

EMERGENCY PLAN

For the

R. M. of Hanover

INDEX (In Progression Page Order)

(NOTE: Index is based on “Finished, Printed” document, “Progression”, Order)

Emergency Plan

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Emergency Action Guidelines: (External Document that is “added” at time of printing.)

Procedures (Alphabetical listing)

- Aircraft Crash
- Dangerous Goods Accident
- Evacuation/Re-entry
- Flood
- Reception Centre Operations
- Severe Weather
- Structural Fire
- Utilities (Outages/shortages)

Essential Telephone List Contacts: (External Document Attachments that are “inserted” at time of printing.)

Other Documents (Used in “Real Time”, During an Emergency.)

(In Usage Order)

- State of Local Emergency Quorum Of Council Available.doc**
- State of Local Emergency Absence of Quorum of Council.doc**
- Official Notification of Evacuation.doc**
- News Release.doc**
- Manual Samples.doc**

NOTICES

Subject: REDISTRIBUTION OF EMERGENCY PLANS

Emergency Plans are numbered to coincide with specific positions, departments or agencies and not individuals.

In light of the above when an individual relinquishes his position, the Emergency Plan must be passed on to his replacement.

Subject: GENERAL INTERPRETATION IN THE MUNICIPAL EMERGENCY PLAN

Wherever the masculine gender is used it is to be interpreted as referring to all genders

Subject: PROPOSED CHANGES TO MUNICIPAL EMERGENCY PLANS

Manitoba Emergency Measures Organization extends to users of municipal emergency plans the opportunity to submit proposals for improving the format.

Please submit proposed changes to:

Manitoba Emergency Measures Organization
1525 – 405 Broadway
Winnipeg, Manitoba
R3C 3L6

Email: emo@gov.mb.ca
Phone (204)-945-3050
Fax: (204)-945-4929

DISTRIBUTION LIST

R. M. of Hanover

EMERGENCY PLAN

Emergency Plans are numbered to coincide with specific positions, departments or agencies and not individuals.

In light of the above when an individual relinquishes his position, the Emergency Plan must be passed on to his replacement.

Copy No.

- | | |
|---|--------------------------------------|
| 1 | Emergency Co-ordinator |
| 2 | Mayor |
| 3 | Reeve |
| 4 | Chief Admin Officer/Municipal Office |

EMERGENCY OPERATIONS CENTRE COPIES

(to be retained in the EOC)

- | | | |
|----|---|------------------------------------|
| 5 | * | Communications Manager |
| 6 | * | Emergency Social Services Director |
| 7 | * | Transportation Manager |
| 8 | * | Resources Manager |
| 9 | * | Public Information Manager |
| 10 | * | Human Resources/Volunteers Manager |

Manitoba Emergency Measures Organization

- Head Office (Winnipeg)



RURAL MUNICIPALITY OF HANOVER

BY-LAW NO. 2472-19

RURAL MUNICIPALITY OF HANOVER EMERGENCY PLAN

BEING A BY-LAW OF THE RURAL MUNICIPALITY OF HANOVER TO ADOPT THE PROVISIONS OF THE MANITOBA EMERGENCY MEASURES ACT THE RURAL MUNICIPALITY OF HANOVER EMERGENCY PLAN.

WHEREAS in accordance with Section 232(1) of The Municipal Act Chapter M225 of the Continuing Consolidation of the Statutes of Manitoba, the council may make by-laws in order to authorize and enable a municipality to carry out, further, or implement, any of the purposes, objects, or provisions of The Emergency Measures Act;

AND WHEREAS in accordance with Section 8 of The Emergency Measures Act, being Chapter EBO of the Continuing Consolidation of the Statutes of Manitoba, the council shall prepare, approve and adopt emergency preparedness plans.

AND WHEREAS the Council of the Rural Municipality of Hanover has agreed to the necessity for a prompt and co-ordinated response to emergencies;

AND WHEREAS it is deemed expedient and in the public interest to adopt an emergency preparedness plan for the RURAL MUNICIPALITY OF HANOVER to provide a prompt and co-ordinated response to emergencies;

NOW THEREFORE THE COUNCIL OF THE RURAL MUNICIPALITY OF HANOVER ENACTS THE FOLLOWING:

1. That the attached, Schedule "A" hereafter known as the The Rural Municipality of Hanover Emergency Plan is hereby approved and adopted,
2. That the Council and Reeve of the RURAL MUNICIPALITY OF HANOVER may implement the Rural Municipality of Hanover Emergency Plan in accordance with the procedures agreed to and set forth in the plan; and,
3. That the RURAL MUNICIPALITY OF HANOVER may enter into mutual aid agreements for emergency response.
4. That the Emergency Co-ordinator for the Rural Municipality of Hanover may develop and implement emergency exercise programs for testing the Rural Municipality of Hanover.

Part 2, By-Laws

- s. That the Emergency Co-ordinator, or person appointed by Council may make such amendments as and when required to the Rural Municipality of Hanover Emergency Plan, and that all changes to the Plan must be approved by resolution of Council.
6. That By-law no. 2119 be hereby repealed.

DONE AND PASSED by the Council of the Rural Municipality of Hanover in regular session assembled, this 12th day of February, A.O. 2020.



Reeve Stan Toews



Chief Administrative Officer Luc Lahaie

Read a first time this 22nd day of January, 2020. Read a second time this 12th day of February, 2020. Read a third time this 12th day of February, 2020.

Emergency plan AMENDMENTS

RECORD OF AMENDMENT

Date
(DD-MM-YYYY) **Concerning Section(s)**
(list section and changes made)

11-22-2019	Entire Emergency Plan, Action Guidelines & Hazard Analysis all revised to reflect Stand Alone Emergency Program for the R.M. of Hanover
09-08-2021	Emergency Plan changes Part 7,8,11,13,15,20. Hazard Analysis addition Sec. 10

INTRODUCTION

R. M. of Hanover EMERGENCY PLAN

1. INTRODUCTION

This plan is to provide direction for a response to an emergency affecting the R. M. of Hanover. It is important, that the Council and Reeve and those persons who will be responding to an emergency know contents of this plan.

The elected officials will direct and control emergency operations at all times through the implementation of this plan.

This plan may be implemented in whole or in part, with or without a Declaration of a State of Local Emergency. Use of the Emergency Powers found in step 10 of this part of the plan, requires a State of Local Emergency to be declared.

In the event that a State of Local Emergency is to be declared see Step 9 of this part of the plan.

2. AIM

The R. M. of Hanover Emergency Plan will be implemented to prevent or limit:

- The loss of life;
- Harm or damage to the safety, health or welfare of people; or
- Damage to property or the environment.
- Continue and/or restore essential services

This emergency plan does not apply to those day-to-day situations, which are dealt with by the Fire, Police or Ambulance.

An emergency, by its very nature, requires an immediate response from various agencies acting on behalf of the R.M. of Hanover. A Municipality, whose resources are exceeded in meeting the needs of evacuees, from another community, may declare a State of Local Emergency to acquire resources necessary to meet those needs.

3. HAZARD ANALYSIS

The R. M. of Hanover has experienced or are likely to experience the following emergencies (for example; aircraft crash, flood, dangerous goods accident, severe weather, utility outage, train derailment, major fire, and health incident. A list of possible emergencies may be determined by completing a hazard analysis. Include only the emergencies you have identified through your hazard analysis and delete those not applicable)

Note: Please contact MEMO Emergency Management Advisor (EMA), about the above.

4. EMERGENCY WARNING SYSTEM

Upon the receipt of a warning of a real or potential emergency, that person will immediately contact one of the individuals listed under the Community Warning Section's Emergency Notification.

It is the responsibility of the members of the Emergency Operations Centre Management Team to notify their staff and volunteer organizations. **The Emergency Operations Centre Management Team's phone numbers are under the Warning Contact List (part 7).**

Where a **threat** of an impending emergency exists, the Emergency Operations Centre Management Team will be notified and placed on alert. The Emergency Coordinator or designate may open the Emergency Operation Centre in order to coordinate the response to the emergency and/or to coordinate public information.

5. IMPLEMENTATION OF THE EMERGENCY PLAN

Implementation of the plan may be done by the Council, and/or Reeve, the Emergency Coordinator, or emergency services personnel.

Emergency response personnel may take such action(s) as may be required to protect lives and property in the R.M. of Hanover.

In the event of an Emergency, this Emergency Plan can be implemented without declaring a State of Local Emergency.

In any Emergency, call Manitoba Emergency Measures Organization at 945-5555, who will in turn, notify other provincial departments and agencies.

6. EMERGENCY OPERATIONS CENTRE MANAGEMENT TEAM

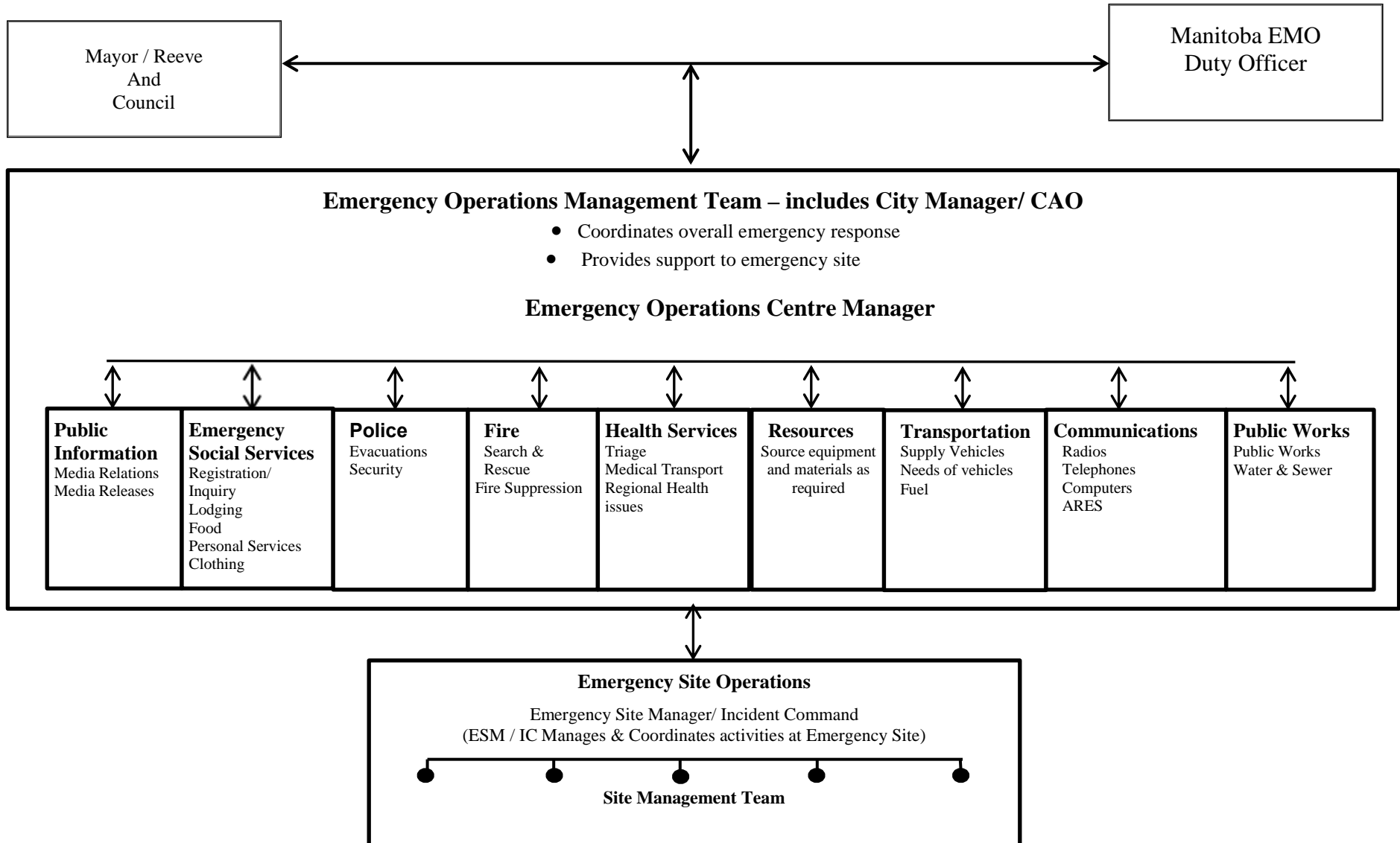
The Emergency Operations Centre Management Team will direct and control the response to the emergency. The Emergency Operations Centre Management Team will be responsible for providing essential services and resources to the community and to the Emergency Site Team. The Emergency Operations Centre Management Team should consist of the following:

Emergency Coordinator	Transportation Manager
City Manager/CAO	Resources Manager
Police/RCMP or alternate (may be required at emergency site)	EOC (Municipal) Administrative Officer
Fire Chief or alternate (may be required at emergency site)	Public Information Manager
Public Works Manager	Human Resources/Volunteer Manager
Health Services	Communications Manager
Emergency Social Services Director	

(The above is a suggested membership of the Emergency Operations Centre Management Team).

Organizational Flowchart

Executive



7. EMERGENCY OPERATIONS CENTRE

The Emergency Operations Centre Management Team will report to the Emergency Operations Centre located at 28 Westland Dr. for the R.M. of Hanover. In the event that this operation centre cannot be used, then the secondary location will be 477 Main St. in Steinbach. Should neither of the EOCs above be tenable, the alternate site will be the R.M. of Hanover Public Works building located at 25145 Rd 33N in the RM of Hanover. Here are the caveats to the Public Works Building: There are a couple of different scenarios which will come into play depending on the accessibility to the administration building. Our entire infrastructure for internet connectivity and telephones runs through the main office. Assuming this office is accessible with power and the computer system is operational, we would be looking at approximately 1 hour to have a functioning EOC with telephones set up at the public works building.

If the administration building were destroyed, inaccessible, without power, or etc. everything changes. We would be working adhoc at that point to get the public works facility functional. As it would stand, there would be no internet connection. This means no telephones. Depending on the situation, it could be 24-72 hours for functionality.

Alternate third site is the Town of Ste. Anne EOC located in the Fire Hall on Traverse Rd. north of Central Ave.

8. EMERGENCY OPERATIONS CENTRE MANAGEMENT TEAM'S RESPONSIBILITIES

The Emergency Coordinator will ensure the following responsibilities are considered and/or completed:

- Calling out municipal emergency services in response to the emergency.
- Confirming the appointment of the Incident Commander/Emergency Site Manager (Mayor/Reeve and Council will be advised who is Incident Commander/ Emergency Site Manager. Normally Fire Department provides Incident Commander but under certain circumstances, Police may become Incident Commander, or a Unified Incident Command/ Emergency Site Management may be adopted). All responding emergency services must be informed of the appointment.
- Determine if the location of the Emergency Operations Centre is appropriate.
- Consult with the Incident Commander/Emergency Site Manager, and the Council and/or Mayor/Reeve to determine if a Declaration of a State of Local Emergency is required. The Declaration of a State of Local Emergency when properly completed must be submitted to Manitoba Emergency Measures Organization.
- Providing adequate communications from the Emergency Operations Centre to the Emergency site (radio or telephone).
- Determine whether an evacuation of residents is required. Overseeing that the needs of the evacuated residents are being met. **The receiving community must be notified that an evacuation is underway and whether or not the evacuees require accommodation, food and other services.**
- Discontinuing of utilities or services provided by public or private concerns i.e. hydro, water, gas, closing down stores, schools etc.
- Implement mutual aid arrangements with neighbouring communities.
- Determine if volunteers are required.
- Determine if transportation is required for evacuation of persons or the moving of supplies.
- Ensure that the residents of the community are updated on the response to the emergency. (Information may be circulated via social media, mass alert systems, and by informing television, radio and newspapers).
- Expend monies as authorized to deal with the emergency
- Notify the response personnel and residents of the termination of the state of local emergency.
- Submit Termination of a State of Local Emergency to Manitoba Emergency Measures Organization.
- Maintain a log of all activities and decisions made, and submitting all records to the Emergency Co-ordinator.
- After the emergency conduct a review of emergency response procedures and make amendments to the emergency plan where required.

In any emergency, collect and verify information from credible sources, (Fire, Police, Ambulance or Incident Commander/Emergency Site Manager).

Commit your community's resources according to this information. Do not UNDER or OVER commit resources.

The Emergency Co-ordinator apprises the Council and/or Mayor/Reeve of the identity of the Incident Commander/Emergency Site Manager.

9. **DECLARATION OF A STATE OF LOCAL EMERGENCY**

The Council, or in the absence of a quorum of council, the Mayor/Reeve may declare a State of Local Emergency. This decision is usually made after consulting with members of the Emergency Operations Centre Management Team and especially with the Emergency Coordinator and Incident Commander/Emergency Site Manager. The Council or the Mayor/Reeve must fill out the Declaration of State of Local Emergency contained in the templates (part 26, Declarations & Manual samples, of the Emergency Plan).

070_Quorum of Council Available.doc **OR** 080_Absence of a Quorum of Council.doc

Upon the declaration of the State of Local Emergency, the Council and/or Mayor/Reeve shall notify:

- The residents of the community (see **100_News Release.doc**);
- Manitoba Emergency Measures Organization; and
- Neighbouring municipalities and communities as may be required.

See Part 5 of the Emergency Plan, Declaration & Termination of a State of Local Emergency, for more info.

The extraordinary powers listed in step 10 of this part of the plan can only be utilized after the council, or in the absence of a quorum of council, the Mayor/Reeve have declared a State of Local Emergency.

A State of Local Emergency is not required, to be considered eligible for compensation for disaster financial assistance.

10. **EMERGENCY POWERS:** [from Section 12 of the Emergency Measures Act].

21.1 Upon the declaration of, and during a state of emergency or a state of local emergency, the minister may, in respect of the province or any area thereof, or the local authority may, in respect of the municipality or other area within its jurisdiction, or an area thereof, issue an order to any party to do everything necessary to prevent or limit loss of life and damage to property or the environment, including any one or more of the following things

- (a) Cause emergency plans to be implemented;
- (b) Utilize any real or personal property considered necessary to prevent, combat or alleviate the effects of any emergency or disaster;
- (c) Authorize or require any qualified person to render aid of such type as that person may be qualified to provide;
- (d) Control, permit or prohibit travel to or from any area or on any road, street or highway;
- (e) Cause the evacuation of persons and the removal of livestock and personal property and make arrangements for the adequate care and protection thereof;
- (f) Control or prevent the movement of people and the removal of livestock from any designated area that may have a contaminating disease;
- (g) Authorize the entry into any building, or upon any land without warrant;
- (h) Cause the demolition or removal of any trees, structure or crops in order to prevent, combat or alleviate the effects of an emergency or a disaster;
- (i) Authorize the procurement and distribution of essential resources and the provision of essential services;
- (i.1) Regulate the distribution and availability of essential goods, services and resources;
- (j) Provide for the restoration of essential facilities, the distribution of essential supplies and the maintenance and co-ordination of emergency medical, social and other essential services;
- (k) Expend such sums as are necessary to pay expenses caused by the emergency or disaster.

Compliance with evacuation order

12(2) If an evacuation order is made under clause (1) (e), each person within the area that is subject to the evacuation order must leave the area

- (a) Immediately; or
- (b) If a deadline for evacuation is specified in the evacuation order, by that deadline.

Exceptions

12(3) Subsection 12(2) does not apply to an emergency responder, or other person, acting under the direction of a person designated as an on-site incident commander or site manager by the government or local authority.

Evacuation and rescue plan required

12(3.1) An on-site incident commander or site manager mentioned in subsection (3) must not permit a person to remain in an area that is subject to an evacuation order without having a plan for safely evacuating the person in a timely manner and having the means available to carry it out.

11. ORGANIZATION AND CONTROL

Council and Mayor/Reeve

The Council, and in the absence of a quorum of Council, the Mayor/Reeve will control and direct the emergency operations at all times. In the absence of Council, the Mayor/Reeve will assume responsibility of directing emergency operations.

Chairman of Local Urban District (LUD)

- Participate with the Council and/or Mayor/Reeve in the decision making process.
[Note: The Chairman does not have the authority, to declare a State of Local Emergency.]
- Assist in the emergency operation.

Municipal Administrator

- Advise the Council and Mayor/Reeve on legislation and procedures.
- Take direction from the Council.
- Liaise with Council and Mayor/Reeve and Emergency Operations Centre Team
- Maintain financial and other records pertaining to the emergency operations.

Emergency Coordinator

- Manage and coordinate the emergency response.
- Keep the Council and Mayor/Reeve informed of developments as they occur.
- Ensure all directions from the Council and Mayor/Reeve are carried out.
- Manage and coordinate Emergency Operations Centre Management Team activities.

The positions, from this point on are recommended to be filled. However, if an adequate numbers of persons are not available, the tasks for the following persons should be assigned to others.

See Part 25, Position Responsibilities, for responsibilities for Communications Manager, Transportation Manager, Social Services Director, Human Resources/Volunteer Manager, Resources Manager, Public Information Manager, and other positions within the EOC.

12. EMERGENCY SITE MANAGEMENT TEAM

In general, the Incident Commander/Emergency Site Manager, will be the Senior Fire Person or Senior Police Officer, per the Incident Command Policy of the Fire Department, or other person appointed by the Council and/or Mayor/Reeve after consulting with the Emergency Coordinator. Under certain circumstances, a Unified Incident Command/Emergency Site management system may be adopted.

Incident Commander/Emergency Site Manager

- Manage and control the Emergency Site Operations.
- Keeps the Emergency Operations Centre informed of all operation activities and resource requirements at the site.
- Determines the inner and outer perimeter of the emergency site.

Police

In addition to their normal day-to-day duties, the police will provide:

- The Incident Commander/Emergency Site Manager, unless circumstances dictate otherwise;
- Security at the emergency site;
- A temporary Morgue if required; and
- Assist in the evacuation of people.

Fire Services

In addition to their normal day-to-day duties, the fire service will provide:

- The Incident Commander/Emergency Site Manager, unless circumstances dictate otherwise;
- Assistance in the evacuation of people; and
- Initiation of Mutual Fire Aid if required.

Emergency Medical Services

In addition to their normal day-to-day duties, EMS services will provide:

- Casualty evaluation;
- First aid on-site; and
- Casualty sorting and transportation.

13. REVIEW OF PLAN

The Emergency Coordinator shall ensure this plan is reviewed annually and amended as necessary.

14. **DETAILED PROCEDURES**

page

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DECLARATION OF A STATE OF LOCAL EMERGENCY

Sections 11(1) and 11(2) of the Emergency Measures Act permit the declaration of a State of Local Emergency by the Local Authority. Such declarations can be essential, even critical, in enabling local authorities to take actions necessary to provide maximum protection to people, property and the environment. The declarations must be timely and one of the aims of the Act is to permit municipalities to act quickly.

It is a requirement that the essential details of a declaration must be communicated to the Minister responsible for The Emergency Measures Act as quickly as possible and confirmed forthwith in writing. Written declarations must contain the following information.

- Who is making the declaration?
- What is the nature of the emergency?
- What is the extent of the emergency? (In other words, what area is affected or likely to be affected?)
- When (date and time) is the declaration made?

A declaration form must record, at the very least, information answering the above questions. Part 26 of the Emergency Plan contains two samples of recommended formats. These could easily be adapted and used for any situation, but it is important to note that these samples are recommended drafts provided for convenience. These exact formats and words need not be the only ones used. Changes may be accepted, providing the above criteria are met. The Declaration of a State of Local Emergency **must** be communicated by the most expedient means to the public. Public notification of the State of Local Emergency should include the following:

- The reason for declaring a State of Local Emergency
- The area and/or extent of the emergency
- An appeal to the public to obey all orders issued by the municipality or authorities during the emergency
- An appeal to the public to stay clear of the emergency area
- Assuring the public that all emergency response personnel will be diligent in the discharge of their duties.

*****Municipalities should review, and be prepared to draft your own declaration forms based on those provided in the documents listed below. See part 26 of Emergency Plan for usable Forms.**

070_Quorum of Council Available.doc
080_Absence of a Quorum of Council.doc
090_Official Notification of Evacuation.doc
100_News Release.doc

When an emergency occurs, the council and/or Mayor/Reeve can fill in the blanks with the appropriate information.

TERMINATION OF STATE OF LOCAL EMERGENCY

The state of local emergency may be terminated at any time by:

- Council; or
- The Minister responsible for The Emergency Measures Act.

Council shall complete the form "Termination of State of Local Emergency", found in 070, 080, or 110 as appropriate.

Upon termination of an emergency, Council and/or Mayor/Reeve will notify:

- The residents of the municipality;
- Manitoba Emergency Measures Organization; and,
- Neighbouring municipalities and communities, as required.

ATTENTION: All Municipal Emergency Coordinators

Manitoba



Infrastructure and Transportation

Emergency Measures Organization 1525-405 Broadway,
Winnipeg, Manitoba R3C 3L6 T 204-945-4772 **Toll free**
1-888-267-8298 F 204-945-4929 www.manitoba.ca

March 24, 2014

RE: Amendments to *The Emergency Measures Act*, CCSM, c. E80

As many of you are aware, amendments to *The Emergency Measures Act* were given Royal Assent on September 13, 2013, and will be proclaimed into law effective April 1, 2014.

The Manitoba Emergency Measures Organization staff and Regional Emergency Managers have been making presentations at various events, including most recently the 2014 Disaster Management Conference on March 12-14. For the complete text of the amendments, please refer to the government web site at <http://web2.gov.mb.ca/bills/40-2/b037e.php>.

It may take a few weeks after proclamation, but *The Emergency Measures Act* incorporating the new amendments will be published at <http://web2.gov.mb.ca/laws/statutes/ccsm/e080e.php>.

In the meantime, we would like to highlight some of the major changes that could impact municipal government:

- No more Emergency Prevention Orders (use State of Local Emergency in appropriate circumstance).
- States of Local Emergency can now be for up to 30 days (formerly 14 days), and Ministerial extensions can be for additional 30 day periods (formerly 14 days).
- Peace officer may arrest a person who refuses to evacuate and take them to a place of safety.

Clarification that if directed to do so, you must evacuate during a mandatory evacuation order unless authorized to stay behind by the on-site incident commander (who must know where you are and have an evacuation strategy to get you out).

- Costs incurred by a municipality in removing or rescuing a person who refuses to evacuate may be charged to that person.
- Damaging or interfering with the operation of an emergency structure is an offence punishable under *The Emergency Measures Act*. This allows peace officer to elect to charge with less serious provincial offence in appropriate circumstance.
- *The Municipal Act* is amended to allow a special levy for 312 (i.1) emergency management services

If you have any questions about these or any other amendments, please contact your Regional Emergency Manager.

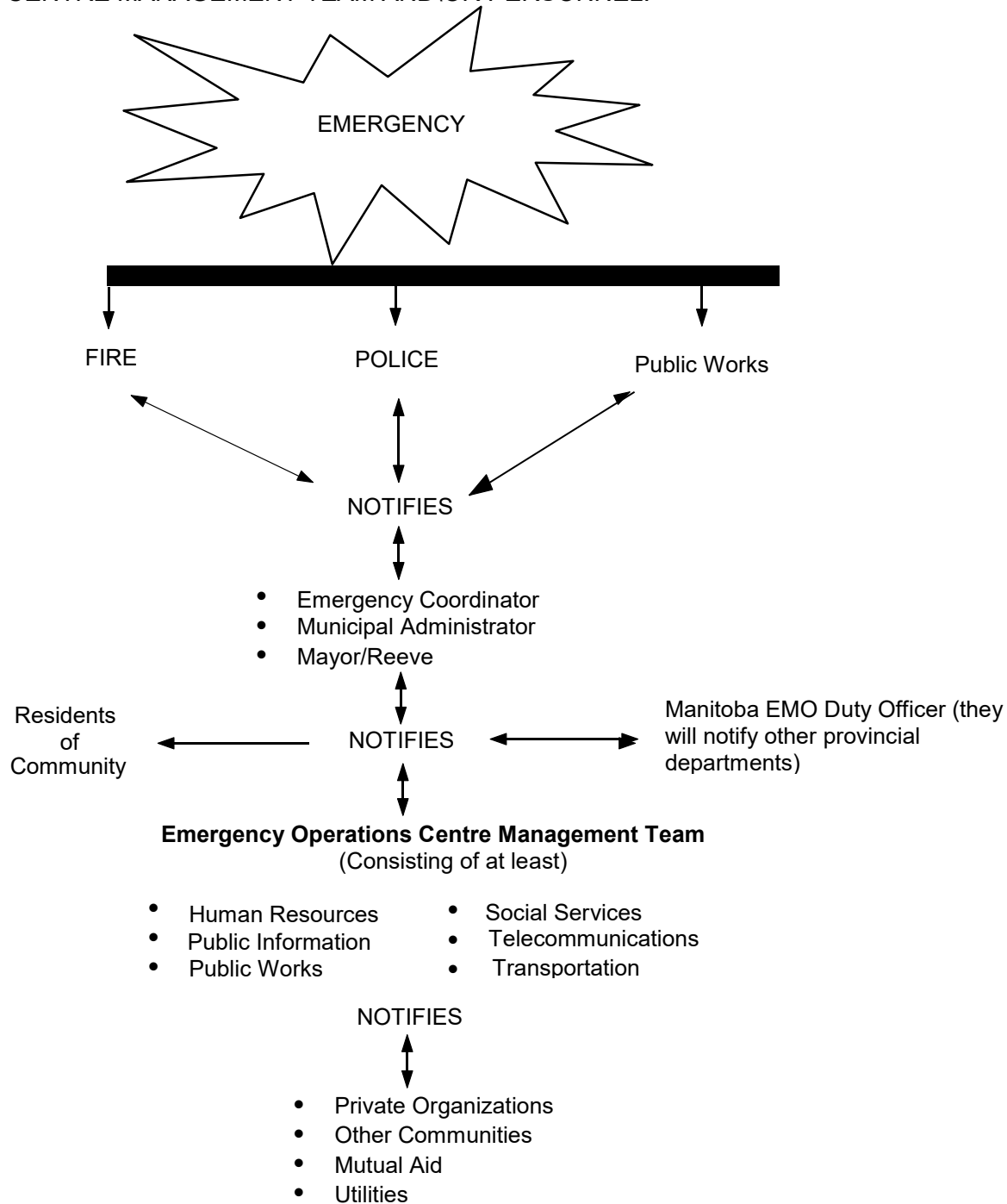
A handwritten signature in black ink, appearing to read 'Lee Spencer'.

Lee Spencer Acting Executive Director

WARNING

WARNING

WHEN AN EMERGENCY OCCURS, OR IS IMMINENT, THE PERSON OR EMERGENCY SERVICE BECOMING AWARE OF THE SITUATION, WILL BE RESPONSIBLE FOR ALERTING EMERGENCY RESPONSE AGENCIES- WHO WILL PHONE THE EMERGENCY OPERATIONS CENTRE MANAGEMENT TEAM AND/OR PERSONNEL.



**IF THE NATURE AND/OR MAGNITUDE OF THE EMERGENCY
REQUIRES THE WARNING OF THE GENERAL PUBLIC,
THE FOLLOWING WILL BE DONE:**

RM of Hanover:

- 1) Contact RM of Hanover staff to have the information placed on the main page of the RM of Hanover website as well as their Facebook page [RM of Hanover](#) and Post the information on the RM of Hanover Emergency Alerts channel of the Steinbach Live app. See Public Information Contacts, attachment 4 (part 13) for contact information.

- 2) Contact AM 1250 Radio / MIX 96.7FM / Country 107/ SteinbachOnline.com by calling the news room at 204-346-5333 during regular hours (6 am – 5 pm Monday thru Friday), or group text team members at:
See Public Information Contacts, attachment 4 (part 13) for contact information

- 3) E-mail news release to news@steinbachonline.com

- 4) If it is safe to do so, Municipal vehicles and/or Emergency Vehicle Sirens and Loud Hailers will be used to advise the public to turn their radios to 1250 AM , 96.7 or 107.7 FM. The first choice Emergency Vehicles would have to be RCMP as the Ambulance and Fire would probably totally committed to the emergency scene.
Staff Sergeant Olbert agreed to this, on an interim basis until an alternate system can be implemented, in 2005 and it has been discussed with subsequent detachment leaders including Staff Sergeant Harold Laninga.

Alternate suggestions for discussion:

- Early Warning Sirens/Mass Alerting System (presentation was made to Hanover Council for their consideration in 2018)
- Contact Manitoba EMO Duty Officer to access the Alert Ready system to alert residents via radio and television by breaking into programming with the appropriate message. This system came into use in July of 2015 but will take in excess of an hour to get the message out and information will be broadcast to an area covering the majority of south east Manitoba.

PROVINCIAL EMERGENCY ASSISTANCE

Choose Option "A" OR "B", NOT both.

A) IN THOSE EMERGENCIES, beyond the capability of local emergency services, which require the assistance of ONE (1) Provincial Department, call collect (24 Hours) –

DANGEROUS GOODS

ENVIRONMENTAL EMERGENCY RESPONSE 1-855-944-4888
CANUTEC (Information Only) 1-613-996-6666

EVACUATION

EMERGENCY SOCIAL SERVICES (Via EMO) 1-204-945-5555

FIRES

FIRE COMMISSIONER'S OFFICE 1-888-389-3473

FOREST FIRES (April 1 to October 15)

FIRE MANAGEMENT 1-800-782-0076

HEALTH

EMERGENCY HEALTH SERVICES 1-204-793-1632
OFFICE OF DISASTER MANAGEMENT

INDUSTRIAL ACCIDENTS

WORKPLACE SAFETY AND HEALTH 1-204-945-0581

Travel Information

511

* * * * *

B) WHERE the assistance, of **TWO (2) or MORE** Provincial Departments, or **ONE (1)** or more Federal Departments is required, call collect –

MANITOBA EMERGENCY MEASURES ORGANIZATION

EMO Duty Officer (Winnipeg – 24 Hours) 1-204-945-5555
-Emergency Management Advisor: (See Emergency Plan Part 7 for contact information)
-EMO Administration Line – 1-204-945-4772

ATTACHMENT ONE

RM of Hanover

COMMUNITY WARNING CONTACT LIST

EMERGENCY NOTIFICATION & EOC TEAM

The following people are to be notified when there is a real or potential emergency:

COMMUNITY WARNING			
Item	Contact Name	AFTER HOURS	Business
Emergency Coordinator Hanover	Paul Wiebe	C:204.346.2384	W:204.346.7130
Chief Administrative Officer	R.M. of Hanover-Luc Lahaie; Assistant – Derek Decru; H:204.377.4042	C:204-371-9881 C:204-371.3442	204-346-7122 204-346-7127
Mayor/Reeve	R.M. of Hanover – Stan Toews	204-320-2855	C:204-326-8966
Deputy Mayor/Reeve	R.M. of Hanover – Bob Brandt	204-346-9928	204-371-0530
Engineering Manager	Hanover Engineer – Rob Driedger	C:204-371-1568	204-346-7121
Public Works	R.M. of Hanover – Wes Fehr	C: 204-371-7844	204-346-7129
Emergency Co-ordinators (SURROUNDING COMMUNITIES)	Emerson-Franklin - Bill Spanjer spanjers@mymts.net R.M. of Labroquerie Louis Tetrault mec@rmlabroquerie.ca R.M. of Piney- Martin Van Osh martin@rmofpiney.mb.ca R.M. of Reynolds- Gail Wasylnuk gailwas@hotmail.com -Elda Dolynchuk Town/R.M.of Ste Anne– Marc Robichaud marc_robichaud@steannemb.ca Stuartburn-Ed Penner C:204-326-8515 Inquiries@rmofstuartburn.com - Brittany Beaukamp acao@rmofstuartburn.com R.M. of Tache- Kim King rkking@mts.net Niverville - Eric King cao@whereyoubelong.ca R.M. of Richot- Harold Schlamp emergencycoordinator@ritchot.com R.M. of De Salaberry – Rene Bourgois bugsbourgeois@yahoo.ca Village of St. Pierre - Blair Fallis blairfallis@shaw.ca City of Steinbach - Kelvin Toews mec@steinbach.ca City of Winnipeg – Lisa Gilmore LGilmore@Winnipeg.ca	1-204-373-2843 H:204.424.4728 H: 204-426-5577 H:204.426.5252 C:204.250.2191 H: 204-425-3604 C:204-918-0994 1-204-488-4388 C:204.392.6603 C:204.712.0734 C:204-712-6990 C:204-326-0216 C:204.619.2762	C:1-204-319-0645 C:204-941-3249 W:204.437.2284 C: 204-223-7607 204-422-8209 C:204-326-8518 W:204-425-3218 C:204-471-3601 204-388-4600 C:204.330.1323 H: 204.347.5106 204-346-6503 204.986.3782
ITEM	CONTACT NAME	RESIDENCE	BUSINESS
Fire ktoews@steinbach.ca Paul.Wiebe@hanovermb.ca	COMMUNITY FIRE CHIEF HOME # Steinbach Kel Toews 204-326-3846 Hanover FD Paul Wiebe	FIREHALL 204-326-1109 204.346.7130	C:204-326-0216 C:204-346-2384

Part 7, Attachment 1

dan@grunthalwelding.com rockrose@mymts.net robhiebert72@gmail.com Roberto.Hiebert@hanovermb.ca firechief@whereyoubelong.ca	Hanover Stn. 1 (Grunthal) Dan Hiebert Hanover Stn. 2 (Kleefeld) Dave Plett Hanover Stn. 3 (Bothwell) Rob Hiebert Hanover Stn. 4 (Blumenort) Roberto Hiebert Niverville Keith Bueckert 204-388-9068 Labroquerie Alain Nadeau 204-320-9698 J-C Normandeau 204-424-9489	204.434.6445 204-388-6226 204-388-6484 204-424-5351	C:204-371-9904 C:204-346-4587 C:204-371-1216 C:204-392-8544 C:204-781-9113 C:204-326-0107 C204-371-1207
Police	Steinbach RCMP St.Pierre RCMP	204-326-4452 204-433-7433	911 911
Hospital(s)	Steinbach Bethesda Hospital Ste Anne Hospital St. Pierre-Jolys; Hospital F: 204.433.7455 or Vita Hospital (curtailed emergency services after reg. bus. Hours call 1-204-239-2211)	F:204-326-6931 F:204-422-9929 F:204-433-7701 F:204-425-3731	204-326-6411 204-422-8837 204-433-7611 204-425-7763
Ambulance(s)	Steinbach Bethesda Ambulance De Salaberry & District / St. Pierre Ste Anne Ambulance Vita Ambulance	N/A N/A N/A N/A	911 911 911 911
Southern Health-Santé Sud Disaster Management Officer Bethesda Regional Hospital Director of Health Services	Regional Senior Manager on call (24 hr) Jolene Dayholos jdayholos@southernhealth.ca Jo-Anne Marion	1-204-239-2211 C: C: 204-380-3695	1-204-239-2211 1.204.428.5273 204-326-6411 Ext 2001
Elected Officials	R.M. OF HANOVER Reeve Stan Toews Councillors Ward 1 Travis Doerksen Ward 2 Brian Esau Ward 3 Bob Brandt - Deputy Reeve Ward 4 John Giesbrecht Ward 5 Darrin Warkentin Ward 6 Jim Funk	204-320-2855 C;204-371-1949 204-326-2644 204-346-9928 204-434-6776	C:204-326-8966 C:204-326-8504 C:204-371-0530 C:204-346-2310 C:204-346-3077 C:204-371-5305
LOCAL URBAN DISTRICT BOARDS	L.U.D. OF GRUNTHAL Paul Perreault Anita Funk Thomas Guenther L.U.D. OF MITCHELL Brian Esau - Chair Cliff Froese Brad Kehler L.U.D. OF BLUMENORT Roger Harder Roberto Hiebert Kevin Medeiros	204-434-6698 C:204-371-9134 C:204-392-9216 204-326-2644 C:204.346.4150 204-326-9583 204-346-9026 204-392-8544 204-346-9026	C:204-371-6665 C: 204-326-8504 W:204-346-9236 C:204-346-4177 C:204.371-6309
UTILITIES: Bell MTS MANITOBA HYDRO TC Energy (Pipelines)	See Utilities in Part 11, Resources Contacts list.		

Part 7, Attachment 1

EOC Team

R.M. of Hanover Emergency Operations Center Team effective March 15, 2020						
Name	Position	Telephone Numbers			E-Mail Address	Plan Copy #
		Home	Work	Cell		
Paul Wiebe	Mun. Emerg. Coord.		204-346-7130	204-346-2384	Paul.Wiebe@hanovermb.ca	1 X
Chris Gerbrandt	Assistant Coordinator			200-371-2207	Chrisgerbrandt94@gmail.com	11 X
Shannon Dueck	Public Information	1-204-746-2522	204-346-5333 Cottage	1-204-746-0353 1.204.349.3167	dueckshannon@hotmail.com shannondueck@goldenwestradio.com	9
Heather Chambers Ewen	Public Information	204-377-5081	204-346-6572	204-380-9369	hchambersewen@steinbach.ca ewens@mts.net	9
Wes Fehr	R.M. Public Works	204-434-6795	204-346-7129	204-371-7844	wes.fehr@hanovermb.ca	13
Valerie Reimer	Social Services Dir.	204-326-9415		204-371-5112	valerie@reimark.ca	6
	Volunteer Coordinator					10
Luc Lahaie	CAO	204.371.9881	204-346-7122	204-371-9881	luc.lahaie@hanovermb.ca	4 X
Nevin Bachmeier	Fire (Stn 2)			204-371-6102	nbachmeier@cstf.ca	12/CD
Jason Lapointe	Fire (Stn 4)			204-990-9211		
Chris Gerbrandt	Fire (Stn 1)			204-371-2270	chrisgerbrandt94@gmail.com	12/CD
Clarence Hildebrand	Fire (Stn 3)	204-388-5240	204-388-6306	204-346-4284	clarence.h@icloud.com	12/CD
SSgt Harold Laninga	RCMP		204-320-8200	204-381-3867	harold.laninga@rcmp-grc.gc.ca	14/CD
Dennis Redikop	RCMP		204-320-8213	204-381-8683	dennis.redikop@rcmp-grc.gc.ca	
Jolene Dayholos	RDMO Southern Health - Santé Sud		204.428.5273		jdayholos@southernhealth.ca	CD
Jo-Anne Marion	BRHC Services Director		204-326-6411 Ext. 2001	204-380-3695	jmarion2@southernhealth.ca	15
Bob Ticknor	Transportation	204-326-1446		204-346-4250	robtick@gmail.com	7
Stan Post (KLFL)	Resources	204-377-4375		204-371-3547	Hanover admin to postal address	8
Levi Thiessen(BLMT)	Telecommunications	204-326-1159		204-371-7827	Levi@mts.net	5
Derek Decru	EOC Admin. Officer	204-377-4042	204-346-7127	204-371-3442	derek.decru@hanovermb.ca	16
Gaylene Mehling	EOC Scribe	204-326-3284	204-346-7123	204-371-7705	gaylene.mehling@hanovermb.ca	
John Wieler	Member at Large	204-377-4918		204-392-4004	johnloiswieler@gmail.com	
						x = has Emergency Plan Book out of EOC

How to post Hanover Emergency Alerts on Steinbach Live

1. [What is a push notification?](#)
2. [When to send a notification](#)
3. [How to send a notification](#)

What is a push notification?

A push notification is a fast, immediate way to communicate with a group of people. Anyone who downloads your community app, enables notifications and agrees to receive your messages will receive any notification you send. Notifications appear instantly on their phone's home screen and in the app.

When to send a notification

Because a push notification is a disruptive method of communication, it's important to send notifications wisely. Here's a checklist you can use when determining whether a message is worth sending to your subscribers:

- **Limited time** - Is it an exception to the rule? eg: *"We open every day at 8:00am"* isn't limited time. *"Today we're opening at 10:00am due to construction"* marks an exception that your subscribers need to be alerted about.
- **Immediate** - Is this relevant now? eg: *"Mark your calendar, the Christmas concert is only 3 months away!"* isn't immediately relevant. *"Christmas concert tonight at 7pm!"* is important to subscribers now.
- **Value** - Is this message worth interrupting your subscribers for? It's important to think of the value that your subscribers will put on the messages you send. eg: Sending a daily reminder about upcoming registration day will lose value quickly. *"Registration starts at 8:00am tomorrow!"* will have a great amount of value.
- **Everyone** - Is it relevant to everyone? Your "everyone" will be unique to the people that have subscribed to *your* channel. Your message doesn't need to matter to everyone in your community, or to everyone who has the app. But it does need to be relevant to most of the people subscribed to your channel. eg: *"Game is cancelled for Bantam B team"* wouldn't be relevant for most people in a generic *Arena* channel. *"All games cancelled today due to weather"* would be relevant to the majority of subscribers.

How to send a notification

1. Login at <http://pushdashboard.goldenwestapps.com> Email: EOC@hanovermb.ca Password: HFb4eqkYnHLyE2
2. Select your channel. (RM of Hanover Emergency Alerts)
3. Click **Create new message**.
4. Type your title. The title will be visible on your channel's main screen and in the detail screen of your notification.
5. Type your message. This will be visible on users' home screens, as well as your channel's main screen and in the detail screen of your notification. You can include [a link](#) for more information.

Communications

COMMUNICATIONS

Radio – Emergency Site to Emergency Operations Centre

The Communications Manager will make arrangements for the immediate establishment of a 2-way Radio and/or PSCS Radio link from the Emergency Operations Centre to the emergency site (Municipal Office or alternate location).

Use of Ham radio operators in an emergency may be useful in augmenting your communications.

Telephone – Emergency Operations Centre

- The Communications Manager will request that dedicated EOC phone lines are activated when requested to do so by the EOC manager. They will also be responsible for getting the telephone sets plugged in and working in the EOC during the EOC setup.
- The Communications Manager will make arrangements with the municipal IT department or telephone service provider for the immediate installation of additional telephone circuits and instruments, for use of the Emergency Operations Centre Management Team, as and when required.
- The Communications Manager will make arrangements with the municipal IT department to arrange cellular phone service to various locations in the EOC, Reception Centre, etc. when requested to do so by the EOC Manager.

Internet - Emergency Operations Centre

- The Communications Manager shall work with Swift High Speed and/or the city/municipal IT department to establish internet access at the EOC as well as at other locations (when feasible) as requested by the EOC manager.

RECORDS

All communications, correspondence and activities will be recorded in a log and retained for future reference.

Part 8, Communications
R.M. of Hanover Public Service Communication System Operating Guideline

1. PURPOSE

1.1 To establish effective use of Public Service Communication (PSCS) Radio services for normal and expanded emergency radio traffic.

2. SCOPE

2.1 All members of the R.M. of Hanover EOC are responsible for the adherence of this guideline

3. POLICY

3.1 With the transition of Emergency dispatch to the centralized E911 system, communication will take place as per the agreement signed between the R.M. of Hanover and E911 Brandon

4. PROCEDURE

4.1 Initial dispatch of the R.M. of Hanover Fire Department will be conducted according to the signed agreement. This may include the use of tone and voice pagers, DispatchMe, PSCS radio communications, alternate communications not herein described or a combination of these systems.

4.2 Acknowledgment of the E911 dispatch shall be made to the E911 Brandon Communications center by use of the PSCS radio, or by other means as established between the R.M. of Hanover Fire Department and E911 Brandon.

4.3 PSCS Interoperability – Interagency 1 thru 8 and Ops 1, Ops 2, and Ops 3 are talk groups that are populated by radios assigned to responders, such as police, fire, EMS, EMO and OFC and other users who have been granted permission to install and use these talk groups.

4.4 The Interagency talk groups are primarily used for responders to contact responders from other agencies, and provide situational awareness to one another during travel to and initial attendance at the scene, e.g. fire advising approaching EMS that the scene is not secure and instructing them to marshal at another location until the scene can be secured.

4.5 If radio communication between different agencies will be required at the scene for a longer period, the incident commander may request that an Ops talk group be assigned by Brandon 911 for that event. Alternatively Brandon 911 has authority to assign an Ops talk group to an event to reduce traffic on the Inter-agency talk group. Interagency 1-8 and Ops 1-3 are used for interoperability between agencies – not for single agency operation.

4.6 Command will maintain the OPS frequency at their discretion until the conclusion of the incident. Command will advise E911 Brandon that the OPS channel for that incident will terminate and the talk group will be cleared by E911 Brandon.

Part 8, Communications

The following matrix identifies two methods by which the Emergency Operating Channels can be initiated.

PSCS Matrix for Emergency Communications

Incident Occurs

Dispatch to Ambulance	Dispatch to Fire	Dispatch to Police
Internal communication on local system	Internal communication on local system	Internal communication on local system

1st on scene conducts Size-Up

Call to 911 requesting operational talk group
(OPS1, OPS2 or OPS3)

911 calls to responding agencies to communicate operational talk group

Upon resolution of the major emergency, the Incident Commander calls 911 to clear the operational talk group

or

Incident Occurs

Call to E911

E911 conducts an assessment
Talk group assigned
(OPS1 or OPS2 or OPS 3)

and E911 broadcasts to responding agencies during dispatch

Upon resolution of the emergency the Incident Commander calls E911 to clear talk group

4.8 Command can also utilize at their discretion the simplex radio frequency known as the EMOSMP which allows handheld to handheld or mobile to mobile telecommunications for all Fire/Ambulance/Police agencies on a shared basis for emergency situations or mutual aid events.

4.9 PROTOCOLS:

In an effort to provide clear and concise communication, the use of plain language will be encouraged at any emergency scene.

Members of the Department shall be encouraged to complete a course of study in telecommunication protocols utilizing the Industry Canada protocols.

5. REFERENCES:

MEMO Major Emergency Telecommunications System Memo dated April 29, 1999 & updates from MEMO received November 14, 2011.

ATTACHMENT TWO

R.M. of Hanover

COMMUNICATIONS**ESSENTIAL CONTACTS LIST**

COMMUNICATIONS			
Item	Contact Name	AFTER HOURS	Business
Bell MTS	SEE UTILITIES IN RESOURCES CONTACTS List, Part 11		
Manitoba Emergency Measures Organization	SEE WARNING Contact List (Part 7)		
Emergency Co-ordinator	SEE WARNING Contact List (Part 7)		
Communications Manager	Hanover - Levi Thiessen (Blumenort)	204-326-1159	C:204-371-7827
HAM RADIO OPERATORS	SEE RESOURCES Contact List (Part 11)		
FM RADIO TRANSMITTERS	SEE RESOURCES Contact List (Part 11)		
RECEPTION CENTRE PHONE LINE	Hanover VOIP phone # 204-846-8686 Hanover- no cell as of 10262018 IT Manager – Jeremy Neufeld	C:204-346-3696	204-346-7135
RECEPTION CENTRE COMPUTERS are located in the ESS Kit	Hanover – IT Manager – Jeremy Neufeld Swift High Speed – See Resources for #	C:204-346-3696	204-346-7135
TEMPORARY INTERNET PROVIDER	SEE RESOURCES Contact List (Part 11)		
	SEE RESOURCES Contact List (Part 11) For Additional Contact Information		

RESOURCES

Part 11, Attachment 3
ATTACHMENT THREE
 City of Steinbach & and R.M. of Hanover

MISCELLANEOUS RESOURCES

CONTACT LIST

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
Resources Manager	Hanover – Stan Post (Kleefeld)	C: 204-377-4375	C:204-371-3547
AIRPLANES	Harv's Air– Harv Penner Adam Penner Prairie Sky Aviation - Reg Friesen Steinbach Flying Club (Matt Penner)	C:204-381-4085 C:204-371-1336 C:204-326-0759 C:204-355-8842	204-326-2434 204-388-4303
AIRPORTS	Harv's Air - Harv Penner Adam Penner Steinbach Airport; Safety Officer: Matt Penner President: Bardia S Emergency Contact: Randy Reimer	C:204-381-4085 C:204-371-1336 C:204-355-8842 C:431.999.3337 C:204-326-0679	204-326-2434 204-346-6215
ALL TERRAIN VEHICLES	Enns Bros.-Mike Turenne Crickside Ent. (Bob Brandt) H:204-346-9928 Jen Brandt Rob Brandt SAR - Adam Crookes	C:204-381-1729 C:204-371-0530 C:204-371-6725 C: 204.371.0542 C:204-346-4111	204-326-1305 204-326-3431 204-326-4154
AMBULANCE	See Warning Contact List (Part 7)		
AUTOMOBILES	Highway Mazda Ron Loeppky Fairway Ford Funk's Toyota Ltd. Harvest Honda Ledingham Pontiac Buick GMC. Steinbach Dodge Chrysler Jeep Ben R Auto Sales / Car Rental Ike's Auto Sales Loeppky Auto Sales Enterprise Rent-A-Car		204-326-6437 204-326-3412 204-326-9808 204-326-1311 204-326-3451 204-326-4461 204-326-2220 204-346-9047 204-326-1555 204-326-7733
BACK HOES / BULLDOZERS / EXCAVATORS/	Diamond (Backhoe & Bulldozer) - Garry - Jim Penner - Doug R.M. of Hanover (Bulldozer) Wes Fehr Levelling (Bulldozer & Excavator) Fast Bros. Ltd. (Backhoe & Bulldozer) Adrian Mike Devaley AirVac Excavating - Darren Lorette	C:204-371-1619 C:204-381-2367 C:204-371-9588 C:204-371-7844 C:204-371-6518 C:204-371-6366 C:204.392.6321 C:204-392-7253	204-326-3456 204-346-7137 C:204-371-0589 204-326-9973 204.326.4253
BOATS	Holiday RV – Blake Pankratz	C:204.326.0390	204-346-7100
BUILDING MATERIALS	Grunthal Lumber-Murray Rempel C:204-326-7876 - Mike Bourgeois McMunn & Yates Brian Mcinnis manager Joe Brick Penner Building Centres -Dan Hewson - Ken Heinrichs - Marcus Lange The Lumber Zone - Joel Hartung Ira Dyck WM Dyck & Sons-Carl Fast C;204.346.2321 or Heather Fast C:204.392.5478	H:204-434-9228 C:204-380-2249 C:204-371-1282 C:204-381-8325 C:204-371-9817 C:204-381-7669 C:204-392-0103 C:204-381-7111 H:204-388-6493	C:204-392-6743 204-326-3481 204-326-1325 204-346-1633 204-388-4727
ITEM	CONTACT NAME	AFTER HOURS	BUSINESS

Part 11, Attachment 3

BUSES (CHARTER)	Southeast Concrete Pumping Bernie Reimer 2 - 47 passenger busses Isaac Reimer Fairway Specialty Vehicles -Dean Buhler -Larry Schmidt enVision -Darryl Marsch (Home 204-355-4813) - Lynette Penner Beaver Bus Lines 24 hour #	C:204-346-2172 C:204-326-7341 C:204-326-0238 C:204-296-6549 C:204-380-2216 C:204-371-5238 204-989-7045	204-434-6873 204-326-5770 ext. 2 204-346-5049 204-326-9856 1-800-432-5072
BUSES (SCHOOL)	Hanover School Division Office Transportation Supervisor Robert Warkentin Transportation Assistant Pearl Knutson	F:204-326-9901	204-326-6471 C:204-371-5139 C:204-371-0728
BYLAW OFFICER	Hanover: Stu Penner	C:204-326-8656	
CRANES	Everest Cranes – Barry Sim Eastman Crane Services Arm-Strong Craning Able Crane Services Fax: 1-204-231-0128 LITZ Crane Rentals	C:204-392-3506 C:204-227-8158	204-392-4808 C:204-371-8361 204-422-5338 1-800-667-2253 1-888-272-6303
CATERERS	Homestyle Kitchen & Deli- Kylie Sharon Friesen Chicken Chef - Suki Koeuth Anna's All Occasions Catering	C:204-371-7950 H:204-326-4274 C:204-371-9380 C:204-380-9946	204-326-9357 C:204-346-4474 204-326-9891 204-424-9168
CLOTHING STORES	Mark's Work Warehouse – Shyanne Friesen Danielle VanBerkle Reitman's - Denise Cooney Walmart - 8:00am-10:00pm Mon-Sat Warehouse One – Alex Borysowich Steinbach MCC Thrift Shop–Renata Peters (text) Jason Hiebert Grunthal Community Self Help Centre Anne Funk Helen Weibe	C:204-392-2647 C:204-371-4981 (Bus. Hrs. Only) (Bus. Hrs. Only) C:204-205-0488 C: 204-371-5784 C:204-381-7732 H:204.326.2427 H:204-434-6468	204-326-4110 204-326-1506 204-346-9717 204-326-1793 204-326-6642 204-326-5075 204-434-6598
CONTRACTORS & CONSTRUCTION COMPANIES	3D Construction & Renovations- Bill Doerksen Crete-X Construction Ltd. G & E Homes – Cheryl Dueck Three Way Builders Len Neufeld J&M Const. John Schroeder (will find contractors) Daniel Funk PENN-CO Construction – Dan Reimer	C:204-326-8686 C:204-355-8020 C:204-346-4206 C 204-346-2020 C:204-326-0803 C:204-326-0170 C:204-346-4510	204-434-9944 C:204-355-8020 204-326-1007 204-326-2198 204-434-6755 204-326-1341
DRONE PHOTOGRAPHY	Canada Sky- Kevin Gamble; Mike Penner (not licensed) Elevated Aerials; Evan Fuller; jevanfuller@gmail.com	C: 204-806-6339 C:204.326.6453	204.326.9053 C:204.333.2162
DRUG STORES	Dueck Drug Store (Vita) Emerg: Superstore Shoppers Drug Mart (Mon- Sat 8:00 – midnight) Hans Epp Sobeys Steinbach (9-9 Mon-Fri, 9-6 Sat) Southeast Wellness Pharmacy Gary Funk Walmart Pharmacy 8:00am-10:00pm Mon-Sat Bethesda Hospital - Joey Gwozdz Heather Getson Steinbach Primary Care Pharmacy- Hanh Rempel	204-425-7717 (Bus. Hrs. Only) H:204-355-8310 (Bus. Hrs. Only) H:204-434-9891 (Bus. Hrs. Only) H:204-326-6186 C: 306.202.9972 H:204-326-3560	204-425-3473 204-320-4135 204-326-3747 C:204-355-8310 204-326-3493 204-346-1970 C:204-371-1054 204-346-9781 204-346-5162 204-326-6400

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS	
DUMP TRUCKS	Bill W. Friesen & Sons - Ron Friesen - Gary Friesen Friesen Hauling (Steinbach) Chris Friesen Barkman Cartage Ltd. – Keith Barkman Russell Barkman	H:204-434-9036 H:204-434-9122 C:204-346-2978 C:204-371-8631 C:204-326-7857	204-434-6510 C:204-326-7012 C:204-326-0586 204-326-9634 204-377-4981	
	Pete's Landscaping (Steinbach) Barkman Gravel & Landscaping (Blmnt)	C:204-392-3914 W:204-355-4238	204-326-3668 C:204-392-7574	
ELECTRICAL SUPPLIES & CONTRACTORS	Canadian Tire – Steve Blatz - Reynold Kroeker Grunthal Lumber-Murray Rempel C:204-326-7876 - - Mike Bourgeois McMunn & Yates Brian Mcinnis manager Joe Brick Penner Building Centres -Dan Hewson - Ken Heinrichs - Marcus Lange WM Dyck & Sons- Carl Fast C:204.346.2321 or Heather Fast C:204.392.5478 BA Robinson - Gord Penner 24 hr # RK Electric Penn-Lite Electric & Mechanical C:204-371-5528 Senkiw Electric Primary Electric Inc-Henry	C:204-392-5798 C:204-346-2449 204-388-4497 C: H:204-434-9228 C:204-380-2249 C:204-371-1282 C:204-381-8325 C:204-371-9817 C:204-381-7669 H:204-388-6493 C:204-381-0237 C:204-392-8759 Office # is 24 Hr C:204-346-3254 C: 204-326-0510	204-326-3436 204-434-6340 C:204-392-6743 204-326-3481 204-326-1325 204-388-4727 204-326-2000 C:204-326-7990 204-326-3233 204-326-2749 204-434-6174	
	Fire	See Warning Contact List (Part 7)		
	FM RADIO TRANSMITTERS	International Broadcast Transmitters Ltd. Daniel Lemoine C: 204-381-4910	H:204-434-6155	204-434-5084
	FOOD STORES	STEINBACH		
		Sobeys Lee Kotowicz Randy Warkentin	C:204-219-2749 C:204-381-2338	204-326-1316
		Superstore (24 Hrs except Sunday) Paulo Sousa Dale Charett Cathy Pearsehouse	C:1-204-799-3205 C: 204-381-2197 C:1-204-981-5966	204-320-4101
		Walmart (8:00am-10:00 pm Mon-Sat) Kevin Evans C:431-205 5110 Willie Braun	C:204-408-8034 C:204-392-2090	204-346-9717
		Bake World - Steve/Anne Wollmann: C:204.371.5012 Stone Creek CO-OP Henry Nickel Kristina Plett	H:204-326-4265 C:204-346-3236 C: 204-905-1834	204-326-4115 204-326-1005
		Brandt St. CO-OP- Don Esau Cell:204-371-2695 Holly Ammerman Sheryl Broesky	H:204-326-2377 C:204-380-9513 C: 204.392.0674	204-326-9918
		East End CO-OP – Sharon Vogt W: 204.392.2095 Rod Parmer	C:204.380.3872 C:204-371-2349	204-326-3473
		1 st Choice Conv. -Vern Friesen C:204-346-4474 - Vi Harder	H:204-326-4274 H: 204-326-2798	204-326-9357 C:204-371-7693
		Crossroads Conv. Gary Schalla Jackie Schalla	C:204-381-0300 C: 204.392.0252	204-326-5532
7-Eleven (Brandt Rd.)		Open 24 hours	204-326-1329	

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
FOOD STORES	<p align="center">NIVERVILLE</p> Niverville Bigway John Schmitke	C: 204-371-1610	204-388-4676
	Tourond Superette Sangme Yeo	C:204-212-2355	204-388-4595
	<p align="center">KLEEFELD</p> Brothers Grocery	C:	204-377-4735
	<p align="center">GRUNTHAL</p> Grunthal Grocery Tom Guenther	C:204-392-9216	204-434-6017
	Oaklane Grocery Dennis Guenther	H:204-434-6696	204-434-6788
	Sarto General Store – Jay Patel	C:204-371-6537	204-434-6788
	Sarto General Store – Corey Chornoboy	C:204-922-3545	204-434-6962
	Rick Rekrut	H:204-434-9019	204-434-6962
	<p align="center">NEW BOTHWELL</p> New B's Café & Store – Elle Funk	H:204-434-9400	204-388-9585
	<p align="center">MITCHELL</p> Express Foods- Harv Barkman	C:204-380-9704	204-388-9585
-Lorraine Barkman	C:204-346-2201	204-326-1115	
<p align="center">BLUMENORT</p> JT's Store & Diner–	H:204-355-9596	204-326-1115	
C:204-371-5934	C:204-	204-326-1640	
FOUR-WHEEL DRIVE VEHICLES	City of Steinbach - Randy Reimer	C:204-326-6509	204-346-6215
GARBAGE CONTAINERS (Drop Off Bins)	R.M. of Hanover – Wes Fehr See AUTOMOBILES City of Steinbach (Eldon Wallman) Bristol Hauling After Hours # - Willy Toews	C: 204-371-7844 C:204-392-5397 204-388-4550 C: 204-371-2765	204-346-7129 204-346-6532 204-388-4550
GASOLINE/DIESEL/PROPANE	BULK FUELS: Clearview CO-OP Bernie Dueck Geoff Dilts Henry Nickel	W:204-346-5057 H:204-326-1005	204-346-2667 C:204-371-2859 C:204-392-7744 C:204-346-3236
GENERATORS	Penner Building Centres -Dan Hewson - Ken Heinrichs - Marcus Lange The Rental House Del - C:204-392-5185 Keystone Rentals After Hours Cell Penner Farm Services PFP Sales & Service J&M Const. (up to 25Kw) John Schroeder Daniel Funk Hydro Ag Supply Alvin Hildebrand Walter Hildebrand Holiday RV Blake Pankratz Steinbach Water Works (3); Mike Heppner Steinbach Fire Dept Hertz Rentals (Winnipeg)	C:204-381-8325 C:204-371-9817 C:204-381-7669 C:204-381-9423 C:204-346-4200 24 hour number C:204-371-2613 C:204-326-0803 C:204-326-0170 C204-371-3750 C:204-381-1385 C:204.326.0390 C:204-326-0680 911 24 hour number	204-326-1325 204-326-2266 204-326-9832 204-326-3781 204-326-2939 204-434-6755 204-326-3974 204-346-7100 W:204-346-6509 204-326-1109 1-204-488-4929

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
HEATING (SUPPLIES & CONTRACTORS)	<p>STEINBACH Canadian Tire – Steve Blatz - Reynold Kroeker Penner Building Centres – Dan Hewson - Ken Heinrichs - Marcus Lange BA Robinson- Gord Penner Cell is 24 hr # After Hours Plumbing & Heating-John Grenier After Hours # Browns Plumbing & Heating- Penner Building Centres Mechanical Dept. Kihn Plumbing & Heating-Colin Kihn Penn-Lite Electric & Mechanical C:204-371-5528 R.M. OF HANOVER Grunthal Lumber-Murray Rempel C:204-326-7876 - - Mike Bourgeois Lemazing Mechanical- Brad Lemay Bert's Refrigeration Ltd. Chris Brandt Dave Brandt Southern Comfort Mechanical</p>	<p>C:204-392-5798 C:204-346-2449 C:204-381-8325 C:204-371-9817 C:204-381-7669 C:204-381-0237 C:204-371-2940 C: 204-371-2300 24 hour number 24 hour number 204-326-4341 Office # is 24 Hr H:204-388-4497 C: H:204-434-9228 C:204-380-2580 C:204-326-0229 H:204-326-9483 24 hour number</p>	<p>204-326-3436 204-326-1325 204-326-2000 204-320-9090 204-326-9571 204-326-9488 204-326-4341 204-326-3233 204-434-6340 C:204-392-6743 204-434-6533 204-326-2979 C:204-326-7302 204-388-6658</p>
HEATING (EMERGENCY SITE HEATERS)	<p>STEINBACH Canadian Tire – Steve Blatz - Reynold Kroeker Penner Building Centres -Dan Hewson - Ken Heinrichs - Marcus Lange The Rental House - Del - C:204-392-5185 Keystone Rentals – After Hours cell Enns Bros.-Parts Department Hertz Rentals (Winnipeg) R.M. OF HANOVER J&M Const. (Portable Boiler) John Schroeder Daniel Funk Grunthal Lumber -Murray Rempel C:204-326-7876 - - Mike Bourgeois WM DYCK & SONS – Carl Fast C;204.346.2321 or Heather Fast C:204.392.5478 Lemazing Mechanical-Brad Lemay</p>	<p>C:204-392-5798 C:204-346-2449 C:204-381-8325 C:204-371-9817 C:204-381-7669 C:204-380-3512 C:204-346-4200 C:204-371-5426 24 hour number C:204-326-0803 C:204-326-0170 H:204-388-4497 C: H:204-434-9228 H:204-388-6943 C:204-371-9598 C:204-380-2580</p>	<p>204-326-3436 204-326-1325 204-326-2266 204-326-9832 204-326-1305 1-204-488-4929 204-434-6755 204-434-6340 C:204-392-6743 204-388-4727 204-434-6533</p>
HEAVY EQUIPMENT	<p>R.M. of Hanover – Graders, Cats, 1 low bed, 9 barricades (wood), Internal radios – Wes Fehr Barkman Cartage Ltd. – Keith Barkman Russell Barkman Bill W. Friesen & Sons - Ron Friesen - Gary Friesen Fast Bros. Ltd (Low beds, Track hoe, etc Adrian Mike Diamond Const. & Gravel – Gary Funk - Jim Penner -Doug Hamm McMunn & Yates Concrete –Keith Perreault Jim Friesen Pete's Landscaping – City of Steinbach – Randy Reimer Reese Kihn Friesen Hauling (Backhoe) Chris Friesen</p>	<p>C: 204-371-7844 C:204-371-8631 C:204-326-7857 H:204-434-9036 H:204-434-9122 C:204-371-6366 C:204.392.6321 C:204-371-1619 C:204-381-2367 C:204-371-9588 C:204-371-5327 C:204-371-2892 C:204-392-3914 C:204-326-0679 C:204-371-7584 C:204-346-2978</p>	<p>204-326-4488 204-346-7137 204-377-4981 204-434-6510 C:204-326-7012 C:204-326-0586 204-326-9973 204-326-3456 204-326-3481 204-326-3668 204-346-6215 204-326-9634</p>

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
HIGH SPEED INTERNET	Swift High Speed Chris Teetaert Evan Schroeder	C:204-371-9387 C:204.392.6442	204-381-0112
HOSPITALS	See Warning Contact List (Part 7)		
HOTEL/MOTEL	Day's Inn – 41 double, 8 single rooms Frantz Motor Inn – 18 double rooms:100-6:00am call Sleep Suite Motel– 21 double, 28 single Emergency Contact only Road House 52 Inn and Suites- 44 Double rooms that can accommodate up to 10 plus 4 suits e/w separate bedroom and 2 handicap access units.	(24 Hr) 204-371-0989 6:00am - midnight C:204-346-3599 (24 Hour number)	204-320-9200 204-326-9831 204-326-1324 204-326-5885
LANGUAGE TRANSLATOR	Immigrant Settlement Program Gwen Reimer call or text Or email info to gwen@eastmanis.com	C:204-371-8959	204-346-6609
LIGHTING	Hydro Ag Supply (light towers) Alvin Hildebrand Walter Hildebrand Penn-Lite Electric & Mechanical C:204-371-5528 Keystone Rentals – After Hours cell Primary Electric Inc. – Henry The Rental House Del - C:204-392-5185	C:204-371-3750 C:204-381-1385 Office # is 24 Hr C:204-346-4200 C:204-326-0510 C:204-380-3512	204-326-3974 204-326-3233 204-326-9832 204-434-6174 204-326-2266
MANITOBA AGRICULTURE	General Inquiries Manitoba Agriculture Livestock Transport: contact EMO Duty Officer to arrange assistance		204-346-6080 1-204-945-5555
MANITOBA SUSTAINABLE DEVELOPMENT	Environment Officer Natural Resources Tip Line	Emergency # 1-855-944-4888 1-800-782-0076	204-346-6060
Manitoba Emergency Measures Organization	See Warning Contact List (Part 7)		
Manitoba Emergency Social Services (ESS)	Contact thru EMO Duty Officer or	Fax1-204-945-4620	1-204-945-5555
MANITOBA INFRASTRUCTURE & TRANSPORTATION	Transportation & Infrastructure- Darcy Delyea Highway Condition Information Area Superintendent – Derwin Gesell Emergency / Winnipeg Dispatch (24 hour)	204-371-5964 511 C:204-345-4719 1-204-945-3641	204-346-6266
MOBILE COMMAND UNIT	Manitoba Emergency Measures		1-204-945-5555
MORGUE/ PORTABLE MORGUE	Corbin Funeral Chapel (6 bodies) Birchwood Funeral Chapel (10 bodies) Crossings Funeral Care (5 bodies) PORTABLE MORGUE Big Freight Systems Inc After Hours-Kathy Beck (no reefer truck) Penner International After Hours- Kevin or Susan (no reefer truck) Terry Penner or Allen Penner Steve's Livestock (no reefer truck) 24 Hour Dispatch Heather Lischynski Kerry Wilson	24 hour number 24 hour number 24 hour number C:204-346-1247 204-346-2031 204-371-3536 204-371-8383 1-800-667-8869 C:204-371-2610 C: 204-380-3991	204-425-3114 204-346-1030 204.326.7203 1-800-665-0415 ext: 1247 204-326-3487 204-326-6380
OFFICE SUPPLIES / MACHINES	Office Innovations Inc. –Dwight Fehr (machines only) Staples Business Depot-Jeff Spencer	C:1-204-304-1545 C:204-995-0728	204-326-4551 204-320-4670
OTHER	Office of the Fire Commissioner South East area ESO MB Search & Rescue- Capt. George Leonard Env. Canada (report hazardous weather)	C:204-771-0083	1-888-389-3473 204-777-0553 1-800-667-8676

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
<p>PLUMBERS (SUPPLIES & CONTRACTORS)</p>	<p>STEINBACH Canadian Tire – Steve Blatz - Reynold Kroeker McMunn & Yates - Brian Mcinnis manager Joe Brick Penner Building Centres – Dan Hewson - Ken Heinrichs - Marcus Lange BA Robinson- Gord Penner Cell is 24 hr # After Hours Plumbing & Heating-John Grenier Browns Plumbing & Heating- Penner Building Centres Mechanical Dept. Kihn Plumbing & Heating-Colin Kihn</p> <p>R.M. OF HANOVER Grunthal Lumber - Murray Rempel C:204-326-7876 - - Mike Bourgeios WM DYCK & SONS – Carl Fast C;204.346.2321 or Heather Fast C:204.392.5478 Lemazing Mechanical-Brad Lemay JWH Mechanical Southern Comfort Mech.</p>	<p>C:204-392-5798 C:204-346-2449 C:204-380-2249 C:204-371-1282 C:204-381-8325 C:204-371-9817 C:204-381-7669 C:204-381-0237 C:204-371-2940 24 hour number 24 hour number 204-326-4341</p> <p>H:204-388-4497 C: H:204-434-9228 H:204-388-6943</p> <p>C:204-380-2580 C:204-392-8541 24 hour number</p>	<p>204-326-3436 204-326-3481 204-326-1325 204-326-2000 204-320-9090 204-326-9571 204-326-9488 204-326-4341</p> <p>204-434-6340 C:204-392-6743 204-388-4727</p> <p>204-434-6533 204-388-5366 204-388-6658</p>
<p>POLICE</p>	<p>See Warning Contact List (Part 7)</p>		
<p>PUBLIC HEALTH INSPECTOR</p>	<p>Emergency after hours Hanover -Gregg Stevenson Steinbach – Tyler Hebb</p>	<p>C:204-371-7878 C:204-380-3707</p>	<p>1-204-805-0009 204-326-9229</p>
<p>PUMPS</p>	<p>City of Steinbach -Mike Heppner-H:204-326-5650 The Rental House Del - C:204-392-5185 Keystone Rentals – After Hours cell Hydro Ag Supply Alvin Hildebrand Walter Hildebrand PFP Sales & Service Penner Farm Services Xylem – Winnipeg (Richard Smith) Canadian Dewatering – Don Burnell dburnell@canadiandewatering.com</p>	<p>C:204-326-0680 C:204-380-3512 C:204-346-4200 C:204-371-3750 C:204-381-1385 C:204-371-2613 24 hour number C431-337-7134 C:204.770.9923</p>	<p>204-346-6214 204-326-2266 204-326-9832 204-326-3974 204-326-2939 204-326-3781 1-204-235-0050 1.204.953.2890</p>
<p>RAILWAYS</p>	<p>CN Rail 24 Hour Emergency (CN Police) CP Rail 24 hour Emergency (CP Police)</p>		<p>1-800-465-9239 1-800-716-9132</p>

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
<p>RESTAURANTS</p> <p>STEINBACH</p>	<p>A & W – Bryan Penner Ken Penner Cell: 204-326-7165</p> <p>Boston Pizza – Sam Wiebe</p> <p>Chicken Chef - Suki Koeuth</p> <p>Dairy Queen – Joanne Unger C:204-326-0855 Brad Wiebe</p> <p>Big Smoke Barbeque – Brigitte Turner</p> <p>Doener Grill Express- Doug Penner</p> <p>Fortune Kitchen – Queenie Chow</p> <p>Frantz Motor Inn – Gilles Verreir Mike or Josette Roch</p> <p>Golden Fried – Isaac Loewen</p> <p>Jays Café Ike Bueckert - C: 204-371-0341</p> <p>KFC– Malou Lesteban</p> <p>Lees Village Restaurant-Lok Ki Mak</p> <p>McDonalds-</p> <p>Main Bread & Butter – Chris Goertzen</p> <p>MJ’s Café – Brian Bartel Lina Hergert</p> <p>Niakwa Pizza – Brent Stoesz</p> <p>Rocco’s Pizzera – Damian Penner</p> <p>Pizza Hut – Lilli Baier Will not share AH info</p> <p>Salisbury House – Teresa Nolette</p> <p>Sawney Beans - Mark Oommen - James Oommen</p> <p>Skylite Restaurant - Mary Fehr</p> <p>Smitty’s – Chris Dyck</p> <p>Subway- 275 Main- Don Corpuz 15 Park Rd.- Anil Repaka</p> <p>Tim Horton’s 141 PTH12 N - Andrew Heidebrecht 118 Brandt St.</p> <p>Santa Lucia Pizza – Darryl Joachim</p>	<p>C: 204-355-7981 H:204-326-1026</p> <p>C:204-371-0336 C:204-371-9380</p> <p>H:204-326-4251 C:204-355-7725</p> <p>C:204-381-0482 C:204-381-3317</p> <p>204-326-6533 C:204-981-5147</p> <p>C:204-392-9294 C; 204-371-8288</p> <p>H:204-346-0139 None available</p> <p>C:204-298-0704 Open 24 hours</p> <p>C:204-392-4835 C:204-346-3085</p> <p>C: 204-355-7510 C:204-371-7695</p> <p>C:204-392-4626</p> <p>C: 204-370-5029 C:204-380-3108</p> <p>C:204-355-7795 C:204-380-9916</p> <p>C:204-470-7311 C:204-380-4069</p> <p>C:204-963-7777</p> <p>H:204-326-7759 C:204-355-7214</p> <p>C:204-981-2421</p>	<p>204-326-9818</p> <p>204-320-2444</p> <p>204-326-9891</p> <p>204-326-1373</p> <p>204-326-8677</p> <p>204-326-2997</p> <p>204-326-6533</p> <p>204-326-9831</p> <p>C:204-392-9293</p> <p>204-905-4653</p> <p>204-326-2908</p> <p>204-326-2216</p> <p>204-326-4449</p> <p>204-326-9814</p> <p>204-326-6108</p> <p>204-326-2224</p> <p>204-320-9955</p> <p>204-326-6496</p> <p>204-326-5555</p> <p>204-326-4028</p> <p>204-320-2632</p> <p>204-326-4066</p> <p>204-326-4468</p> <p>204-346-6732</p> <p>204-346-6730</p> <p>204-346-0700</p> <p>204-326-5683</p> <p>204-320-4655</p>
<p>RESTAURANTS</p> <p>HANOVER</p>	<p>NIVERVILLE</p> <p>Chicken Chef –Tim Mulvena Laura Mulvena Carl Pottinger</p> <p>Subway – Pratik Patel</p> <p>Gan’s Kitchen – Anna Gan (Bus. Hrs. Only)</p> <p>Peppies Pizza & Deli- Rose Friesen C:204-355-7205</p> <p>NEW BOTHWELL</p> <p>New B’s Café & Store – Elle Funk</p> <p>BLUMENORT</p> <p>JT’s Store & Diner–</p> <p>GRUNTHAL</p> <p>Grunthal Garden Restaurant– Cuong Tat</p> <p>Red Wing Diner – Clarence Penner</p> <p>Patio Grill – Kathy Neufeld - Heather Neufeld</p> <p>KLEEFELD</p> <p>Fields Market</p> <p>MITCHELL</p> <p>None</p>	<p>C:204-302-1900 C;204-798-7718 C:204-963-2776</p> <p>C:204-918-6624 H:204-388-5904</p> <p>H: 204-388-4953</p> <p>C:204-380-9704</p> <p>C:204- C:</p> <p>H:204-434-6034 C:204-380-3942 C:204-371-7649 C:204-381-2138</p>	<p>204-388-6377</p> <p>204-388-5200</p> <p>204-388-6904</p> <p>204-388-9400</p> <p>204-388-9585</p> <p>204-326-1640</p> <p>204-434-6034</p> <p>204-434-9989</p> <p>204-434-6058</p> <p>204-377-4735</p>

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
SAND BAGS	City of Steinbach Operations Building– Randy Reimer (6000 Bags) R.M. of Hanover Kleefeld Shop– Wes Fehr (10,000) Bags St. Boniface Bag Co. - Dave or Julie- 426 Goulet St 500,000 regular in stock &10K super bags stbonifacebag@gmail.com Shippers Supply Inc. 102 King Edward St. Limited stock of regular & large – 4 days shipping Valley View Ventures Ltd. Swan River, MB – Jason Eisner ceo@valleyviewventures.net 50 million regular sand bags/ 250k super sand bags	C:204-326-0679 C: 204-371-7844 H: 204-231-1533 F: 1.204.233.5047 F:1-204-772-9834 24 hour number	204.346.6215 204-346-7129 1-204-237-8510 1-204-772-9800 C:204-734-8221
SAND & GRAVEL	STEINBACH McMunn & Yates Concrete- Keith Perreault Jim Friesen Diamond Construction & Gravel –Gary - Jim Penner - Doug Pete’s Landscaping – R.M. of HANOVER Barkman Gravel & Landscaping Barkman Cartage Ltd. – Keith Barkman Russell Barkman Nelson River Const. - Robert Boyechko Fast Bros. (Blumenort) Adrian Mike	C:204-371-5327 C:204-371-2892 C:204-371-1619 C:204-381-2367 C:204-371-9588 C:204-392-3914 C:204-392-7574 C:204-371-8631 C:204-326-7857 C:204-371-9419 C:204-371-6366 C:204.392.6321	204-326-3481 204-326-3456 204-326-3668 C:204-392-7574 204-377-4981 1-204-949-8700 204-326-9973
SECURITY SERVICES	Steinbach Security Services- After Hours mobile # Kirk Burnelle – Brian Burnelle Impact Security Group (24 hour number) Commissionaires Manitoba- Gary Smith	C:204-371-0989 C:204-380-2983 C:204-371-6534 ext. 1	204-346-1672 1-204-953-1965 204-942-5993
SEMI’S/TANDEM DUMP TRUCKS FOR GRAVEL	SEMI’S /TANDEM DUMP TRUCKS Diamond Construction & Gravel –Gary - Jim Penner - Doug Bill W. Friesen & Sons - Ron Friesen - Gary Friesen Barkman Cartage Ltd. – Keith Barkman Russell Barkman Fast Bros. Ltd. Adrian Mike Friesen Hauling (Steinbach) Chris Friesen Pete’s Landscaping	C:204-371-1619 C:204-381-2367 C:204-371-9588 H:204-434-9036 H:204-434-9122 C:204-371-8631 C:204-326-7857 C:204-371-6366 C:204.392.6321 C:204-346-2978 C:204-392-3914	204-326-3456 204-434-6510 C:204-326-7012 C:204-326-0586 204-377-4981 204-326-9973 204-326-9634 204-326-3668
SEMI (Operators & Owners)	Big Freight Systems Inc After Hours- Kathy Beck (no reefer truck) Penner International After Hours- Kevin or Susan (no reefer truck) Terry Penner or Allen Steve’s Livestock (no reefer truck)24 Hour Dispatch Heather Lischynski	C:204-346-1247 204-346-2031 204-371-3536 204-371-8383 1-800-667-8869 C:204-371-2610	1-800-665-0415 ext: 1247 204-326-3487 204-326-6380

Part 11, Attachment 3

	Kerry Wilson	C: 204-380-3991	
ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
SEPTIC TANK SERVICE	Jim's Septic Tank Service Twin Lane Cleaning J & E Septic Tank Cleaning Mel's Septic Services Rene's Septic Tank/Portable toilets-	C:204-371-5305 H:204-434-6549 C:204-371-8277 24 hour number H:204-866-4288	204-434-6776 C:204-326-7427 204-377-4906 204-388-4201 204-326-2392
SERVICE STATIONS (FUEL)	STEINBACH Stone Creek CO-OP Henry Nickel Kristina Plett Brandt St. CO-OP – Don Esau Cell:204-371-2695 Holly Ammerman Sheryl Broesky East End CO-OP – Sharon Vogt W: 204.392.2095 Rod Parmer 2 nd Call for all sites - Henry Nickel ESSO Steinbach- Prafullkumr Garasiya Refuel at Superstore – Jackie Down Super Splash – Wes Unrau Timberfalls Petro Can – Kora Funk GRUNTHAL CO-OP – Marsha Friesen Oaklane Grocery – Nicole Braun Jay Patel Sarto General Store – Corey Chornoboy Rick Rekrut KLEEFELD Fields Market – NEW BOTHWELL New B's Café & Store - Elle Funk Tourond Superette – Sangme Yeo BLUMENORT JT's Store & Diner– MITCHELL CO-OP Gas Bar – Diana Clibbery	C:204.346.3236 C: 204-905-1834 H:204-326-2377 C:204-380-9513 C: 204.392.0674 C:204.380.3872 C:204.371.2349 H: 204.326.1005 C: 204.588.0371 C:204.371.7996 C:204.392.5240 C:204.371.6072 C:204-392-5362 C:204-371-6537 C:204-922-3545 H:204-434-9019 H:204-434-9400 204- C:204-380-9704 C:204-212-2355 C:204- C:204. C:204-355-8012	204-326-7594 204-326-9918 204-326-3473 C:204-346-3236 204-320-9873 204-320-4137 204-326-3474 204-320-2556 204-434-6900 204-434-6788 204-434-6962 204-377-4735 204-388-9585 204-388-4595 204-326-1640 204-346-0680
SMALL ANIMAL SHELTERS	Waldenway Canine 33161 PR210W 50+ spots Robert Sarrasin Dogs on the Run 34086 Rd 33E(Bushfarm Rd) Licenced for 40 spots Laurel / Barry Plett Must be fixed and get along with other dogs (not kennelled) Clearspring Animal Hospital 38010 Rd.35E 16-20 animals - Dr. Trevor Johnson Steinbach Animal Control – RAMS (portable kennels) Hanover Animal Control- Alvin & Lorna Friesen	C:204-791-7735 C:204-392-2925 C:204-392-2388 24 hour number	204-422-8344 204-392-2925 204-346-1429 204-223-5521 C:204-371-5859
SNOWMOBILES	South East Snow Riders: Darren Lorette: 204-392-7253 Bruce Martins: C:204-346-3486 Crickside Ent. (Bob Brandt) H:204-346-9928 Jen Brandt Rob Brandt Enns Bros.-Mike Turenne	204-346-0127 204-326-9242 C:204-371-0530 C:204-371-6725 C: 204.371.0542 C:204-381-1729	204-326-4253 204-326-2408 204-326-3431 204-326-1305
Southern Health-Santé Sud	See Warning Contact List (Part 7)		
STEAMERS FOR CULVERTS	PFP Sales & Service MEMO (45 units)	C:204-371-2613	204-326-2939 1-204-945-5555
SURVEYORS	Keystone Surveys (Art Dueck)	204-326-2326	204-326-2117

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
TAXIES	Steinbach Taxi & Handivan Paul Trudeau Southman Taxi Hello Taxi Mr Stretch Limousine		204-326-9937 204-346-9996 204.326.5566 204.392.5550
TOW TRUCKS	A Steinbach Towing H D Trucking – Henry Doerksen Hanover Towing Labroquerie Towing Niverville Towing	C:204-326-0206 C:204-326-0579	204-326-6232 C:204-371-6620 C:204-371-8728 204-424-5419 C: 204-371-5199
TRAILERS (STOCK)	Steve's Livestock (no reefer truck)24 Hour Dispatch Heather Lischynski Kerry Wilson Granny's Poultry - John Verret Manitoba Agriculture Livestock Transport: contact EMO Duty Officer to arrange assistance	1-800-667-8869 C:204-371-2610 C: 204-380-3991 C:204-346-3510	204-326-6380 204-326-3448 1-204-945-5555
Utilities	Bell MTS Activate EOC Phone Lines: 7:30am-9 pm 9 pm-7:30am Reporting major infrastructure issues Manitoba Hydro For Emergency Service District Supervisor: Curtis Toews District Supervisor: Doug Brady Provincial Emergency Coordinator: Bob Sclkawrtka TC Energy (Pipelines) 24 Hour Emergency Response	24 hr # N/A C: 204-326-7998 C:204.471.1359 C 204-771-4024	1-800-817-7848 1-204-958-2500 1-204-958-2500 1-888-624-9376 204-326-0472 1-888-982-7222
VOLUNTEER ORGANIZATIONS	Steinbach Lions Club (Registration) Hank Klassen - hankklassen15@gmail.com Diane Foreman – daleforeman@mymts.net Grunthal Lions Club Doug Weins Brad Lemay Steinbach Legion: - Bill Richards Mennonite Disaster Service Fax: mdsc@mds.mennonite.net Denis Keating Local contact Larry Friesen (Grace Church) larry.marilynf@gmail.com Canadian Red Cross – on call 24 hr Duty Officer Jessica Siddall: Jessica.Siddall@redcross.ca Cailin Hodder cailin.hodder@redcross.ca St. John Ambulance Teresa Toutant teresa.toutant@mb.sja.ca Ruth Howard ruth.howard@mb.sja.ca The Salvation Army – Debbie Clarke (Emergency soup wagon) debbie_clarke@can.salvationarmy.org Christian Disaster Relief – Riley Unger (emergency restoration Ryan Barkman trailer for restorations) Samantha's Purse Canadian Activation Tammy Suito On Call Manager Email: tsuito@samaratin.ca Steinbach Citizens on Patrol Program Helen Penner; helen_penner@yahoo.com Walter Fast; fastwalter@gmail.com	204-326-5490 H: 204-326-2313 H:204-434-6042 C:204-380-2580 H:204-346-1263 1-204-261-1279 1-204-299-6584 C:204-794-3014 C:204-299-8526 C:204-599-1539 C:204-851-2633 1.403.770.7470 C:204-371-9547 C: 204.380.9730	C:204-392-6787 C: 204-371-7574 C:204-326-0189 204-434-6533 Hall: 204-326-5335 C:204-392-9844 1-866-261-1274 C:204-326-7218 C:204-380-4826 Cell only W:-204-982-7312 1-204-784-7000 1-204-784-7016 1-204-784-7025 C:1-204-223-7387 C:204-371-2278 C:204-381-0416 1.800.663.6500

Part 11, Attachment 3

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
WALKERS, WHEELCHAIRS, ETC.	Access Mobility & Healthcare supplies Fax: Len Frayle Steinbach Legion – - Bill Richards	204-326-5279 H:204-346-1263	204-326-9301 C:204-793-2262 Hall: 204-326-5335 C:204-392-9844
WATER HAULING EQUIPMENT	POTABLE WATER Tetreault Transport- RealTetreault M & M Bulk Milk – Lorne Marant Canadian Golden Beverages (Bottled Water) Peter NON-POTABLE WATER Kleefeld Fire Dept. Dave Plett Grunthal Fire Dept. Dan Hiebert New Bothwell Fire Dept. Rob Hiebert Steinbach Fire Dept Cardans Trucking-Danny Penner (whey tankers) Jim's Septic Tank Service Twin Lane Cleaning J & E Septic Tank Cleaning Mel's Septic Services Rene's Septic Tank/Portable toilets-H:204-866-4288	W:204-424-5668 C:204-371-5984 C:204-346-4587 C:204-371-9904 C:204-371-1216 204-326-1109 H:204-434-9129 C:204-371-5305 H:204-434-6549 C:204-371-8277 24 hour number 1-204-866-3423	C:204-346-3040 C:1-204-771-6741 204-424-5479 911 911 911 911 C:204-346-4115 204-434-6776 C:204-326-7427 204-377-4906 204-388-4201 204-326-2392
WELDING/CUTTING EQUIPMENT	Steinbach Precision Enterprises - Russ H:204.424.9395 - Harold WS Machining & Fabrication Josh Waldner Joe Waldner Grunthal Welding & Supply – Leonard - Dan	C:204-380-4384 H:204-326-3616 C:204-371-8825 C:204-371-7366 C:204-392-5264 C:204-371-9904	204-326-3489 204-326-5444 204-434-6750

PUBLIC INFORMATION

PUBLIC INFORMATION

One of the most important responsibilities of the Emergency Operations Centre (EOC) Management Team is to notify the residents of the community that an emergency has occurred. Alerting residents to the emergency, and the precautions they should take, may prevent injury and loss of life. The Public Information Manager or Emergency Operations Centre Management Team is responsible for informing residents affected by the emergency, of the emergency, by the following options or combinations of options:

RM of Hanover:

- Post the information on the **RM of Hanover Emergency Alerts** channel of the **Steinbach Live app**.
- Post information on the Hanover webpage at [Hanover](#) and the Hanover Facebook page, [RMofHanover](#)
- Have police, fire vehicles or other municipal vehicles with loud speakers and flashing lights travel throughout the community announcing the message (only if they are available and it is safe for them do so).
- Door-to-door contact. This is very hard to achieve due to the size of the RM and the distances between residences in the rural portion of the municipality.
- Notify the residents by radio or television (See Part 26 of the Emergency Plan, "Sample News Release")

The warning message should tell the public:

- an emergency has occurred and/or a State of Local Emergency has been declared;
- what they should do and whether they should evacuate or stay in their homes;
- where they should meet for evacuation;
- what evacuation route they should take;
- what to take along if they evacuate;
- what precautions they should take;
- what to do with pets;
- when to expect further announcements.

EMERGENCY PUBLIC INFORMATION PLAN

An emergency public information plan is an essential tool for your community to use during an emergency. Without it, a co-ordinated media response is unlikely.

An emergency public information plan should contain:

- a check-list for setting up a media centre and assigning staff to public information tasks;
- a step-by-step outline for managing news conferences and overall guidelines for dealing with the media in an emergency;
- fill-in-the-blank work sheets for writing news releases;
- guideline for when information should be released and who should approve it before it goes out;
- an up-to-date list of local media phone and fax numbers;
- suggestions for communicating with affected residents and ensuring they feel connected to what is happening in their community; and
- a fan-out list of people who can be called to work on the public information portion of an emergency response.

EVACUEE INFORMATION

During an evacuation, the Public Information Manager should provide frequent and regular reports to the receiving community for distribution to evacuees. Reports should include information on what is happening in their home community. If known, a general time for re-entry can be communicated. To avoid disappointment and stress for evacuees, an exact date should not be given until it is absolutely confirmed.

Items such as an evacuee newsletter or an evacuee telephone inquiry line will also go a long way to helping evacuees feel connected with what is happening in their community. Volunteers from the affected community should staff the inquiry line, so callers will feel more comfortable about discussing their concerns.

PREPARING FOR THE MEDIA

An emergency will attract media attention and you must be prepared to handle media who show up at the emergency site or call the EOC for more information. To keep your media response co-ordinated, the Public Information Manager should be responsible for:

- Establishing a media briefing room;
- Establishing times for media briefings;
- Arranging media interviews for Council and/or Mayor/Reeve and Incident Commander/Emergency Site Manager;
- Preparing and issuing news releases outlining the status of the emergency response;
- Arranging a media tour once it is safe; and,
- Monitoring news stories to ensure they are accurate and notifying the media when inaccuracies occur.

Once it is safe enough to do so, a tour of the emergency site should be arranged for the media. The only way to significantly cut down on the number of media coming to the site is to give them the opportunity to take pictures of the actual emergency area.

ISSUING INFORMATION TO THE MEDIA – NEWS CONFERENCES AND RELEASES

The media is one of your best sources for reaching the public. Information given to the media must accurately explain the emergency, the dangers involved and the actions that will be taken to mitigate the emergency's effects. The Council and/or Mayor/Reeve and/or Emergency Coordinator should authorize all information that is released to the news media.

The most common way to release information to the media is through a news release or news conference. News releases should be issued on a regular basis to keep the media up-to-date on what is happening. By issuing regular news releases via e-mail and fax machines, you can significantly cut down on the number of media telephone calls you receive. News release should include factual statements about the emergency and what you are doing to rectify the situation. The information can be prepared in point form to make it easier to write and read.

In general, a news release should include:

- What happened
- Where (name and location of the emergency site or facility involved);
- When (the time of the incident);
- The number of injured, deaths if any; **(Confirmed by RCMP)**
- The name of the hospital(s) where injured persons are being taken **(do not discuss how the injuries occurred or the extent of the injuries, or the identity of the injured or dead until all information is confirmed and family members have been notified)**;
- What your community is doing to rectify the situation;
- Any other facts not in dispute; and, names of appropriate local, provincial and federal agencies that have responded to the emergency.

When you have a lot of important information to give the media or when you have numerous requests for personal interviews, you should hold a news conference. A news conference allows the media to ask questions and gives them access to several emergency responders at once. Holding at least one daily news conference throughout an emergency is important, in helping you get your message out and helping the media get their story.

Before holding a news conference, prepare a brief opening statement that provides an update on the emergency and outlines how you are responding. Familiarize yourself with the statement and try to refer to it but not read it when you first speak to the media.

Provide the media with access to a spokesperson from responding agencies at your news conferences. This is a good time management tool because it allows you to arrange for the media to speak to all agencies at once rather than organizing a lot of separate interviews.

Hand out an up-to-date news release and a fact sheet that includes basic background about the community and the incident. This will enable the news media to report with more accuracy when writing the story.

Whenever possible, try to monitor social media and media coverage to ensure the reports are accurate. Where necessary, correct any inaccuracies by calling the reporter directly.

HANDLING MEDIA INTERVIEW

Some points to consider when interviewed by the media:

- Always give factual information – do not speculate;
- Always tell the truth;
- Keep opinions to yourself;
- Never respond with “No comment” it implies that you or your community is hiding information;
- If you are unsure of the answer to a reporter's question, don't guess – tell the reporter you'll provide the correct information as soon as possible, and then do so;
- Remember the differences between the media and adjust your answers accordingly – newspaper uses much more detail than radio and TV (radio and TV need brief, concise answers)
- Anticipate media questions (for example, reporters will ask the five W's (who, what, where, when and why) and possibly a sixth question, “What will the community do now?”

MEDIA RELEASE INSTRUCTIONS

Month, Day, 20XX

XX:XX (Time based on 24 hour clock)

Release #

TITLE

(Optional, can just be "News Release #) but if title used, one straight forward statement for the situation Ex: Hanover Gas Outage)

First sentence should summarize the entire reason for the news release.

Remainder of release is supporting details and information – answer as many of who, what, where, when, how (rarely why) that you can.

Quote from authority if required/available

(Reeve, CAO, Council member, Emergency Operations Coordinator).

This will be important when there are requests of the public (ex. Evacuations) or to reassure the public that the emergency is being handled.

Additional supporting information.

Anything else that is helpful to communicate - it can be just as important to state what is NOT known at the time of the release (ex. Timelines for restoration of services is unknown at this time).

Additional quote from same or different authority.

Not required, but can be helpful when there is a lot of information to communicate and need to emphasize specific items or requests)

Summary

Repeat any requests of the public again here or simply repeat main reason for release.

Contact information

Where public can go if they need/require additional information (Ex. Website, Resident Inquiry Phone Line - with times of operation, ex. 24 hours or 8am-8pm). Ensure all contact info is CORRECT and WORKING at time of release. A separate media inquiry line should also be provided.

-30- *Standard media practice – indicates end of media release, no further information*

****Try to keep release to one page only.**

Distribution and Posting:

Distribute to media (email contact lists and info in EOC Plan binder) and ensure copies are sent to:

- CAO
- Reeve
- Council
- Emergency Operations Coordinator
- Other locations part of emergency situation (reception centres etc.) and request that it is physically posted for review.

Post to Hanover website and social media as soon as possible after release (easiest to post to Hanover website first and then send out link on social media channels).

Choose one spot in the EOC and physically post all releases so EOC Team Members are kept up to date on what has been communicated.

Logoed blank media release sheets are found in the Manual Samples (Part 26) of the Emergency Plan.

ATTACHMENT FOUR

R. M. of Hanover

PUBLIC INFORMATION**CONTACT LIST**

PUBLIC INFORMATION				
Item		Contact Name	After Hours	Business
Public Information Manager		Hanover - Shannon Dueck - Cottage: 1-204-349-3167 - Heather Chambers-Ewen-C: 204-380-9369	H: 1-204-746-2522 C: 204-746-0353 H: 204-377-5081	204-346-5333 204-346-6572
EMERGENCY FM RADIO TRANSMITTERS		SEE RESOURCES Contact List (Part 11)		
NEWSPAPERS		The Carillon – Greg Vandermeulen e-mail: gvandermeulen@thecarillon.com Winnipeg Free Press e-mail: fpcity@freepress.mb.ca Winnipeg Sun e-mail: wpgsun.citydesk@sunmedia.ca Dawson Trail Dispatch e-mail: editor@dawsontrail.ca	C: Fax 1-204-697-7412 Fax 204-422-9768 C: 204-355-8798	204-326-3421 1-204-697-7292 1-204-632-2780 204-422-8548
Radio Station(s)	AM1250, MIX96, COUNTRY 107 CBC CJOB CHVN CKXL	Group text Steinbach news team at: Shannon Dueck 204-746-0353 Kenton Dyck 204-392-3534 Trev Schellenberg 204-371-2903 Crystal Hildebrandt 204-346-3190 Email: news@steinbachonline.com Winnipeg – AM 990 – General & News e-mail: talkback@cbc.ca Winnipeg – AM 680 – General & News e-mail: cjobnews@cjob.com Winnipeg – FM 95.1 – After Hours & News e-mail: info@chvnradio.com or dj@chvnradio.com Winnipeg – CBC French - Gen & News e-mail: info@envol91.mb.ca	GENERAL 204-326-3737 1-204-788-3641 1-204-786-2471 1-204-330-6948 1-204-233-4243	NEWS 204-346-5333 1-204-788-3217 1-204-786-3421 1-877-951-2486 1-866-894-3691
ITEM		CONTACT NAME	AFTER HOURS	BUSINESS

Part 13, Attachment 4

Television Station(s)	GLOBAL	General Switchboard & Newsroom e-mail: winnipeg@globalnews.ca mitch.rosset@globalnews.ca	Fax:204-233-5615	1-204-235-8545
	CTV	General Switchboard & Newsroom e-mail: winnipegnews@ctv.ca	Fax:204-943-3112	1-204-775-8016
	CBC	General Switchboard & Newsroom e-mail: talkback@cbc.ca	Fax:204-788-3643	1-204-788-3641
	APTN	Fax & Newsroom e-mail: newsmail@aptn.ca	Fax:204-949-9307	1-204-947-9331 Ext 327
	CBC French	Fax & Newsroom e-mail: manitoba@radio-canada.ca or genenvieve.morin@radio-canada.ca	Fax:204-788-3255	1-204-788-3262
WEB PAGE(s)	City of Steinbach - Home Rural Municipality of Hanover		//www.steinbach.ca //www.hanovermb.ca	

CONTACTS FOR UPDATES TO WEB PAGES

	Contact Name	Home #	Work #	Mobile #	Email address
RM of Hanover	Shannon Dueck	204.746.2522	204-346-5333	204-746-0353	dueckshannon@hotmail.com
	Heather Chambers-Ewen	204.377.5081	204-346-6572	204-380-9369	hchambersewen@steinbach.ca
	Jason Peters		204-346-7132	204-381-8539	jason.peters@hanovermb.ca

EVACUATION

EVACUATION

EVACUATION REQUIREMENTS

GENERAL

In the event it is necessary to evacuate people, the procedures listed below must be observed.

The Provincial *Emergency Social Services Guidelines* are grounded in the following principles. They are intended to promote a philosophy for service provision and community resiliency.

1. Local authorities are responsible for ESS responses in their jurisdictions
2. Local authorities are responsible for registering their residents in the emergency
3. Local authorities are to establish an appropriate ESS response structure for their community
4. When a local authority ESS team is overwhelmed, first calls for assistance should be to neighbouring communities through mutual aid agreements
5. When mutual aid resources are insufficient, request for Provincial ESS assistance can be made through Manitoba Emergency Measures Organization

WARNING

In addition to the General Warning (part 6 of Emergency Plan), The Emergency Operations Centre Management Team will ensure that:

Precise information is disseminated to the general public as to the danger involved, and the actions to be taken; Hospitals, schools, personal care homes, group residences and private residences in the affected area are notified; and,

Reception communities are notified.

TRANSPORTATION (See part 17 of Emergency Plan)

It is anticipated that the majority of people will provide their own transportation

The Transportation Officer will work with RCMP, Public Works, and Manitoba Infrastructure & Transportation to determine the best routes and methods for Transportation of people and or animals during Evacuation, Re-Entry or Hosting/Reception activities.

The Transportation Manager, or in his/her absence a designate, will make arrangements to evacuate persons without transportation (i.e. occupants of Hospitals, Schools, Personal Care Homes and Group and Private Residences).

REGISTRATION AND INQUIRY

The Emergency Coordinator or Emergency Social Services Director must inform the host community's Emergency Coordinator that an evacuation is underway.

Provide the host community with the following information:

The number of people expected to arrive at the host community.

What, if any, special means of transport will be used.

Number personnel from the evacuating community will be assisting at the host community.

Ask the host community's Emergency Coordinator where the Reception Centre will be located. (Give the location to evacuees through media announcements and/or evacuation notification).

All evacuees, whether providing their own transportation or utilizing emergency transportation, must be instructed to register at a designated location. Information recorded will be utilized to answer inquiries regarding the safety and location of evacuees.

EVACUATION TEAM

It is important to develop a means of notifying the citizens of your community that an emergency has occurred. Notification of residents can be carried out by various methods. There may be the need for utilising the evacuation team to perform a door-to-door notification of the emergency or disaster. Once the evacuation of affected residents has occurred it is important to know whether there are people who did not evacuate. The evacuation team can determine if all residents have left the community by doing a door-to-door verification check. Remember, do not jeopardise the safety or lives of the evacuation team.

The evacuation team should be comprised of members of the local authority, municipal workers, RCMP, municipal police, Provincial Response Teams and volunteers.

Evacuation Team Responsibilities:

The evacuation team will be required to:

- a) Establish responsibilities and procedures for making the decision to evacuate;
- b) Establish priorities and procedures for the phased evacuation of the people who remained in the community during the emergency, including the evacuation team;
- c) Establish a method to warning all persons remaining in the community; and
- d) Establishing a procedure to ensure all personnel (including evacuation team) are accounted for in case of evacuation.

The training of the evacuation team should consist of:

- How to conduct an orderly door-to-door method to contact all residents in the event of an emergency, including the delivery of the "Official Notification of Evacuation" form;
- The importance of noting the time of notification.
- Providing security to the evacuated area (consult RCMP/Police);

Implement Evacuation Checklist (SEE EVACUATION in Action Guidelines, Part 5)

ANIMAL CARE AND CONTROL

In any emergency, there may be animals (farm and household) left behind. Provision for the removal and/or feeding of animals may be required and should be done with the advice of a veterinarian or Manitoba Agriculture. Animals can be removed to stock yards, community pastures or to nearby animal shelters in other communities. Buildings or homes with animals inside should be listed and identified with surveyors' tape. The disposal of dead animals should be done in consultation with Manitoba Agriculture.

SECURITY

During the emergency evacuation period, police will establish and maintain security of the area evacuated.

RE-ENTRY PROCEDURES

Re-entry will be initiated as soon as possible but not before local, provincial and federal authorities are satisfied all appropriate preparations have been made (i.e. the restoration of utilities and essential services to homes and commercial establishments).

Implement Re-Entry Checklist (SEE RE-ENTRY in Action Guidelines, Part 5)

ATTACHMENT FIVE

R.M. of Hanover

EVACUATION**CONTACT LIST**

EVACUATION			
Item	Contact Name	After Hours	Business
Manitoba Emergency Measures Organization	24 Hours emodutyofficer@gov.mb.ca Emergency Management Advisor: JordanNastiuk; jordan.nastiuk@gov.mb.ca	F:204-945-4620 C:204-799-4152	1-204-945-5555 C:204-799-4152
Police	SEE WARNING Contact List (Part 7)		
Fire	SEE WARNING Contact List (Part 7)		
Emergency Coordinator	SEE WARNING Contact List (Part 7)		
Emergency Social Services Director	Hanover – Valerie Reimer Provincial – EMO duty officer	H: 204-326-9415	C:204-371-5112 1-204-945-5555
Communications Manager	See Communications Contact List (Part 9)		
Emergency Co-ordinators (SURROUNDING COMMUNITIES-NAME & PHONE NUMBERS)	SEE WARNING Contact List (Part 7)		
Day Care & Preschool Facilities (2) Christine Hildebrandt 204-433-2576	R.M. of Hanover Grunthal Grunthal Christian Pre School (2) 27029 PR 216 (East side of Grunthal) Goodnews Daycare (2) 27029 PR 216 New Bothwell No Licensed Facilities Blumenort Blumenort Christian Preschool (2) 59 Centre Ave. (Christy Penner) Blossoming Minds Child Care (2) 26 Flower Place (Ashley Elgert) Mary Daycare (2) 49 Rockridge Cresc .(Mary Arguelles) Mitchell No Licensed Facilities in Mitchell	22 Children & staff 118 Children & staff	204-434-6829 Ext.3 204-434-6829 Ext 2 204-381-2887 C:204-381-2887 204-346-5658 204-898-6700
HOSPITALS	SEE WARNING Contact List (Part 7)		
PERSONAL CARE HOMES/ ASSISTED LIVING	R.M. OF HANOVER Grunthal: Menno Home for the Aged	235 Park Ave.	204-434-6496
Public Information Manager	See Public Information Contact List (part 13)		
Public Works	See Warning Contact List (Part 7)		
Resources Manager	See Resources Contact List (Part 11)		

Part 15, Attachment 5

ITEM	CONTACT NAME	RESIDENCE	BUSINESS	
SCHOOLS	R.M. of HANOVER Blumenort School (Blumenort) Up to 429 Students & Staff	100 Park Rd	204-326-1757	
	Green Valley School (Grunthal) Up to 524 Students & Staff	212 Oak Ave	204-434-6415	
	South Oaks Elementary (Grunthal) Up to 400 Students & Staff	202 Southwood St	204-434-6165	
	Mennonite Christian Academy (Grunthal) Up to 30 Students & Staff	26077 Rd. 28 N	204-434-9315	
	Kleefeld School (Kleefeld) Up to 411 Students & Staff	101 Friesen Ave	204-377-4751	
	Wild Rose School (Kleefeld) Up to 17 Students & Staff	33157 Rd. 27E	204-377-4778	
	Mitchell Elementary (Mitchell) Up to 506 Students & Staff	99 Stanway Bay	204-326-6622	
	Mitchell Middle School (Mitchell) Up to 375 Students & Staff	203 Third St.	204-320-9488	
	Country View School (McKenzie Rd W) Up to 19 Students & Staff	32123 Rd. 35 N	204-326-1481	
	Bothwell Elementary (New Bothwell) Up to 128 Students & Staff	25 Crown Valley Rd	204-388-4422	
	VFCG Church (Bristol Road) Up to 195 Students & Staff	35062 Rd 32E	204-320-2716	
	Church of God Academy Up to 70 Students & Staff	25040 Rd 34E	204-434-6643	
	Christy Schmidt		C:204-381-0409	
	Christians of the Gospel Faith School Up to 71 Students and Staff Evrin Werner Alex Boxhorn	32033 Road 32E	204-346-9799 C: 204.995.0421 C:204-371-9176	
	SCHOOL BUS Drivers	SEE RESOURCES Contact List (Part 11)		
	Senior citizens that require assistance (residential) i.e. in own home	RHA Emergency Plan will address citizens requiring Home Care. R.M. of Hanover Emergency Plan would assist only.		
SMALL ANIMAL SHELTERS	SEE RESOURCES Contact List (Part 11)			
Southern Health-Santé Sud	SEE WARNING Contact List (Part 7)			

Institutional / Multi-family / Apartment Facilities

R.M. of Hanover Multi-unit / Apartment Facilities

Site Address & Name	Emergency Contact Info	Building Type/ Occupancy	Number of Units	Estimated Occupants
GRUNTHAL				
235 Park St. Menno Home	Nursing station-204-434-6496 ext: 0	1 Story/ Personal Care	40	40
231 Park St. Greendale Estates	Dave Claringbould-C:204 952-8377 W: 204-371-9341 Jim Desrosiers C:204.392.2654	3 Story Assisted living/ Supported Housing	30 assisted 12 Supported	45
250 Main St. Grunthal Seniors (MH)	24 Hour # 1-800-661-4663 opt 8 Joanne Michaud C: 204-371.1702	1 Story/ 55+ Apts.	20	25
85 Cottonwood Rd No name as yet	Marlo Dueck:C:204-392-9223 W:204-326-9844	2 Story/ Family Apts.	13	36
73 Cottonwood Rd. Corner View Apts.	Jacki Klippenstein C: 204-381-6330 Tina C:204-346-2877	3 Story/ Family Apts.	12	30
238 Park St. Grunthal Home (M H)	24 Hour # 1-800-661-4663 opt 8 Joanne Michaud C: 204-371.1702	1 story 55 + Apts.	12	15
193 Main St. Oakview Manor	Nathan Hildebrandt: 204-995-0551 Brenda Duncan : 204.599.1130	1 Story/ 55 + Apts.	11	15
101 Park St Tuscan Condominiums	Marlo Dueck:C:204-392-9223 W:204-326-9844 Henry Voth H:204-434-6352	(2) 4 unit-1 story adult condos	8	16
KLEEFELD				
96 Main St. South Village Oaks	Mathew Penner- H:204-377-9577 C:204-346-3350 Tom Penner -H:204-377-4022 C:204-371-8802	1 Story/ Adult only Suits	12	15
37 Beechwood St	Barkman Ventures C:204-346-2047	2 Story Family Apts	8	20
MITCHELL				
37 Willow St. Building A Westside Condos 1-6	Schinkel Properties 204.326.2640 Dani Schulz 204.371.8898 Alex Koenig - C: 204.381.4651	3 story family condos	6 Units 1-6	15
37 Willow St. Building B Westside Condos 7-12	Schinkel Properties 204.326.2640 Dani Schulz 204.371.8898 Alex Koenig - C: 204.381.4651	3 story/Family Condos	6	15
37 Willow St. Building C Westside Condos 13-24	Schinkel Properties 204.326.2640 Dani Schulz 204.371.8898 Alex Koenig - C: 204.381.4651	3 story/Family Condos	12	30
37 Willow St. Building D Westside Condos 25-30	Schinkel Properties 204.326.2640 Dani Schulz 204.371.8898 Alex Koenig - C: 204.381.4651	3 story/Family Condos	6	15
37 Willow St. Building E Westside Condos 31-36	Schinkel Properties 204.326.2640 Dani Schulz 204.371.8898 Alex Koenig - C: 204.381.4651	3 story/Family Condos	6	15
#5 – #15 Walnut Ave #17- #27 Walnut Ave. Mitchell Housing	Dennis & Carol Coley – 204-326-5783 Martha Loeppky – 204-392-3361	(2) 6 Unit -1 Story/ 55+ Condos	12	18
41 Centre St. N	Harvey Barkman C: 204-346-2201 Lorraine Barkman C:204-371-5934 H:204-355-9596	2 Story Family Apts	8	20
Site Address & Name	Emergency Contact Info	Building Type/	Number	Estimated

Part 15, Attachment 5

		Occupancy	of Units	Occupants
BLUMENORT				
90 1 st Ave. Oakwood Place (MH)	Henry Harms C: 204.355.7999 Cornie Sawatzky H:204.326.1832 Peter Brandt – 204-326-6341	1 Story/ 55+ suits	20	30
75 Centre St. Oakview Manor	Henry Harms C:204.355.7999 Frank Peters – 204.320.9590 Edmar Fast – 204-326-6521	1 Story/ 55+ condos	17	24
59 Oakdale Drive #1 Oakdale Towers 1-12	Blake Thiessen – C:204-371-9190 Home –204-326-5875	2 Story Family apts.	12	30
59 Oakdale Drive #2 Oakdale Towers 13-24	Blake Thiessen – C:204-371-9190 Home –204-326-5875	2 Story Family apts	12	30
63 Oakdale	Joshua /Tracy Friesen 204-326-4088 C:204-371-9178	(3) 4 unit bi-level, Family Apts	12	36
NEW BOTHWELL				
No apartments with more than 6 units				
Colorado Trailer Court Crown Valley Rd East	Resident managers are Shawn & Rebecca O Kell, located at Lot 16. W:204-388-6501, H:204-388-6574	Trailer Park	42	170

RE-ENTRY

RE-ENTRY GUIDELINES

COMMUNITY EMERGENCY MEASURES GUIDELINES

It is important for the safety of the evacuees that the re-entry process be conducted in an organized fashion.

Possible Problems

- Citizens must be informed of dangers in community, if there is still a threat to life and health.
- Traffic congestion
- Anxious citizens.

Resources

- Utility companies (Hydro, Telephone, Gas, Water and Sewer System) Hospitals/nursing homes
- Local food store, gas stations
- Buses, vans and tow trucks

See Action Guidelines for Procedures

MAYOR/REEVE AND COUNCIL

- Mayor/Reeve and Council should assess whether or not the community is safe to re-enter (Consultation with Emergency Coordinator, Incident Commander/Emergency Site Manager and Provincial Response Team personnel.)
- Council may consider terminating State of Local Emergency before the commencement of re-entry to the community.

EMERGENCY COORDINATOR

- Ensure that the community is safe for re-entry; consult with Incident Commander/Emergency Site Manager and Provincial response team personnel.
- All essential utilities and services should be restored prior to the re-entry
- Arrange to have streets cleared of debris (public works). Determine if roads, highways and bridges are safe for evacuees to return on (consult with Provincial Highways and Transportation).
- Arrange for the disposal of dead animals. Advice can be sought from local veterinarian and/or Manitoba Agriculture.
- Transportation must be co-ordinated – many residents will return in their own vehicles, however some will require transportation assistance (bus, plane, train or car).
- Implement Re-entry Checklist (SEE RE-ENTRY in Action Guidelines)
- It may be necessary to arrange additional security patrols during and shortly after re-entry of citizens
- Arrange a “town hall meeting” for the purposes of providing information to residents from the provincial/federal response agencies (i.e. what happened during the emergency and providing advice or information to concerned citizens such as preparation of food, warning of hazards, changes in their environment, methods of compensation, if any). An information handout containing the same advice and information should be prepared and passed out to returning citizens.
- Continue citizen telephone inquiry line to help with the dissemination of information.
- Have media broadcast to evacuees that they may re-enter the community and any other information such as what to bring i.e., food, medications etc. Last to re-enter may be the elderly, disabled, special needs and the patients from hospitals and nursing homes.
- Evacuees should be registered if they have returned to their homes. The Evacuation Team could remove the surveyor’s tape from the door handle while registering the occupants.

TRANSPORTATION

TRANSPORTATION PLAN

It is anticipated that the majority of people will provide for their own transportation.

- The Transportation Officer, or in their absence someone designated, will make arrangements to evacuate persons without transportation (e.g. occupants of Hospitals, Schools, Personal Care Homes and Group and Private Residences) unless this transportation is being coordinated by Southern Health Santé Sud or other authority.

-The Transportation Officer will work with Incident Command, RCMP, Public Works, and Manitoba Infrastructure & Transportation to determine the best routes and methods for Transportation of people and or animals during Evacuation, Re-Entry or Hosting/Reception activities.

- Due to the large rural area, the number of municipal roads and highways that are located within the municipality and concentrations of urban and rural residential located within the R.M. of Hanover, the evacuation routes used would have to be decided for each event based on the type and location of the incident. Safety of the evacuees and responders would be the primary concern for all evacuations.

ATTACHMENT SIX

R.M. of Hanover

TRANSPORTATION

ESSENTIAL CONTACT LIST

TRANSPORTATION			
Item	Contact Name	After Hours	Business
Transportation Manager	Hanover – Bob Ticknor	204-326-1446	C:204-346-4250
AIRPLANES	SEE RESOURCES Contact List (Part 11)		
ALL TERRAIN VEHICLES	SEE RESOURCES Contact List (Part 11)		
AUTOMOBILES	SEE RESOURCES Contact List (Part 11)		
BOATS	SEE RESOURCES Contact List (Part 11)		
BUSES (Charter)	SEE RESOURCES Contact List (Part 11)		
FOUR-WHEEL DRIVE VEHICLES	SEE RESOURCES Contact List (Part 11)		
FUEL	SEE RESOURCES Contact List (Part 11)		
HANDI-VAN	SEE RESOURCES Contact List (Part 11)		
RAILWAYS	SEE RESOURCES Contact List (Part 11)		
SCHOOL BUS Drivers	SEE RESOURCES Contact List (Part 11)		
SEMI'S /TANDEM DUMP TRUCKS	SEE RESOURCES Contact List (Part 11)		
STOCK TRAILERS	SEE RESOURCES Contact List (Part 11)		
SNOWMOBILES	SEE RESOURCES Contact List (Part 11)		
TAXIS	SEE RESOURCES Contact List (Part 11)		
TOW TRUCKS	SEE RESOURCES Contact List (Part 11)		
UTILITIES	SEE RESOURCES Contact List (Part 11)		

RECEPTION

RECEPTION

RECEPTION CENTRE

Events in neighbouring communities may necessitate the reception of evacuees from outside our jurisdiction or within our own boundaries.

(See mutual aid section for agreements)

The R.M. of Hanover has agreed to provide reception facilities (when feasible) for communities that have signed MOU's with the Municipality.

A Reception Centre will be established, to register and receive evacuees and assign them to emergency accommodations.

The host community will ensure the following responsibilities are completed:

- a) Establish registration and inquiry service (in conjunction with the Steinbach Lions Club if available).
- b) Provide food services, accommodation, clothing (if required), personnel services (see Emergency Social Services guide).
- c) Arrange for medical services if required i.e., public health nurse, physician, hospital and pharmacist.
- d) Assist with timely briefings to evacuees concerning the state of affairs of the evacuated community and the expected date and time of re-entry.
- e) Help in the re-entry procedures in conjunction with the evacuated community.

See Host / Reception Centre in Action Guidelines

ATTACHMENT SEVEN

R.M. of Hanover

RECEPTION**ESSENTIAL CONTACT LIST**

RECEPTION			
Item	Contact Name	After Hours	Business
ARENAS	Grunthal Arena- Kendal Neufeld e/wSwift h/s internet & Wi-Fi	C:204-371-2830	204-434-6220
	Kleefeld Rec. Centre – Rosie Winters e/wSwift h/s internet & Wi-Fi	204.770.7308	204-377-4780
	Mitchell Arena information cell – Cliff Doerksen Corey Wiebe No h/s internet or Wi-Fi	C: 204.381.8995 C:204-392.8285 C: 204-371-5849	204-326-3703
	New Bothwell Com.Club - general # forwarded to - e/wSwift h/s internet & Wi-Fi	on call member	204-388-4271
	Blumenort Rec. Centre – Cindy Penner Candace Fuchs e/wSwift h/s internet & Wi-Fi	C:204.346.0921 C:204-392.3913	No phone
BEDDING (blankets, mattresses, pillows)	Call EMO 24 hour number for access to provincial Emergency Social Services		1--204-945-5555
CATERERS	SEE RESOURCES Contact List (Part 11)		
CHURCHES & HALLS/ RECEPTION	FRIEDENSFELD Friedensfeld Community Club 32004 Rd 35 E Bev Pachal Im 11072019 Charlene Freund Don Freund (400 people & kitchen) Volunteer Coordinator: As above Email: friedensfeldcc@gmail.com e/w Swift H/S internet 2019	204-326-2818 C:204-381-1835 H: 204.326.6903	204-326-2760 W:204-326-3781
	BLUMENORT Blumenort Community Church – 59 Centre Av. Contact Barry Plett Menno & Susan Plett Anthony Reimer (600+ people & kitchen facilities – Primary Evac for BLNT school) Volunteer Coordinator: As above e-mail info@blumenortemc.ca e/w h/s internet & Wi-Fi	204-346-2656	204-326-1644 C:204-392-4213 C:204-392-5034 C:204-371-1286

Part 20, Attachment 7

ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
<p>CHURCHES & HALLS/ RECPTION (continued)</p>	<p style="text-align: center;">GRUNTHAL</p> <p>CMC Church of Grunthal – 311 Park St.- Contact Eric Goertzen Leonard Hiebert (100 people & kitchen no elevator) Volunteer Coordinator: same as above No Social Worker or Public Health e/w h/s internet & Wi-Fi</p> <p>Elim Mennonite Church – 30 Main St. – Contact Leonard Janz Harold Peters-Fansen (200 people & kitchen) Volunteer Coordinator: As Above e/w h/s internet & Wi-Fi</p> <p>Evangelical Mennonite Brethren Church- 84 Oak Ave – Contact Al Thiessen Jon Rempel (200 people & kitchen – Evac. for Green Valley & Southoaks Schools) Volunteer Coordinator: Same as above e/w h/s internet & Wi-Fi</p> <p>Grunthal Bergthaler Church – 101 Southwood St. – Contact - Randy Fast John Toews (250 people & kitchen) Volunteer Coordinator: Same as above E-mail johnstoews@yahoo.ca e/w h/s internet & Wi-Fi</p> <p>Abundant Life Fellowship – 27029 PR216 Contact Rick Neufeld Wanda Bell (400 people & kitchen) Volunteer Coordinator: Same as above Email info@galf.ca or reception@galf.ca e/w Swift H/S internet & Wi-Fi</p> <p>Reinland Mennonite Church – 29087 PR216 Contact Gordon Martens Harry Bergen (200 people & kitchen) Volunteer Coordinator: Same as above No internet or Wi-Fi</p>	<p>H:204-434-9161</p> <p>204-434-6306 C:204-381-2644</p> <p>H:204-377-4873 H:204-434-6735</p> <p>H:204-434-6679 H:204-434-6214</p> <p>H:204-434-9521</p> <p>H:204-434-9037</p>	<p>204-434-6979 C:204-381-0193 W:204-434-6750</p> <p>204-434-6905 C:204-326-0217</p> <p>204-434-6295 C:204-746-0257</p> <p>204-434-6241 C:204-326-7835</p> <p>204-434-6829 C:204-381-9251 C:204-371-7944</p> <p>No telephone</p> <p>204-434-6285 C:204-371-7262 C:204-371-0264</p>
ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
<p>CHURCHES & HALLS/ RECPTION (Continued)</p>	<p>Sarto Hall – 31107 PR205 Contact Rick Rekrut (350 people & kitchen) Volunteer Coordinator: As above</p>	<p>204-371-0818</p>	<p>204-434-6246</p>

Part 20, Attachment 7

	<p>e-mail No internet or Wi-Fi</p> <p>Church of God Academy -25040 Rd 34E Pastor Christy Schmidt School taught 8:00-2:30; August thru May NO KITCHEN FACILITIES AT THIS TIME No internet or Wi-Fi</p>		<p>204-434-6643</p> <p>C:204-392-3808 C:204-381-0409</p>
	<p>KLEEFELD</p> <p>Church of God & Christ – 35010 PR216 – Contact Tim Penner Charles Isaac (225 people & kitchen) Volunteer Coordinator: As above e-mail timbrenda@live.ca e/w Swift H/S internet & Wi-Fi</p> <p>Evangelical Mennonite Church – 25121 Road 35N – Contact Keith Friesen Abe Bergen (250 people & kitchen) Volunteer Coordinator: as above e-mail: kemc@mymts.net e/w Swift H/S internet & Wi-Fi</p>	<p>H:204-346-9646 H:204-377-4708</p>	<p>204-377-4901</p> <p>C:204-346-4048 C:204-326-7956</p> <p>204-377-4773</p> <p>C:204-371-0926 C:204-227-8568</p>
CHURCHES & HALLS/ RECPTION (Continued)	<p>NEW BOTHWELL</p> <p>Bothwell Christian Fellowship Church – 20 Sara Ave – Ron Bachmeier rcbachfarm@gmail.com Larry Wiebe larry.wiebe@me.com (400 people & kitchen) Volunteer Coordinator: same as above e-mail info@bothwellchristianfellowship.com e/w H/S internet & Wi-Fi</p> <p>Sommerfelder Mennonite Church – 36046 PR 216 - Contact Harold Penner Wilmar Penner John Hildebrand (300+ people & limited kitchen) Volunteer coordinator: As above e-mail: pennerpiglets@yahoo.ca no internet or Wi-Fi</p>	<p>H:204-377-4244 H:204-388-6020</p>	<p>204-388-6913</p> <p>C:204-326-8775 C:204-371-5702</p> <p>204-377-4966</p> <p>C:204.380.4477 C:204-371-1525 C:204-392-5898</p>
ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
CHURCHES & HALLS/ RECPTION (Continued)	<p>MITCHELL</p> <p>Mitchell Gospel Church – 57 Willow – Contact Gerald Friesen Pastor John Wieler Earl Warkentin (150 people & kitchen) Volunteer Coordinator: As above</p>	<p>H: 204.326.1908 H:204-377-4918 H:204.377.5021</p>	<p>204-326-1810 C:204.392.5884 C:204-392-4019 C:204.381.2298 None</p>

Part 20, Attachment 7

	<p>e-mail jwieler@xplornet.com e/w h/s internet & Wi-Fi</p> <p>Bethel Church (Evangelische Christengeseinve) 60 Westland Dr. Contact : Johann Ebinger Nico Runkowsky Up to 100 people & kitchen Volunteer coordinator as above. email Nico-Lori@Runkowsky.de no internet or Wi-Fi</p> <p>Christians of the Gospel Faith – 32033 Road 32E - Contact Alex Boxhorn (400 people & kitchen) NOT AVAILABLE FOR USE DUE TO CLASSES HELD DAILY. Volunteer Coordinator: As above e-mail alexboxhorn@gmail.com no internet or Wi-Fi</p> <p>Evangelical Lutheran Brethren Church – 35091 Reichenbach Rd.- (NOT AVAILABLE FOR OUR USE)</p> <p>Evangeliums Christen Gemeinde (VFCG) – 35062 Road 32 E (Bristol Rd) Contact Andreas Spomer Robert Kube Nik Loewen (175 people & kitchen staffed by church) Volunteer Coordinator: As above NOT AVAILABLE CLASSES HELD DAILY No internet or Wi-Fi</p> <p>Mitchell Senior's Centre - 130 Ash St. Contact John Reimer Lois Wieler (250 people & Kitchen) Volunteer Coordinator: As above no H/S internet or Wi-Fi</p>		<p>C:204-381-7902 C:204-392-7799</p> <p>204-346-9799</p> <p>204-326-4779</p> <p>C:204-371-9176</p> <p>204-326-1075</p> <p>No landline</p> <p>C:204-371-0773</p> <p>204-434-9640</p> <p>204-326-6944 C: 204.346.3509 C: 204.392.4004</p>
	NIVERVILLE		
	Contact Emergency Coordinator- CAO – Eric King	C:204.392.6603	204-388-4600
ITEM	CONTACT NAME	AFTER HOURS	BUSINESS
Canadian Red Cross	SEE RESOURCES Contact List (part 11)		
Contact for schools as reception centres	SEE BUSSES (School) in RESOURCES Contact List (part 11)		
Clothing stores	SEE RESOURCES Contact List (Part 11)		

Drug stores	SEE RESOURCES Contact List (Part 11)		
Food stores	SEE RESOURCES Contact List (Part 11)		
Language translator	SEE RESOURCES Contact List (Part 11)		
Hotel/motel	SEE RESOURCES Contact List (Part 11)		
Hospitals	SEE WARNING Contact list (Part 7)		
Manitoba emergency measures organization	See WARNING Contact list (Part 7)		
Police	See WARNING Contact list (Part 7)		
Restaurants	SEE RESOURCES Contact List (Part 11)		
Southern health-santé sud	See WARNING Contact list (Part 7)		
Small animal shelters	SEE RESOURCES Contact List (Part 11)		
Volunteer organizations	SEE RESOURCES Contact List (Part 11)		
Other	SEE RESOURCES Contact List (Part 11)		

Setting up Internet at Evacuation/ Host/Reception Centre:

- Verify if there is high speed internet service available and contact Swift High Speed Internet (see resources section of Emergency Plan for contact) to have them establish internet and WIFI at the centre. There are a modem, cables, power cord, Wi-Fi unit and VOIP phone in Box 4 of the ESS kit.
 Wi-Fi u/n: Hanover EMO
 password: Hanover@5996
 Phone # 204-846-8686 (still to be established by Swift High Speed 12172019)
- In Steinbach, if there is cell service and/or internet access (WI-FI), the cell number **204-371-1023** shall be obtained from the Steinbach IT department at 204-346-6512. Additional information is located in the Telecommunications section of the Emergency Plan.
- The laptop will have a password of eoc and an email address of ESSSteinbach@gmail.com
 p/w: Steinbachess1
 OR
ESSHanover@gmail.com
 p/w Hanoveress1
- The access to email and WebEOC is through Google Chrome.
- Establish WebEOC; user name is:
 Steinbach ESS; p/w is Steinbach\$1
 OR
 Hanover ESS; p/w is Hanover\$1
 Instructions for WebEOC are located in the ESS book and the USB stick located in the ESS kit.
- There is a USB stick located in the manual in Box 1 of ESS kit with all this information on it as well as a soft copy of the forms we use.

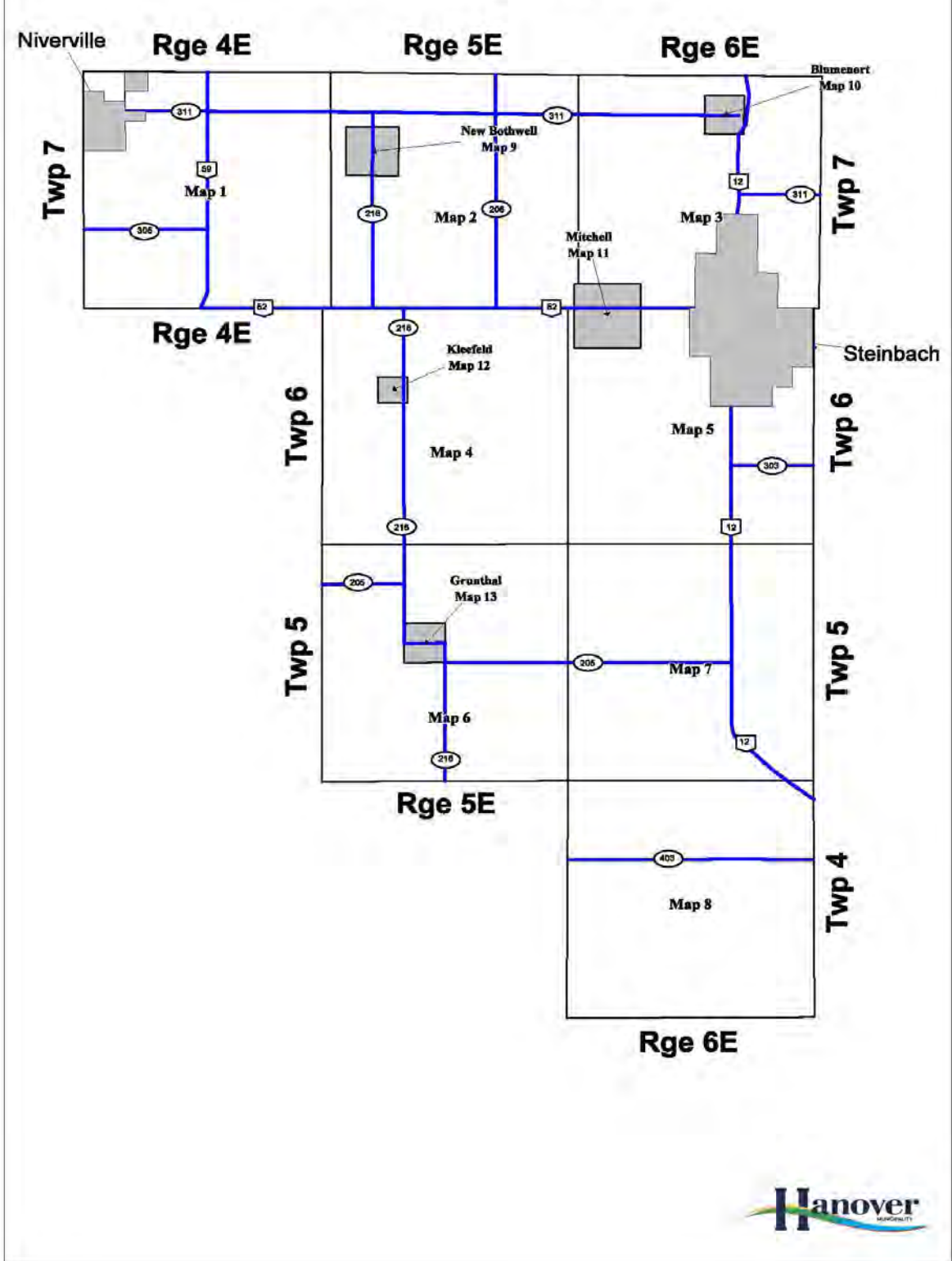
MAPS AND DRAWINGS

R.M. of Hanover

Maps & Drawings

Attached are copies of the R.M. of Hanover Maps (Part 22, attachment 8) used in assessing the areas of concern for an emergency.

RM of Hanover EOC Map Index



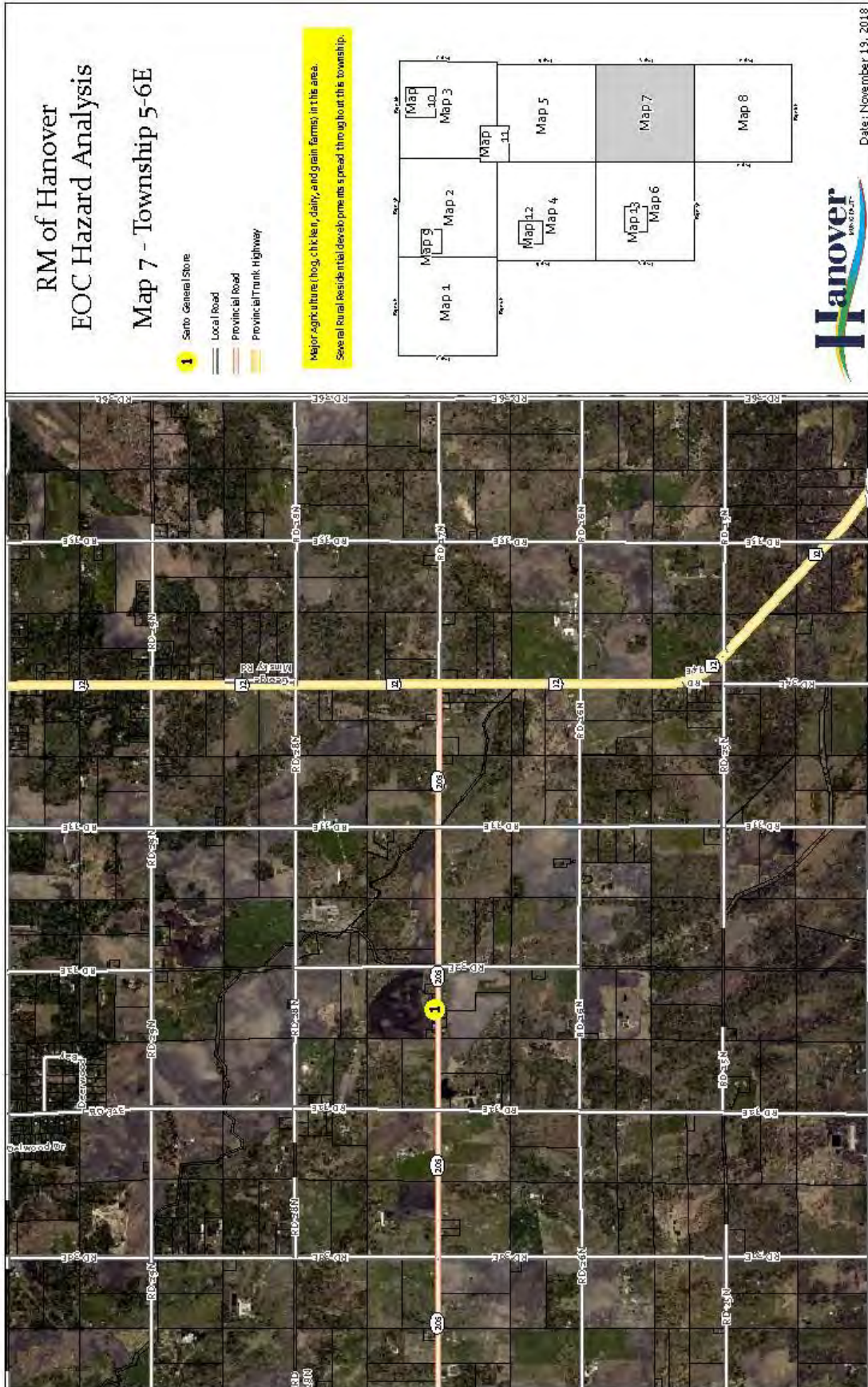




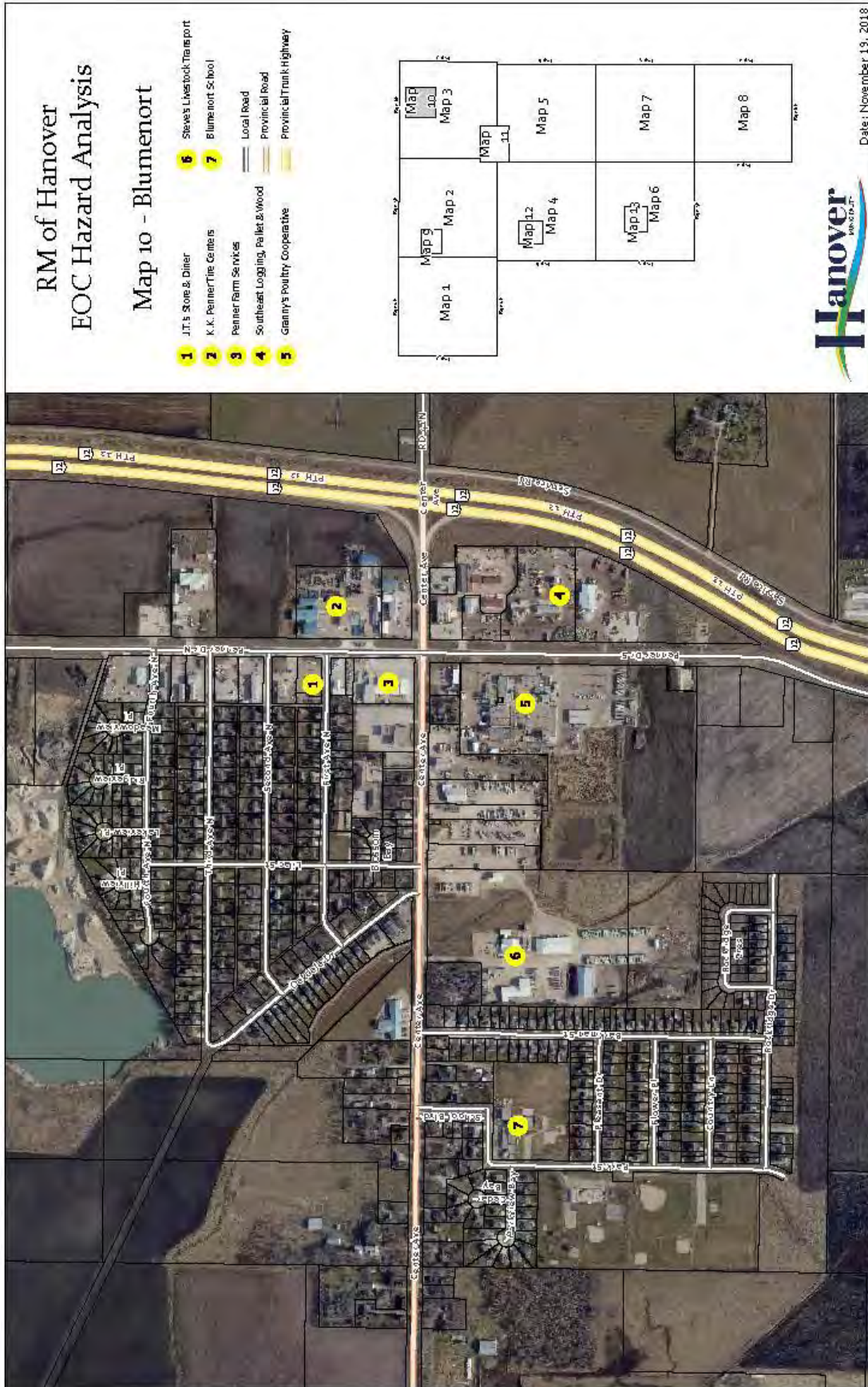














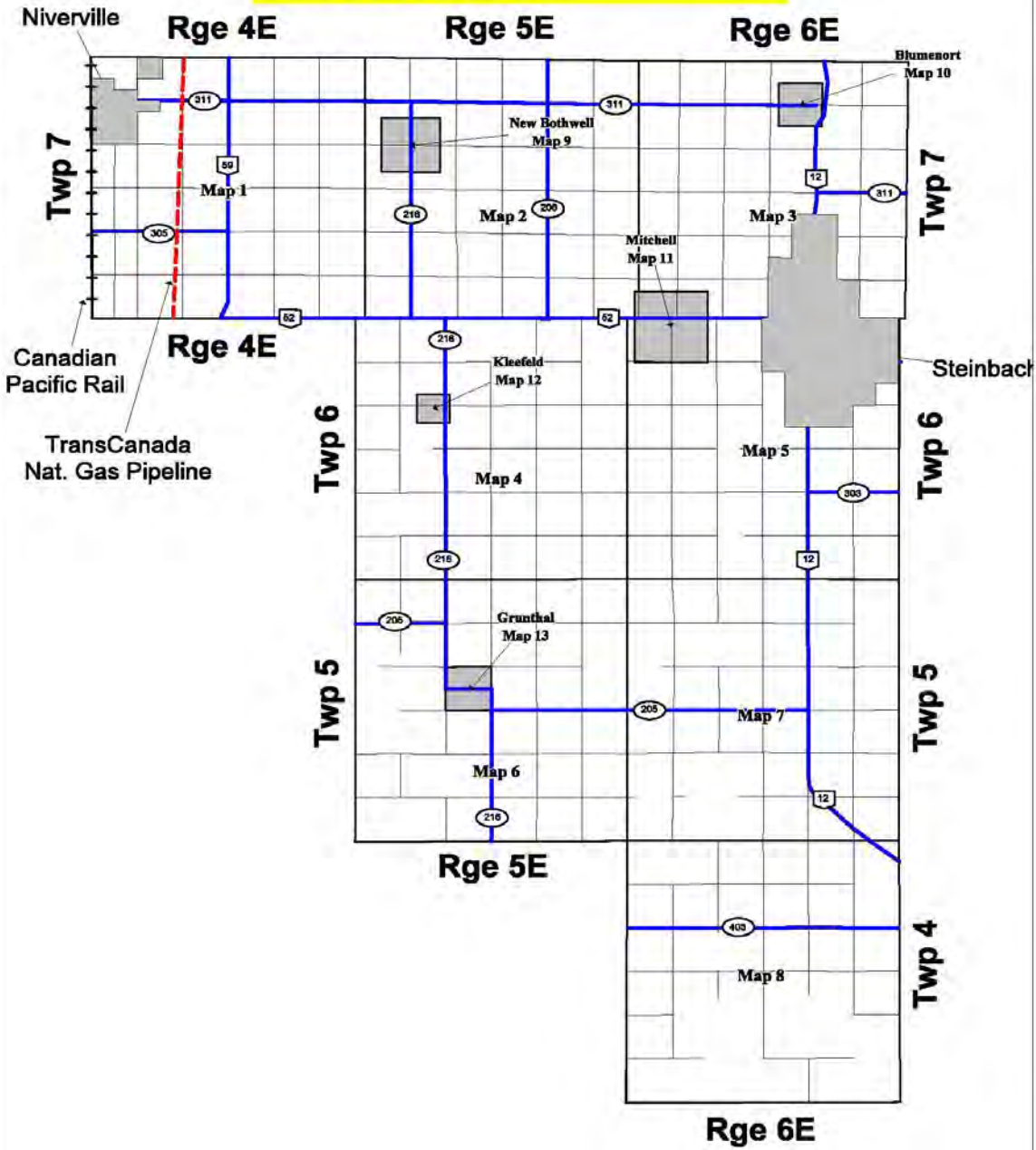




RM of Hanover Dangerous Goods Routes

There are no Designated Dangerous Goods Routes in the R.M. of Hanover, but most Dangerous Goods vehicular traffic would travel on the Provincial Trunk Highways and Provincial Roads. There is, however, the possibility for Dangerous Goods to be found on any road in the municipality.

In addition to that, the CP Rail line traverses entire west boundary of the R.M. and Trans Canada has a high pressure line that crosses the RM from north to south on the west side of Rd. 20 E.. There is also a network of natural gas lines throughout the RM that is operated by MB Hydro.



Map 14



Mutual Aid

ATTACHMENT NINE

R.M. of Hanover MUTUAL AID AGREEMENTS & REVIEW LOG

Mutual Aid arrangements are emergency services arrangements between the City of Steinbach and/or the R.M. of Hanover and other communities and agencies that are willing to respond with aid in an emergency. This excludes Fire Mutual Aid agreements. It is best to have these arrangements made before an emergency occurs.

R.M. of Hanover has agreements with the following:

- City of Steinbach
- R.M. of Richot
- R.M. of Tache
- R.M. of Ste Anne
- R.M. of De Salaberry
- R.M. of La Broquerie
- R.M. of Stuartburn
- Emerson-Franklin
- Town of Niverville
- R.M. of Morris
- Village of St. Pierre-Jolys
- City of Winkler/ City of Morden/ RM of Stanley (in progress)
- Southern Health – Santé Sud
- Hanover School Division
- Canadian Red Cross (Letter of intent in place per Michelle Ford 2018)
- Mennonite Disaster Service
- Salvation Army
- St. John Ambulance

Part 24, Attachment 9: Mutual Aid Agreements & Review Log

Memorandum Of Understanding Between	Review Date	Review Method	Reviewed By	E-mail address
R.M. of Hanover and Hanover School Division (Signed Sept. 28, 2004)	12-04-2018		D. Vassart	
		204-326-6471	Randy Dieck	rducek@hsd.ca
R.M. of Hanover and Southern Health - Sante Sud (Signed December 3, 2018)	12-07-2018	E-mail	D. Vassart	
		204-712-6009	Rob Debreuil	rdebreuil@southernhealth.ca
R.M. of Hanover & Red Cross: Letter of Understanding that Red Cross will provide assistance if feasible	11-27-2018	E-mail	D. Vassart	
		204-982-7634	Michelle Ford	michelle.ford@redcross.ca
R.M. of Hanover and St. John Ambulance (Signed October 30, 2019)	10-30-2019	E-Mail	Paul Wiebe	
		204-784-7016	Teresa Toutant	Teresa.Toutant@sja.ca
R.M. of Hanover and Mennonite Disaster Service (Signed October 31, 2019)	10-31-2019	Email	Paul Wlebe	
		204-355-4608	Denis Keating	dkeating@mds.mennonite.net ?
R.M. of Hanover and Salvation Army Called Debbie to confirm 11212019		E-mail	D. Vassart	
		C:.204.223.7387	Debbie Clarke	debbie_clarke@can.salvationarmy.org

POSITION RESPONSIBILITIES

MAYOR/REEVE and Council

- Implementing the emergency plan in whole or in part.
- The council, or in the absence of a quorum of council, the Mayor/Reeve are responsible for the Declaration of a State of Local Emergency when required.
- The Council is responsible for the termination of a Declaration of a State of Local Emergency.
- Notifying Manitoba Emergency Measures Organization that a Declaration of a State of Local Emergency has been declared.
- The authorization of media releases.
- Log all actions and decisions.

Chief Administrative Officer (CAO)

- Provide information and advice to the Council and Mayor/Reeve.
- Acts as Liaison between EOC and Council and Mayor/Reeve.

Emergency Coordinator

- Activate the municipal Emergency Operations Centre.
- Coordinate the emergency response.
- Initiate call out of Emergency Operations Centre Management Team.
- Keep the Council and/or Mayor/Reeve informed of developments as they occur.
- Implementing the emergency plan in whole or in part.
- Advising the Council and/or Mayor/Reeve to declare a State of Local Emergency.
- Advising the Council and/or Mayor/Reeve on the appointment of the Incident Commander/Emergency Site Manager.
- Coordinate the Emergency Operations Centre Management Team's activities.
- Request Mutual Aid (except fire services).
- Ensure all directions from the Council and/or Mayor/Reeve are carried out.
- Review and authorize media releases.
- Ensure for the care of animals left behind.
- Log all actions and decisions.
- Requesting a full report of all emergency operations activities from all responding municipal agencies.
- Prepare post-emergency reports.
- Shall ensure amendments to the emergency plan are made.

Public Works Manager

- Ensure resources are available when requested. (i.e., equipment, barricades, supplies, construction companies, contractors).
- Coordinate purchases, rentals, leases of equipment and maintains records of same.
- Assists in the disconnecting of utilities - water, sewer, hydro, gas, telephone etc.
- Restore essential services.
- Log all activities.

Communications Manager

- Establish reliable and secure communications from the Emergency Operations Centre and the emergency site.
- If necessary, request additional telephones from Bell MTS or alternate public and private agencies and/or organizations for Emergency Operations Centre and emergency site.
- Arrange for additional radio equipment and operators from volunteer organizations.
- Coordinate communications procedures.
- Log all actions.

Resources Manager

- Help to develop and maintain resource listings of equipment.
- Coordinate the utilization of these resources in an emergency.

EOC Administration Officer

- Work with EOC Manager and other EOC members to track costs incurred during the operation of the EOC.
- Assist with clerical duties during EOC operations as required.
- Log all costs incurred and actions taken by EOC administration.

Transportation Manager

- Develop and maintain a Transportation Resource List of various vehicles.
- Arrange transportation as requested.
- Direct transportation resources as required, i.e., taxi companies, buses and aircraft (consider mutual aid).
- Determine gasoline and diesel requirements for emergency.
- Coordinate the transportation of personnel and materials.
- Log all actions.

Public Information Manager

- Develop timely media releases concerning the emergency for release to social media, radio stations, television and newspapers, pending approval from the Emergency Coordinator and/or the Elected Officials.
- Provide timely reports for public, especially information regarding evacuated persons, through the media. **The Mayor/Reeve, council or the Emergency Coordinator must authorize all media releases,.**
- Establish liaison with the provincial Communications (media specialists) staff.
- Establish media facilities
- Monitor the media for possible errors being reported about the emergency.
- Establish a means of informing evacuees of the activities undertaken in the community. Creating a daily newsletter, could provide this information.
- Deliver media briefings or brief the community's official spokesperson.
- Maintain a log of all actions taken.

Emergency Social Services Director

- Assist to develop and maintain Evacuation and Reception Resource Lists
- Assist with coordination and development of Evacuation and Reception arrangements with neighbouring municipalities.
- Activates emergency social services plan.
- Ensure that the needs of evacuees are met i.e., accommodations, feeding, registration and inquiry, personal services and clothing.
- Ensures that the Reception Centre is set-up.
- Arrange for food, lodging, personal-services, clothing, and registration and inquiry services.
- Co-ordinates volunteer organizations, who may be involved with the above activities.
- Assist reception communities in whatever way possible.
- Log all actions.

Human Resources/Volunteers Manager

- Help to develop and maintain listing of volunteer organizations and/or people.
- Liaise with Canada Employment Immigration Centre to help coordinate volunteer activities in an emergency.
- Maintain listing of human resources.

Clerks and Staff

- Perform all duties as may be assigned by the Municipal Administrator/Emergency Coordinator

RCMP/Police representative in the EOC

- Liaise with Incident location(s) RCMP members and the EOC
- Provide knowledge and Police perspective in EOC team decisions
- Log all actions.

Fire representative in the EOC

- Liaise with Incident Command, Fire Department members and the EOC
- Provide knowledge and Fire Department perspective in EOC team decisions
- Log all actions.

Health representative in the EOC

- Liaise with Incident Command, EMS, Regional Health and the EOC
- Provide knowledge and Health perspective in EOC team decisions
- Log all actions.

Declarations & Manual Form Samples

The Following enclosed “forms” are to be “**COMPLETED BY HAND**” and used in the event you are **NOT** able to use a computer, or the computer is unusable due to power failure, etc.

These “forms” should be printed, and retained in the rear of your hardcopy Emergency Plan “Binder”, or “Booklet”, so they are available for use as/if/when necessary.

Enclosed are the following:

1. Declaration of State of Local Emergency (R.M. of Hanover)
2. Sample of SOLE “Quorum of Council Available”.
3. Sample of SOLE “Absence of Quorum of Council”
4. Sample of “Official Notification of Evacuation”.
5. Samples of “News Release”
 - Initial News Release
 - Media release instructions
 - Hanover Logoed Media release
 - Steinbach Logoed Media Release



QUORUM OF COUNCIL AVAILABLE

**Rural Municipality Of Hanover
DECLARATION OF A STATE OF LOCAL EMERGENCY**

RESOLUTION NO. - -.

dd/mm/yyyy, time:

Moved by Councillor - -

Seconded by Councillor - -

WHEREAS the Rural Municipality of Hanover is encountering – (type of disaster)-, That requires prompt action to prevent harm or damage to the safety, health or welfare of persons located within the boundaries, -throughout all-or –define area of R.M affected- of the Rural Municipality of Hanover, and to prevent damage to property within those boundaries.

THEREFORE BE IT RESOLVED THAT pursuant to Section 11(1) of The Emergency Measures Act, Chapter. E80 of the Continuing Consolidation of the Statutes of Manitoba, the Council of the Rural Municipality of Hanover declares that a state of local emergency exists, throughout all -or – specify area affected- of the Rural Municipality of Hanover, from this - -day of - -, - - to the - -day of - -, - -.

IN WITNESS WHEREOF of the Council of the Rural Municipality of Hanover has by resolution carried, declared this state of local emergency this - - day of - -, - -.

The Rural Municipality of Hanover

Per: _____, Reeve of the Rural Municipality of Hanover
(name)

TERMINATION OF STATE OF LOCAL EMERGENCY

PURSUANT to Section 15 (1) of The Emergency Measures Act, The council of Rural Municipality of Hanover declares that the State of Local Emergency is terminated in the Rural Municipality of Hanover.

Dated this – - day of - -, - -.

Moved by Councillor - -

Seconded by Councillor - -

Per: _____, Reeve of the Rural Municipality of Hanover
(name)



ABSENCE OF A QUORUM OF COUNCIL
Rural Municipality of Hanover
DECLARATION OF A STATE OF LOCAL EMERGENCY

RESOLUTION NO. - -.

DD/MM/YYYY/HR/MN/AM

WHEREAS the Rural Municipality of Hanover is encountering –(type of emergency) -, That requires prompt action to prevent harm or damage to the safety, health or welfare of persons located within the boundaries, -throughout all- or- (define area affected)- of the Rural Municipality of Hanover, and to prevent damage to property within those boundaries.

AND WHEREAS these conditions present such an extreme emergency within the Rural Municipality of Hanover that there is not sufficient time to convene a regularly constituted meeting of the Council of this Rural Municipality of Hanover but rather this emergency compels me to respond to this emergency immediately on behalf of the Rural Municipality of Hanover

THEREFORE pursuant to Section 11(2) of The Emergency Measures Act, Chapter. E80 of the Continuing Consolidation of the Statutes of Manitoba, I – _____, Reeve of the Rural Municipality of Hanover declare that a state of local emergency exists, throughout all -or – specify area affected- of the Rural Municipality of Hanover, From this - day of - _____, to the - day of - _____, - -.

The Rural Municipality of Hanover

Per: _____

_____, Reeve of the Rural Municipality of Hanover
(printed name)

TERMINATION OF STATE OF LOCAL EMERGENCY

PURSUANT to Section 15 (1) of The Emergency Measures Act, The council of Rural Municipality of Hanover declares that the State of Local Emergency is terminated in the Rural Municipality of Hanover

Dated this - day of - _____, - -.

Moved by Councillor -

Seconded by Councillor -

Per: _____

_____, Reeve of the Rural Municipality of Hanover
(printed name)

QUORUM OF COUNCIL AVAILABLE
DECLARATION OF A STATE OF LOCAL EMERGENCY

RESOLUTION NO. _____ . Date, _____

_____ **Of** _____

Moved by Councillor _____

Seconded by Councillor _____

WHEREAS the (RM, town....) _____ of _____ is encountering (state problem...) _____, that requires prompt action to prevent harm or damage to the safety, health or welfare of persons located within the boundaries, of the _____ of _____, and to prevent damage to property within those boundaries.

THEREFORE BE IT RESOLVED THAT pursuant to Section 11(1) of The Emergency Measures Act, Chapter. E80 of the Continuing Consolidation of the Statutes of Manitoba, the Council of the _____ of _____ declares that a state of local emergency exists, _____ of the _____ of _____, From this _____ day of _____, 20__ to the _____ day of _____, 20__.

IN WITNESS WHEREOF of the Council of the _____ of _____ has by resolution carried, declared this state of local emergency this _____ day of _____, 20__.

The _____ of _____.

Per: _____

(Printed name) _____

TERMINATION OF STATE OF LOCAL EMERGENCY

PURSUANT to Section 15 (1) of The Emergency Measures Act, The council of the _____ of _____ declares that the State of Local Emergency is terminated in the _____ of _____.

Dated this _____ day of _____, 20__.

Moved by Councillor _____

Seconded by Councillor _____

Per: _____

(Printed name) _____

ABSENCE OF A QUORUM OF COUNCIL
DECLARATION OF A STATE OF LOCAL EMERGENCY

RESOLUTION NO. _____.

_____ **Of** _____

Date: _____

WHEREAS the (RM, town....) _____ of _____ is encountering (state problem...) _____, that requires prompt action to prevent harm or damage to the safety, health or welfare of persons located within the boundaries, of the _____ of _____, and to prevent damage to property within those boundaries.

AND WHEREAS these (state problem...) _____ conditions present such an extreme emergency within the _____ of _____ that there is not sufficient time to convene a regularly constituted meeting of the Council of this _____ of _____ but rather this emergency compels me to respond to this emergency immediately on behalf of the _____ of _____.

THEREFORE pursuant to Section 11(2) of The Emergency Measures Act, Chapter. E80 of the Continuing Consolidation of the Statutes of Manitoba, I (mayor/reeve) _____, of the _____ of _____ declare that a state of local emergency exists, in the _____ of _____, From this _____ day of _____, 20____ to the _____ day of _____, 20____.

The _____ of _____.

Per: _____

(Printed name) _____ of the _____ of.

_____.

TERMINATION OF STATE OF LOCAL EMERGENCY

PURSUANT to Section 15 (1) of The Emergency Measures Act, The council of the _____ of _____ declares that the State of Local Emergency is terminated in the _____ of _____.

Dated this _____ day of _____, 20_____.

Moved by Councillor _____

Seconded by Councillor _____

Per: _____

(Printed name) _____

OFFICIAL NOTIFICATION OF EVACUATION

THE (RM, Town.....) _____ of _____ HAS DECLARED A STATE OF LOCAL EMERGENCY BECAUSE OF _____

YOU MUST LEAVE BECAUSE OF THE DANGER TO YOUR HEALTH AND SAFETY.

PLEASE LEAVE BY (date) _____ (time) _____.

PLEASE TAKE THE FOLLOWING ITEMS:

(list) _____

BEFORE LEAVING YOUR HOME, PLEASE DO THE FOLLOWING:

(list) _____

IF YOU REQUIRE ASSISTANCE (i.e., transportation, moving livestock etc.)

PHONE _____

PLEASE REPORT TO THE FOLLOWING LOCATION:

IT IS IMPORTANT TO REGISTER, SO PLEASE REPORT TO THE RECEPTION CENTRE.

The purpose of Registration is to help locate **you**, if your friends and relatives should inquire.

YOU WILL BE INFORMED THROUGH RADIO AND TELEVISION AND AT THE RECEPTION CENTRES, WHEN IT IS SAFE TO RETURN TO YOUR HOMES.

A CITIZEN'S INQUIRY LINE (has/will be) _____ ESTABLISHED TO ANSWER YOUR QUESTIONS.

CITIZEN'S INQUIRY LINE PHONE NUMBER IS _____ -

Mayor/Reeve

NEWS RELEASE

DECLARATION OF STATE OF LOCAL EMERGENCY

NEWS RELEASE

The (RM, Town....) _____ of _____ has declared a State of Local Emergency, due to (Explain Problem) _____ as of _____ of _____, 20____ at (time)_____. This Declaration of State of Local Emergency is authorized under the Province of Manitoba's Emergency Measures Act.

The citizens of the (RM, Town.....) _____ of _____ are asked to obey all laws, regulations and orders, for the duration of the emergency. Your co-operation with emergency response personnel will greatly assist in recovering from this emergency. This Declaration requires that these personnel will discharge their duties as required.

(list any other remarks here).

END OF NEWS RELEASE

Initial News Release

Emergency Crews from the City of Steinbach / R. M. of Hanover are responding to the scene of

_____ (Describe the type of incident reported)

that has occurred at _____ (Give a location as best you can).

The information I have at this time is (describe what has happened and when it occurred, as it was reported to you)

Our Emergency crews are working on scene to protect lives, property and lessen the damage caused by this incident.

The Emergency Plan is being put into action and we will provide further information as soon as we can.

All new information will be posted on the City's / R. M.'s web site (steinbach.ca or hanover.mb.ca) as soon as possible and will be provided to the media at the same time via the City's / R. M.'s spokesperson.

We ask for the public's co-operation with emergency response personnel, and that they stay away from the affected area, as it will greatly assist in recovering from this emergency.

MEDIA RELEASE INSTRUCTIONS

Month, Day, 20XX

XX:XX (Time based on 24 hour clock)

Release #

TITLE

(Optional, can just be "News Release #) but if title used, one straight forward statement for the situation Ex: Hanover Gas Outage)

First sentence should summarize the entire reason for the news release.

Remainder of release is supporting details and information – answer as many of who, what, where, when, how (rarely why) that you can.

Quote from authority if required/available

(Reeve, CAO, Council member, Emergency Operations Coordinator).

This will be important when there are requests of the public (ex. Evacuations) or to reassure the public that the emergency is being handled.

Additional supporting information.

Anything else that is helpful to communicate - it can be just as important to state what is NOT known at the time of the release (ex. Timelines for restoration of services is unknown at this time).

Additional quote from same or different authority.

Not required, but can be helpful when there is a lot of information to communicate and need to emphasize specific items or requests)

Summary

Repeat any requests of the public again here or simply repeat main reason for release.

Contact information

Where public can go if they need/require additional information (Ex. Website, Resident Inquiry Phone Line - with times of operation, ex. 24 hours or 8am-8pm). Ensure all contact info is CORRECT and WORKING at time of release. A separate media inquiry line should also be provided.

-30- *Standard media practice – indicates end of media release, no further information*

***Try to keep release to one page only.*

Distribution and Posting:

Distribute to media (email contact lists and info in EOC Plan binder) and ensure copies are sent to:

- CAO*
- Reeve*
- Council*
- Emergency Operations Coordinator*
- Other locations part of emergency situation (reception centres etc.) and request that it is physically posted for review.*

Post to Hanover website and social media as soon as possible after release (easiest to post to Hanover website first and then send out link on social media channels).

Choose one spot in the EOC and physically post all releases so EOC Team Members are kept up to date on what has been communicated.



MEDIA RELEASE

Notes:

Note 1:

There are many types, of emergencies which Manitoba municipalities may face. Here are a few of the many. Some may be classified as Natural Disasters such as:

- Forest Fires
- Flood
- Severe Weather/Tornado/Wind Storm/Blizzard, etc
- Drought

Other types may result from human causes such as:

- Dangerous Goods Accident
- Mine Accidents
- Industrial Explosions
- Large Fires
- Dam Failure

A simple, general word or phrase should be used to describe the emergency or disaster.

What is an Emergency?

There are five characteristics of an emergency, which help define it as such:

- Loss of life, or potential for loss of life.
- Abnormal situation.
- Clear potential for damage to property or environment.
- Requirement for a quick response.
- Response measures beyond those normally employed.

Essentially all five elements must be present to constitute an emergency.

Note 2:

The State of Local Emergency declaration begins on the same date and time as the resolution is passed. Therefore, this date should correspond with that at the top of the declaration and also the date in the third paragraph, immediately preceding the signature block at the bottom.

Note 3:

This date will be 30 days after the date of the declaration.

i.e. If a declaration is made on the 15th day of the month, the same declaration would expire at 23:59 of the 14th day of the next month. There are, however, provisions in the Act for either earlier termination or extension beyond this expiry date.