

<b>MUNICIPAL NOTIFICATION</b>	<b>Department:</b> Utilities	<b>Policy Source:</b> Council
	<b>Authorized by:</b> Council <b>Signature:</b>	<b>Date:</b> October 31, 2018 <b>Date Revised:</b> <b>Date Effective:</b> November 15, 2018 <b>Date to be Reviewed:</b> October 2021

**POLICY:** This policy is to ensure a timely and effective notification process to residents in the Village of Alliance

**PURPOSE:** The Village of Alliance recognizes the need to develop guidelines for a municipal notification processes to ensure all residents are notified of service interruptions or emergencies in a timely manner

**DEFINITIONS: Emergency:** A situation in which there is imminent danger to public safety or of serious harm to property

**Non-Emergency:** A situation which has the potential to affect all residents of the Village (i.e water, gas, sewer, interruptions and/or weather related warnings)

**PROCEDURE:**

1. General:
  - i) Determine the status of the event. (i.e. Emergency or non-emergency)
  - ii) Notification to include:
    - The reason for disruption;
    - The expected duration; and
    - A description of alternate facilities or services, if available or of action to be taken by residents to ensure their safety
2. Non-emergency process:
  - i) Notify Council of the event via email;
  - ii) Notify the Village of Alliance Fire Chief if the situation is determined to affect the ability of the fire department to respond to an emergency call-out;
  - iii) Notify residents and/or business owners via automated call out system;
  - iv) Post notification to the Village of Alliance Facebook page and the Village of Alliance website;
  - v) Produce notification posters to be posted at all high traffic businesses within the Village of Alliance
3. Emergency Process:
  - i) Utilities:
 

A situation in which a disruption to the utility services may pose a threat to the health and wellbeing of the residents of the Village of Alliance:

    - a) Notify Council of the event via email;
    - b) Notify the Village of Alliance Fire Chief if the situation is determined to affect the ability of the fire department to respond to an emergency call-out;
    - c) Notify residents and/or business owners via automated call out system;
    - d) Post notification to the Village of Alliance Facebook page and the Village of Alliance website;

- e) Produce notification posters to be posted at all high traffic businesses within the Village of Alliance;
  - f) Prepare notices and walk door to door to inform residence of potential dangers. If the resident is not home a notification is to be secured to the front door.
- ii) Other Events:

A situation in which an imminent event may pose a threat to the health and well-being of the residents of the Village of Alliance (i.e. weather related situations):

- a) Notify Council of the event via email;
- b) Notify the Village of Alliance Fire Chief if the situation is determined to affect the ability of the fire department to respond to an emergency call-out;
- c) Notify residents and/or business owners via automated call out system;
- d) Post notification to the Village of Alliance Facebook page and the Village of Alliance website;
- e) Produce notification posters to be posted at all high traffic businesses within the Village of Alliance;
- f) Notify community hall, arena, and other larger facilities in the area of the potential need for an evacuation centre;
- g) Prepare to open the Emergency Operations Center if required;