impact Analysis
CADRC	Companion Animal Disaster Response Capability
CAF	Canadian Armed Forces
CAN-TF2	Canadian Task Force 2
CAT	Crisis Action Team
CCEMO	Canadian Council of Emergency Management Organizations
CGCT	Cross-Government Coordination Team
CIP	Critical Infrastructure Protection
CIR	Critical Information Requirement

City of Cold Lake Emergency Social Services & Related Acronyms for Local Authorities

CITY OF COLD LAKE – Emergency Social Services

Acronym	Full Term
CMO	Consequence Management Officer
COMMS	Communications (Public Affairs/Media)
COPR	Common Operating Picture Report
CP	Command Post
CPE	Communications and Public Engagement
CRC	Canadian Red Cross
CRG	Community Recovery Guidelines
CS	Child Services
CSA	Canadian Standards Association
CSO	Civil Society Organization
CSS	Community and Social Services
CT	Collective Training
DAG	Disaster Assistance Guidelines
DART	Disaster Assistance Response Team
DDEM	Deputy Director of Emergency Management (Municipal or Local Authority)
DEM	Director of Emergency Management (Municipal or Local Authority)
DFAA	Disaster Finance Assistance Arrangements
DFO	Director Field Operations
DMPSC	Deputy Ministers' Public Safety Committee
DND	Department of National Defense
DRP	Disaster Recovery Program
DRR	Disaster Recovery Regulation
DRR	Disaster Risk Reduction
DSR	Daily Situation Report
ECC	Emergency Coordination Centre
EDGE	Environmental and Dangerous Goods Emergencies
EM	Emergency Management

Acronym	Full Term
EMA	Emergency Management Agency
EMAP	Emergency Management Assistance Program
EMASS	Emergency Management Accommodations & Social Services Unit
EMC	Emergency Management Coordinator
EMTS	Emergency Management Training System
EMX	Emergency Management Exercise
EOC	Emergency Operations Centre
ERT	Emergency Response Team
ESF	Emergency Support Function
ESS	Emergency Social Services
ESSP	Emergency Social Services Plan
EXSUM	Executive Summary
FD OFFR/ FO	Field Officer
FERMS	Federal Emergency Response Management System
FERP	Facility Emergency Response Plan
FERP	Federal Emergency Response Pal
FERC	Facility Emergency Response Coordinator
Fin/Adm	Finance and Administration
F/P/T	Federal/Provincial/ Territorial
FSE	Full Scale Exercise
GEMR	Government Emergency Management Regulation
GIS	Geospatial Information System
GoA	Government of Alberta
GOC	Government Operation Centre
HIRA	Hazzard Identification Risk Assessment
IAP	Incident Action Plan
IC	Incident Commander

City of Cold Lake Emergency Social Services & Related Acronyms for Local Authorities

CITY OF COLD LAKE – Emergency Social Services

Acronym	Full Term
ICP	Incident Command Post
ICS	Incident Command System
IMT	Incident Management Team
IIMS	Incident Information Management System
ISC	Indigenous Services Canada
ISC	Instructor Standardization Course
IST	Incident Support Team
IT	Individual Training
LA	Local Authority
LEMR	Local Authority Emergency Management Regulation
LO	Liaison Officer
Log	Logistics
MA	Municipal Affairs
MAA	Mutual Aid Agreements
MAERS	My Alberta Emergency Registration System
MD	Managing Director
MD	Municipal District
MDMPSC	Ministers' and Deputy Ministers' Public Safety Committee
MESA	Major Event Support Apparatus
MLA	Member of Legislative Assembly
MOU	Memorandum of Understanding
NGO	Non-Governmental Organization
Ops	Operations
PDO	Provincial Duty Officer
PESTLE	Political ,Economic, Social, Technological/Technical, Legal, Environmental
PIA	Post-Incident Assessment
PIU	POC Incident Update
POC	Provincial Operations Centre

City of Cold Lake Emergency Social Services & Related Acronyms for Local Authorities

CITY OF COLD LAKE – Emergency Social Services

Acronym	Full Term
PSC	Public Safety Canada
PSC	Public Safety Commission
PSRP	Public Service Readiness Plan
PTB	Position Task Book
PVO	Private Volunteer/ Voluntary Organization
RCMP	Royal Canadian Mounted Police
RFI	Request for Information
RPO	Recovery Point Objective
RRCP	Registration and Reception Centre Program
RTO	Recovery Time Objective
SA	Situational Awareness
SAR	Search and Rescue
SEMP	Strategic Emergency Management Plan
SITREP	Situation Report
SOE	State of Emergency
SOLE	State of Local Emergency
SOP	Standard Operating Procedure
SOW	System on Wheels
SP	Samaritan's Purse
SP	Start Point
Sp	Support
SPCA	Society for the Prevention of Cruelty to Animals
SSA	Shared Situational Awareness
StJA	St. John's Ambulance
SWOT	Strengths, Weaknesses, Opportunities, Threats
SUP	Supply
TIBS	Training, Improvement & Business Services Branch



City of Cold Lake Emergency Social Services & Related Acronyms for Local Authorities

CITY OF COLD LAKE – Emergency Social Services

Acronym	Full Term
TOR	Terms of Reference
TSA	The Salvation Army
UC	Unified Command
WPA	Wireless Public Alerting

Incident Name:					
Date:					
Meal:	Breakfast		Lunch		Dinner
Authorized Amount:					
Hotel/ Restaurant Name:					

	Hotel/ Room Number	Time	Number of Meals Provided	Household/ Print Name	Signature
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					

Meal costs must be attributed to individual evacuees/ households in order to recover costs under a provincial disaster recovery program.

Restrictions:

1. Evacuees must show with COCL wristband and provide all requested information and sign for their meal.
2. Amount authorized includes drinks and taxes.
3. Alcohol or tobacco products are not authorized.
4. Any cost above the authorized amount is the responsibility of the evacuee.
5. The Restaurant may provide either a Buffet or Limited Menu option within the authorized amount.

Information on this form is collected for the sole use of the City of Cold Lake and is protected under the authority of the *Freedom of Information and Protection of Privacy Act*, Sec. 33 ©, which regulates the collection, use and disclosure of personal information. The City of Cold Lake is collecting your personal information as an evacuee for the purpose of tracking meal provisions during a disaster response. In addition, Section 34(1)(k) of the FOIP Act authorizes the use of this information to determine an individual's eligibility for the meal provisions. This information is being gathered to ensure financial accountability and to facilitate reporting to the provincial government.



EVACUEE LODGING SHEET

CITY OF COLD LAKE – Emergency Social Services

Evacuee Name (Head of household)				
Lodging Name				
Check-in Date				
Accessible Room Required	Yes	No	Type	
Pet Friendly Required	Yes	No	#of Pets	Type
Number of Adults in Room				
Number of Children in Room				
Number of Rooms Required				

Important Information for Evacuees

1. Once registration is complete, proceed to the designated location with your wristband and Evacuee Lodging Sheet. ALL evacuees (unless under age 2) MUST have a wristband to receive accommodation associated with ESS.
2. Only go to the lodging facility assigned to you. You will not be accepted at any other lodging unless you choose to pay for it yourself.
3. The Evacuee Lodging Sheet is valid for the number of rooms assigned. If you require multiple rooms, this must be established with the Lodging Team at the Registration Centre, not the hotel.
4. If you require accessible or pet-friendly accommodation, this must be established with the Lodging Team at the Registration Centre, Specialty rooms are assigned to individuals based on need and availability. Ensure that you advise the Registration Team of any special requirements.
5. Any rules set by individual lodging facilities must be followed.
6. Any damage or additional charges to rooms will be the responsibility of the evacuees.
7. Evacuees will be notified as to their check-out date.
8. If you require further assistance please contact us at _____
9. Your request will be submitted to ESS and someone will get back to you as soon as possible. Requests will be triaged based on necessity.

Staff Initials_____

Appendix G.

Temporary Re-Entry Guidelines

- Depending on the nature of the incident and if **safe to do so**, **temporary** re-entry may be permitted to members of the public under controlled circumstances.
- Temporary re-entry may be permitted for the public to retrieve priority items from their homes, check/feed pets or livestock or other business operations and where temporary re-entry is considered safe and the most efficient means to achieve the desired goal.
- The following are recommendations only and intended as a place to start thinking about what to re-entry and recovery guidelines make sense for *your* local authority. They should not be copied and pasted. Significant thought and attention to should be given to the capacity and details of your local authority to determine plausible guidelines that will meet its needs.

✓	Temporary Re-Entry Guidelines
☐	Residents re-entering should show proof of address, tenancy, ownership, or other approved identification.
☐	Residents re-entering should check-in/out with name, license plate and contact numbers recorded. This includes a call-back number and alternate emergency contact number where they can be reached should they fail to check-out.
☐	Residents should indicate address they are returning to, and purpose of re-entry must meet any pre-established temporary re-entry criteria.
☐	Upon check-in residents must be made aware of potential remaining hazards and any emergency procedures or alternate evacuation routes.
☐	Established times including time permitted to remain in evacuated area and/or deadline to check-out of area should be established.
☐	Residents that are allowed re-entry may be provided with a temporary numbered re-entry permit for tracking purposes and to ensure that only authorized residents are given access to the area and to prevent any unauthorized entry of non-residents. Permits should include: ☐ Date(s) and time the permit is valid for. ☐ Logo or signifying mark that is difficult to copy/reproduce.
☐	Determine process for any unaccounted individuals that do not check out.

Appendix G.

Re-Entry

Pre-Planning For Re-entry

An Advanced Planning Unit under the Planning Section may be activated to develop re-entry, repair, or resumption phases.

Remember that **people will want to return to their homes as soon as possible**, so do not delay in establishing an Advanced Planning Unit. Each plan should at minimum include the following sections:

- ☒ **Current Situation**- including trigger point or when the plan should be activated.
- ☒ **Plan Objective(s)**.
- ☒ **Pre-tactical Actions** - any pre-tactical actions required before the plan can be implemented.
- ☒ **Resources Required** and any pre-identified locations for resources to report.
- ☒ **The Plan**- what will be done and how it will be implemented (tactical actions).
- ☒ **Key Agencies**.
- ☒ **Communications** (who needs to review the plan).
- ☒ **Be prepared for personnel who have a stake in the plan** (those sections that are required to implement the plan) **to revise the plan before it is approved**.
- ☒ **Plan Approval** - be sure to include space for signature of applicable command/general staff or other.

Appendix G.

Sample Re-Entry & Recovery Plan Types and Objectives

These are *examples only*. Not all-inclusive.

Re-Entry/Recovery Plan	Objective
Damage Assessment Plan	Assess existing damage to ascertain current status and develop additional recovery and interim plans (ex: Rapid Building & Site Damage Assessments/ Additional Damage Inspections).
Debris Clearing Plan	Safely remove debris and clear critical egress/ingress routes including for emergency response and critical infrastructure repair. Secondary routes to be cleared will ensure safe access to additional property before residents/businesses are allowed to return home.
Debris Removal Plan	Allow for collection of personal items on private property and safe removal of potentially hazardous debris and disaster affected items on public and private property.
Critical Infrastructure Plan	Assess current damage, capacity and repairs required to ensure operability of essential power, gas, and telecommunication services for returning businesses and residents.
Sewage Plan	Bring lift stations back online to operating capacity.
Public Works Repair Plan	Assess, plan and repair damages incurred to public works infrastructure as a result of the incident.
Storm Water Management Plan	Monitor, clear, and maintain storm water drainage.
Potable Water Plan	Provide and distribute potable water to affected residents.
Security For Re-Entry Plan	Keep persons out of unopened or unsafe incident affected areas.
Transit Plan	Provide transportation for evacuees requiring such to return home.
Volunteer Management Plan	Make use of and organize volunteers that come forward to assist in disaster or with clean-up or re-entry.

Appendix G.

Basic Re-Entry Considerations

Re-entry of a significant number of evacuees requires thoughtful assessment and pre-planning. Although the area may not be able to offer all pre-disaster services, it must be able to offer essential services for residents to ensure their continued safety, protection and welfare after the emergency or disaster threat is over. Re-entry should be precluded by planning meetings with stakeholder organizations including utilities, first responders, healthcare, other essential services, or suppliers to ensure adequate resources are in place to accommodate re-entry.

Note: Demand for certain types of services or service levels may increase following a disaster. The following is a *basic* checklist of re-entry considerations that may be included in applicable re-entry plans.

✓	Basic Re-Entry Considerations
☐ Transportation	Determine if transportation will be required for any evacuees to return home.
☐ Information	☐ Determine how you will notify all evacuees of re-entry services (ex: Transportation) and process including any who may have evacuated to different communities and even different provinces. ☐ Identify any requirements or instructions for re-entry (ex: ID required, etc.) <u>Suggestions for distribution of re-entry and recovery information to residents:</u> ☐ Dedicated phone line (with call waiting capacity and a script of anticipated questions and answers) for residents to call. ☐ Establish a Recovery/Re-entry Centre for residents. ☐ Informational handouts distributed to households and provided to various outlets (ex: web site, radio stations, etc.). ☐ Consider hiring a communications specialist to get information to residents, businesses, contractors, donors, provincial & federal government.
☐ Re-Entry Process	☐ Determine who will be able to return and any set times. ☐ Ensure explanation is given if some evacuees can return prior to others, ☐ If all evacuees can return home at once, ensure traffic control and other mechanisms for safe re-entry are in place.
☐ Security	☐ Assess any remaining hazardous sites and ensure they are secure from public entry. ☐ Traffic control. ☐ If check-in or security measures will be required to ensure residents can return home without disruption (ex: media not allowed in). ☐ Identify any processes for check-in (ex: ID required). This may or may not be required and will depend on scale of evacuation and other factors.

Appendix G.

☐ Landfill/Waste Services	☐ Notify waste disposal service to anticipate larger than normal amounts of materials being transported to landfill and plan for increased service routes and schedules. ☐ Provision of garbage bins for large amounts of debris. ☐ Plan for items that may cause health/environmental hazards (ex: refrigerators with decomposed food, refrigerator coolant, etc.). ☐ Sorting plan in place to separate debris (ex: metal from ash, compostable from recyclable).
☐ Utilities	☐ Ensure water and sewer capacity. Anticipate increase in water usage. ☐ Establish process for reconnection of utilities and identification of homes requiring services.
☐ Services & Supplies	☐ Identify any items residents should bring with them to ease pressure on services and supplies (ex: 3 days - 1 weeks' worth of clothing, groceries, or hygiene items). ☐ Identify service limitations/deficiencies and create a plan to address them. ☐ Essential emergency services should be available including emergency medical services, Ambulance, Fire, RCMP, water treatment, power, gas, and telecommunications. ☐ Ensure any community supplies have been restocked to provide for residents who may need to re-stock all items in their home (ex: food, prescriptions, fuel). ☐ Ensure social and emotional supports are available for residents and employees. ☐ Ensure all services are prepared for influx of evacuees and potential impacts on business operations.
☐ Municipal Business Resumption	☐ Assess current business requirements, identify if additional temporary personnel need to be hired to fill immediate needs. ☐ Re-assign staff filling non-essential roles to assist with other priority roles. ☐ Plan for accommodating financial impact of incident on residents (ex: deferred property tax payments, etc.). ☐ When ready advertise as "open for business".
☐ Temporary Housing	☐ Identify temporary housing needs and resources.
☐ Resident Engagement	☐ Establish a process for residents to provide feedback and voice concerns. ☐ Task service groups with resident follow-up- including contacting recently returned residents and providing referral information. ☐ Recovery events or celebrations.
☐ Long-term Recovery	☐ Create a long-term recovery plan if required. ☐ Incorporate stakeholder concerns and resident feedback into the plan. ☐ Share the plan with residents. ☐ Long-term recovery plans should include plans for businesses and referral/resources for them.

Appendix G.

Re-Entry/Recovery Centre

- A re-entry or recovery centre is like a Reception Centre in that it provides a one-stop location for evacuees returning home to access the information and services they need. Some of the service providers may be the same as those during response, but offer different services, while others may be different and more specific to re-entry.
- Below is a brief list of basic service providers that might reasonably be expected to be at a re-entry centre after a significant evacuation of residents.
- **AEMA Emergency Social Services** may be able to assist in coordination of some of these service providers.

Note: Whether or not a dedicated re-entry or recovery centre is established will be incident dependent.

Service Provider	Service Offered
Insurance Bureau of Canada (IBC)	• Homeowner insurance information.
AHS Mental Health	• Information & Referrals.
Utilities- representatives	• Information regarding utility resumption.
AB DRP	• Disaster recovery program financial assistance.
Service Canada	• Employment Insurance.
Other government /grant administrators	• Specialized funding.
Public Health	• Clean-up safety tips (ex: mold clean-up following flooding).
Training & Employment Services	• Employment & Training Service Referrals & Information.
AB Income Support	• Basic cost of living assistance.
AISH	• Financial and health benefits for eligible Albertans with a permanent medical condition.
Authorized non-governmental service organizations	• Clean-up kits (situation dependent). • Other services- incident dependent.

Recovery Planning

Planning for recovery must begin before a response concludes to be as effective as possible. Recovery affects the following broad sectors of communities:

• Human/Social	• Environment
• Infrastructure	• Economic

In many cases these sectors are interconnected. For example, previous case studies have shown that damage to households/infrastructure and the resulting stressors of increased financial burden, job loss, relocation and environmental hazards contribute to significant stress levels which may appear in negative social patterns. In many cases, the most vulnerable residents in a community will be impacted the hardest as the day-to-day need to make ends meet is compounded by effects of the disaster.

The recovery phase can provide an opportunity to analyze pre-disaster conditions, thus providing an opportunity to build back better to create a more resilient community.

Recovery time will be dependent on type, size, and impact of the emergency. Recovery may extend weeks, months, or years. Many of the same stakeholders that were involved in a response may be involved in recovery alongside additional stakeholders that may now be assisting with the recovery period.

On average, 1 in 4 businesses will not re-open after a major disaster.

Appendix G.

Key Recovery Areas That Frequently Challenge Local Authorities

Challenge	Reason
Building Permits	Process for safe and expeditious rebuilding.
Damaged IT Infrastructure/Data Loss	Damage to information back-up storage systems.
Equitable Recovery	Numerous studies have shown that while the population tends to unify during emergency response, this unity quickly fractures in the recovery phase as previous intra-community divisions and tensions re-emerge and may even increase.
Decision-making Frameworks	Ensure they are flexible and reactive enough to support recovery projects and that the recovery process can move forward without avoidable bureaucratic delays. Include decision-making structures and lines of authority in the recovery plan.
Personnel Requirements	High staff turnover during a time when additional personnel are needed for recovery operations on top of day-to-day operations. Work closely with your economic development officer(s) in the development of any recovery plan.
Transitional Housing	Renters without tenant insurance. A lack of transitional housing for apartment tenants, may result in some members of community never returning. Rural areas in which majority of population are seniors and population are already decreasing may have additional challenges in retaining pre-disaster population numbers.

Key Points in Recovery Planning

Human/Social	
Public Concerns	Safety Concerns: ☐ Provide subject matter experts. ☐ Post factual information. ☐ Forum for residents to vent concerns. Recovery Process & Information Concerns: ☐ Follow-up with residents. ☐ Post regular updates. ☐ Work with local businesses to disseminate and post information. ☐ Designate one central point of contact for information including referral information, contact numbers etc.
Mental Health	First Responder Mental Health: ☐ Ensure volunteers, ICP & ESS personnel, equipment operators and anyone that had a role in response are included. ☐ Ensure services are made accessible and available. May provide services without cost and allow them to be accessed anonymously. Community Mental Health: ☐ Post and publish mental health information including signs of stress, health tips for dealing with disaster. ☐ Make information easily and readily available for significant period following disaster, recognizing that signs of stress may not surface for some time. ☐ Domestic abuse rates known to significantly increase following disaster. ☐ Work with local mental health service organizations to establish community and first responder processes/services.
School/Institutional Disruption	Transition & Need: ☐ Arrange for alternate locations for school/daycares to relocate temporarily. ☐ May be increased need for daycare as residents' clean-up and complete repairs. ☐ Note that disruption/availability to schools/daycares have been known to cause families to re-locate.
Household Finances	Lay-offs/Home Repairs & Other Financial Burdens Caused by Disaster: ☐ Consider options for easing ratepayer burdens. ☐ Investigate stakeholder groups that may provide assessments and emergency assistance for essential needs (ex: food, utilities, etc.).

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	☐ Make insurance and provincial disaster assistance information readily available. Publish and post in high-traffic areas. ☐ Work with local media to announce information locations.
Recreation	Youth & Adult Services: ☐ Include Director of Recreation on Recovery Committee. ☐ Engage other community groups. ☐ Provide both youth and adult recreational services. ☐ Provides a break for children and parents and positive community coping mechanisms for dealing with stress.
Non-profits	☐ Identify strategies that will help non-profit and social service groups impacted by the disaster quickly recover so that they can aid in helping underserved and vulnerable populations in the recovery process.
Municipal Personnel	☐ Contractors and additional staff should be anticipated to be required for an extended period following the disaster and may be required for a longer duration depending on extent of disaster impact. ☐ Determine if a Recovery Organization is required for long-term recovery operations. Appointing a Recovery Director and organization helps to create a single point of contact for recovery inquiries and allows the municipality to continue to focus on day-to-day municipal operations. Consider having new staff work on recovery initiatives, while pre-existing staff work on day-to-day operational tasks. ☐ Note that recovery projects may need to be integrated with existing municipal plans to ensure they are consistent with long-term plans already in place. Revision to pre-existing plans should be anticipated. ☐ Consider requesting staff with appropriate expertise from other municipalities in the province to assist over a short period of time. ☐ Consider overtime pay for management staff is arranged to compensate for what could be an exorbitant number of extra hours required of them. ☐ Require residents to make appointments with municipal personnel if required, and only during certain hours. Anticipate that municipal personnel will have to respond to angry/upset residents. Try to mitigate this as much as possible by limiting number of appointments per day and consider hiring or contracting

	- person trained in conflict and anger management as first point of contact and/or to work alongside and support personnel in dealing with emotionally charged members of the public. - Consider having all complaints routed through to a central person or phone line so that they can be addressed in public communications.
Recovery Communications	- Consider hiring or contracting a communications specialist to ensure an effective flow of recovery information which may include but not be limited to recovery website, information bulletins, social media & follow-up, local media spots & advertising, public meetings, etc. - Tailor communications to specific audiences (ex. directly affected, indirectly affected, not affected).
Public Awareness (window of opportunity)	Preparedness & Mitigation: - People and organizations tend to become complacent about disasters. Following disasters there is a small window of opportunity in which public may actively search for public preparedness and awareness information. - The disaster and its effects may motivate people to be better be prepared for future incidents. - Before the disaster is too far from memory, a public awareness and preparedness strategy should be developed and disseminated to help reduce impact in the future. - Included in the public awareness strategy should be general information regarding benefits of insurance for tenants and homeowners.

Environment	
Land Use/Remediation/Mitigation	Land Use: - Consider alternative land uses. - Consider future environmental development impact of any remediation operations including future disaster events and effects it would have on prevention or mitigation steps taken now. - Complete environmental and ecological risk assessment. - Investigate new site development options.

Infrastructure	
Access	☐ Building inspection/ structural engineer firm on retainer. ☐ Consider ingress/egress routes for each subdivision, ensure alternate routes and emergency accessibility. ☐ Prioritize infrastructure repair through impact analyses. ☐ Consider rezoning in high-risk areas.
Transitional Housing	☐ Include traditionally underserved populations in housing plans. Work with social service groups and non-profits to identify populations requiring housing and the best strategies for providing it. This may include homeless, seniors, etc. ☐ If hotels and campgrounds are full, temporary weather-proof trailers or camps may be required to accommodate influx of essential service workers such as utility providers and contractors.
Bylaws & Zoning	☐ Work with Housing Authority and/or local realtors to find temporary or transitional housing where appropriate. ☐ Determine if Bylaws can be temporarily amended to allow for trailers and recreational camping vehicles to be safely placed/parked in residential areas. ☐ Anticipate that changes to zoning may be required. ☐ Update bylaws for minimum and maximum sizes, fence heights, lot grading, etc. ☐ Review bylaws and permits to ensure that construction companies are responsible for damages caused to their section of road by employees and sub-contractors.
Building Permits	☐ Work to speed process for re-construction permits. ☐ Ensure a permit tracking system is in place that can keep pace with number of permits issued. ☐ Determine if other additional permits are required. ☐ Determine if a deadline needs to be imposed on the demolition phase of recovery.
Business Continuity	☐ Work with local businesses, community partners to find temporary alternate space for businesses to continue operations as needed.
Advocacy	☐ Infrastructure issues may fall outside of Local Authority into Provincial or Federal jurisdiction. - o Work with affected stakeholders to bring concerns to proper authority's attention.

Economic	
Insurance & DRP	☐ Conduct an economic impact assessment to identify suitable short, medium, and long-term recovery strategies. ☐ Support small businesses which often are not as able to fully recover from disaster impacts on business. ☐ May establish a strategy to help local businesses remain open by sourcing goods from local businesses to help boost the local economy. ☐ Disaster Funding Sources (vary depending on nature of the incident): - o Insurance - o AB Disaster Recovery Program - o Existing provincial government programs - may be able to provide funding for specific areas of recovery. - o Municipal Funds - o Non-government organizations- may collect financial donations and redistribute or create disaster specific funds and grants. ☐ Identify sources of financial assistance for residents including insurance, disaster assistance funds, tax deferral, interest free loans. ☐ Communicate any record or reporting requirements for Government of Alberta programs and any non-profit disaster fund programs to the public. ☐ Consult with Insurance Bureau of Canada regarding commonplace claims due to type of emergency experienced and any items generally covered under household insurance. Make this information available to public. ☐ If DRP will be provided and will be providing on-site services, ensure that the date is coordinated with the region or municipality at least a week prior to arrival to ensure public are well-informed and can arrange to attend. ☐ Make DRP forms available in-person and online. - o Appoint person to assist with filling these forms out.

	☐ Work with other recovery organizations to help ensure that no one who may be entitled to compensation is missed.
Federal/Provincial Grant, Subsidies, Programs	☐ Adjust utility levies, remove lost homes and businesses from the levy, track lost revenue, establish new levies for transition housing and assess new properties. ☐ Dependent on the event, other cost recovery programs may become available from provincial or federal governments. Ensure these are well-published and announced to the public. ☐ If recovery is significant, consider a dedicated web address, sub-site, newsletter or update in the newspaper or regular radio instalments to ensure public receives information.
Business	☐ Post information/ newsletters/updates online (ex: social media, web site) and in print in high traffic areas (ex: post office, coffee shops, etc.). ☐ May consider hiring/appointing economic development officer as part of recovery team to ensure business needs are addressed and to assist in creating community business recovery and resiliency plan. ☐ Plan may include opportunities for economic development.
Unemployment	☐ Region or municipality should be promoted as open for business as soon as possible. ☐ Economic development officer and recovery team may identify economic niches created by the emergency to further develop employment opportunities.
Donations	☐ Consider offering training to local unemployed to fill new roles. Short-term training of locals may result in longer-term employee retention. ☐ Ensure a public thank-you is shared through media outlets and/or through local events for volunteers and those who may have donated to response efforts.
Tourism	☐ Continue to promote tourism. ☐ Use emergency to your advantage to empower community. ☐ Advertise community's resilience and smooth recovery. A community's ability to quickly recover from a significant event can be seen as an advantage and selling point for prospective homeowners and new residents.



HOTEL ROOM BLOCK BOOKING SHEET
CITY OF COLD LAKE – Emergency Social Services

Incident Name:			
Booking Date:		Time:	
Hotel/ Facility Name:	Address:		
Booked By:		Position:	

HOTEL AVAILABILITY					COMPLETED BY LODGING UNIT				
No.	2 Queen	1 King	Pet Friendly	Accessible Room	Meals Required	Assigned Household	No. of Adults	No. of Children	Unit Signature
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									



HOTEL ROOM BLOCK BOOKING SHEET

CITY OF COLD LAKE – Emergency Social Services

HOTEL AVAILABILITY								COMPLETED BY LODGING UNIT			
No.	2 Queen	1 King	Pet Friendly	Accessible Room	Meals Required	Assigned Household	No. of Adults	No. of Children	Unit Signature		
16											
17											
18											
19											
20											
21											
22											
23											
24											
25											
26											
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33											



HOTEL ROOM BLOCK BOOKING SHEET

CITY OF COLD LAKE – Emergency Social Services

HOTEL AVAILABILITY						COMPLETED BY LODGING UNIT				
No.	2 Queen	1 King	Pet Friendly	Accessible Room	Meals Required	Assigned Household	No. of Adults	No. of Children	Unit Signature	
34										
35										
36										
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39										
40										
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42										
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45										
46										
47										
48										
49										
50										

Restaurant Name

Name: _____
Signature: _____
Valid from: _____
Date Used: _____
Supplied by City of Cold Lake Registration Centre
Approved by: _____



Not Valid for cash exchange or refund

Restaurant Name

Name: _____
Signature: _____
Valid from: _____
Date Used: _____
Supplied by City of Cold Lake Registration Centre
Approved by: _____



Not Valid for cash exchange or refund

Restaurant Name

Name: _____
Signature: _____
Valid from: _____
Date Used: _____
Supplied by City of Cold Lake Registration Centre
Approved by: _____



Not Valid for cash exchange or refund

BREAKFAST
\$15

LUNCH
\$20

DINNER
\$25

Restaurant Name

Name: _____
Signature: _____
Valid from: _____
Date Used: _____
Supplied by City of Cold Lake Registration Centre
Approved by: _____



Not Valid for cash exchange or refund

Restaurant Name

Name: _____
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Supplied by City of Cold Lake Registration Centre
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Not Valid for cash exchange or refund

BREAKFAST
\$15

LUNCH
\$20

DINNER
\$25

Restrictions: 1. Evacuees must show with COCL wristband and provide all requested information and sign for their meal. 2. Amount authorized includes drinks and taxes. 3. Alcohol or tobacco products are not authorized. 4. Any cost above the authorized amount is the responsibility of the evacuee. 5. The Restaurant may provide either a Buffet or Limited Menu option within the authorized amount.	Restrictions: 1. Evacuees must show with COCL wristband and provide all requested information and sign for their meal. 2. Amount authorized includes drinks and taxes. 3. Alcohol or tobacco products are not authorized. 4. Any cost above the authorized amount is the responsibility of the evacuee. 5. The Restaurant may provide either a Buffet or Limited Menu option within the authorized amount.
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STAFF SIGN IN SHEET

CITY OF COLD LAKE – Emergency Social Services

These forms are to be kept and filed daily at the Reception Centre.

Incident Name:	
Date:	
Facility:	
Operational Period:	
Time:	

[illegible]

[illegible]



CITY OF COLD LAKE – Emergency Social Services

[illegible]

Restrictions:

1. No photos are to be taken while on the premises.
2. Visitor badge must be worn at all times.