

SOUTH NATION
CONSERVATION
DE LA NATION SUD

Crisis Communications Kit for Landslides

May 2020



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Overview

Emergencies, from Emergency Management Ontario

An emergency is defined under the *Emergency Management and Civil Protection Act* as ‘ situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise

Purpose

This crisis communications kit is intended to provide principles and tools to guide a communications response to a challenging situation that may result from a landslide emergency. The plan does not replace the organization’s reporting or decision-making structures. It is intended to support existing structures.

Scope

This kit is intended for landslide emergencies for South Nation Conservation.

This kit should be reviewed by all members of the Communications Response Team, in advance of a situation where it may be used. Aim to review the document prior to high-risk seasons. The document should be updated annually and contact information should be verified during the annual review.

Copies of the kit should be stored at the SNC office and any other space that could be used as an alternate emergency command centre. There should be enough copies for team members at each location, and all members should have copies at home.

A copy of the kit should be shared with each partner municipality as local governments are formally responsible for an emergency response within their municipality. They will be the lead organization during an emergency situation.

Objectives

1. To appropriately assess and determine a communications response, if required, in the event of a landslide emergency.
2. To allow easy access to tools, resources and a guide for putting together a fast crisis communications response to a landslide emergency.
3. To improve SNC’s ability to provide communication that supports the restoration of order and improved public safety during an emergency landslide situation.

Step-by-Step Guide

Step One – Assemble and Identify

The first step in responding to the landslide crisis is to assemble the response team and identify the crisis on hand. When a crisis has been brought to the attention of a response team member, they should immediately contact the other team members and arrange a meeting place and time. Leave messages if individuals cannot be reached. A response team contact list is available below.

The organization will have an Emergency Command Centre (ECC) that can be activated at South Nation Conservation's offices. Ensure the location is safe before deciding on where to assemble – alternate locations are possible in places like municipal offices or other public buildings.

| Communications Response Team | |
|--|--|
| Name | Contact Information |
| Angela Coleman General Manager/Secretary Treasurer | Office: 1-877-984-2948 Mobile: 613-809-1170 |
| Linda Hutchinson Director of Organizational Effectiveness | Office: 1-877-984-2948 Mobile: 613-551-8953 |
| John Mesman Team Lead, Communications | Office: 1-877-984-2948 Mobile: 613-899-5341 |
| Geoff Owens Site Lead (Regulations Officer) | Office: 1-877-984-2948 Mobile: 613-551-9170 |
| Sandra Mancini Team Lead, Engineering | Office: 1-877-984-2948 Mobile: 613-551-3242 |
| Brian Lambie President, Redbrick Communications (PR Agency Lead Contact) | Office: 1-905-271-1669 Mobile: 1-416-729-5425 |

Once your team is notified and on route to the ECC, put together all the information that you have. Take notes. Once the team is assembled, brief the team and each member should assume the appropriate roles and responsibilities identified in the plan (available in the preparation section) and the organization's normal decision-making structure. As a group, identify what the crisis is and ensure each team member has a thorough understanding of what's happened up to this point (based on the available information).



Step Two – Determine Response

At this stage you want to collect information and make decisions that will form your response. Use your judgement to assess the situation and the appropriate response – you may use the following principles and questions as a guide:

Principles

Safety – A crisis communications response should not put anyone in danger. The Communications Response Team, Site Lead, and all staff should be responding from safe locations at all times. Work with emergency services, police and firefighters to ensure safety.

Preparation – Crisis communications material should be reviewed prior to use. Emergency operational and communications requirements should be ready in advance of an actual emergency.

Timing – Response timing should be as fast as possible without sacrificing accuracy or quality. Ensure that response times respect the public, stakeholders and the media.

Resources – Know the resources and partners that are available to assist, internally and externally. Work with governments, agencies and other stakeholders. Respect roles and responsibilities while being supportive.

Assessment Questions

Identification

- What is the crisis?

Audience

- Who are our target audiences? What is their order of priority?
- What are the best ways to reach our audiences in this situation?
- Are any communications channels going to work better than others?
- Is this a local, regional or national issue?
- Who is directly involved?
- What governments, agencies and other groups might become involved?
- Who will we need to contact?

Timing

- When did this start, or when did this happen?
- When do we need to respond? When do we need a full response?
- What are perceived deadlines? What are real deadlines?

Situation Analysis

- What do we know?
- What information do we need to develop a response?



- What do we need to respond or for our proposed response? (e.g. Operational, financial, technical, medical, legal).

Response Considerations

- Does our response need to be multidimensional? (E.g. legal, media, medical, scientific).
- Do we need to contact stakeholders, specialists or other personnel before speaking to the media?
- Prioritize media outlets – what are the most practical outlets to get the message out? What mediums will work during this emergency? Which will target our audiences in need of information?
- What channels do we have that will currently work to get information to the media?
- When and how will we provide updates?
- Is our response following SNC's value system and mandate?

Once you have discussed and recorded notes for the questions above, use that information to determine the scale of the response you will need. List the resources you will need and estimate timing requirements so that you can develop a response. If you need to reach out to those resources at this point (i.e. technical support, legal, additional staff, PR support) do so.

Step Three – Strategy and Contact

Led by the Team Lead, Communications and the General Manager, determine the higher level strategy and strategic considerations.

- **Select a designated spokesperson** that is best suited to cover the crisis at hand. Ensure the spokesperson receives or has appropriate media training – review and practice material with them before going live if timing permits.
- **Develop key messages and determine the appropriate communications tactics.** Possible tactics, templates and guidelines are located in this document following the step by step process. Review and customize these items as needed.
- **Contact your key audiences and stakeholders (internal).** Start with the rest of the South Nation Conservation team – inform the other executives and management of the situation at hand, as appropriate for the response. It may help to provide the organization's leadership (outside the response team) with messaging if needed.
- **Inform** the rest of the staff as decided in the tactical response. Staff on site (at or near the landslide area) and off site should redirect any media inquiries to the Team Lead, Communications and the response team. Centralize the information flow so that the response is accurate, timely and consistent.
- **Contact key stakeholders and media** as determined in your response strategy. Examples may include municipal governments, emergency authorities and local media.



Keep in mind that the municipal government where the emergency happens is formally responsible for responding to the emergency.

Step Four – Tactical Response

Develop and distribute communication materials. Continue to gather information and update your material to reflect the situation in an accurate and consistent way. At this point you will also be up-to-date on what other key stakeholders, such as governments and agencies, are doing. Work together in a way that best supports an effective communications response to the crisis.

Step Five – Evaluate

Review and collect new information. Evaluate your efforts to this point – check that your communications are effective. Continue to assess the situation and update material – are stakeholders and media using your messaging? Is information accurate? Determine your next steps if additional or ongoing communication is required.

Response Procedures Checklist

| Task | Completion Notes |
|---|------------------|
| Contact Communications Response Team | |
| Call crisis communications meeting. Contact and assemble response team. Arrange meeting place and time (confirm if Emergency Communications Centre). | |
| Identify baseline information and determine response | |
| Lead review of response plan, guidelines and questions. Collect all available information. | |
| Recap and ensure all team members understand the situation and the identified crisis. | |
| Determine scale of response required. | |
| Determine resources or expertise required to deliver appropriate response (e.g. IT support, A/V Support, PR agency support, legal, medical). | |
| Lead discussion on communications strategy development. Choose designated spokesperson appropriate for the situation. | |
| Develop key messages. Determine communications tactics. | |
| Centralize information flow and contact key audiences | |
| Inform executives and management of the situation as appropriate. Provide contact information for the response team. Provide senior leadership with key messaging if needed. | |
| Inform remaining staff, if appropriate. Inform staff on site and off site to redirect media inquiries to the Team Lead, Communications. | |
| Contact key stakeholders and media. Share and receive information and updates with stakeholders and government officials as appropriate. | |
| Implement remaining tactics. | |
| Evaluate and determine next steps | |
| Evaluate the effectiveness of communications to this point. Assess the situation and new information received. Determine next steps. | |



Communications Tactics

Public focused tactics

- Make an emergency information phone line available to the public.
- If applicable, provide signage in locations that inform the public and/or prevent the public from entering dangerous areas. Work with emergency services to ensure safety.
- Develop a plain language fact sheet that can be accessed on the web, Facebook or a mobile phone. This should tell the public what is going on, how it impacts them, and what they can do. Make it easy to share.
- Prepare tweets and Facebook posts that can quickly inform the public or direct them to additional information.
- Provide safe, on-site or near-site support that can assist in communicating to the public.
- In rural areas, consider putting fact sheets in mailboxes, knocking on doors or direct phone calls to specific areas if warranted.
- If other communication methods are not functional, make use of radio communication. Cooperate with other agencies such as the OPP.

Stakeholder focused tactics

- Use email lists and/or a call chain to inform employees during an emergency.
- When possible, arrange face-to-face meetings with staff in groups based on department. This can allow for quick information sharing and discussion of department specific tasks.
- Share instructions and contact information with staff for redirecting media inquiries to the response team.
- Call or email key stakeholders and municipal communicators/elected officials who are responsible for responding to emergencies.
- Share information and messaging with the appropriate stakeholders and provide governments and cooperating agencies with tools and/or templates if helpful.
- If possible, coordinate consistent messaging with other agencies and governments so that the public receives clear instruction on the situation.
- Coordinate an approach to using signs – consider municipal public works resources and how you can help each other.
- Travel in-person to communicate with government and other key stakeholders if required. This may be efficient during an emergency that impacts traditional communications channels.
- Use radio or walkie-talkie communications if alternate channels are not an option.

Media focused tactics

- Post media kit materials and updates on a clearly identified section of the web, whether the front page or a crisis section.
- Send material to and make contact with key media in the region. Provide updates as necessary.
- Consider a news briefing in a safe location that makes information sharing easier.
- Facilitate media access in a way that is safe. Work with police and municipal partners to ensure safety.



- It may be efficient set up a media room near the Emergency Communications Centre and provide updates at regular intervals.
- If SNC or government staff are able to safely take video or pictures of the landslide event, it can be sent to media to provide visuals to the public and stakeholders located away from the site.
- Be accurate, honest and timely with media.

Key Messages

Develop simple key messages that provide relevant information. Put together a holding statement and use key messages throughout your material (e.g. media advisory, news release, website, fact sheet). Update messaging as new information comes in.

Landslide

- A landslide at _____ occurred at _____. The situation is dangerous and South Nation Conservation advises the public to stay away from the affected area. [Action Statement: Residents should _____].
- Safety is the most important thing at this time. Be prepared to follow directions from emergency response authorities such as police and fire departments.
- A public information line has been activated. Call XXX-XXX-XXXX for more information. If you have an emergency, call 911.
- South Nation Conservation is monitoring the situation and working to support the response efforts of _____ municipality and emergency personnel.
- A fact sheet and other resources on landslides are available on our website, www.nation.on.ca.
- South Nation Conservation will provide updated information as we learn more.



Glissement de terrain

• Un glissement de terrain s'est produit à _____ à _____. La situation est dangereuse et la Conservation de la Nation Sud avise le public de rester loin de la zone touchée.

[Mesure à prendre : Les résidents devraient _____].

• La sécurité est la chose la plus importante à l'heure actuelle. Soyez prêts à suivre les instructions des services d'intervention d'urgence tels que la police et les pompiers.

• Une ligne d'information du public a été activée. Appelez le XXX-XXX-XXXX pour plus d'informations. Si vous êtes en situation d'urgence, appelez le 911.

• La Conservation de la Nation Sud surveille la situation et s'emploie à soutenir les efforts d'intervention de la municipalité de _____ et du personnel d'urgence.

• Une fiche d'information et d'autres ressources sur les glissements de terrain sont disponibles sur notre site Web, www.nation.on.ca.

• La Conservation de la Nation Sud mettra les informations à jour au fur et à mesure des développements.

Injury and Death

For situations involving injury or death, media could seek information from municipal or emergency authorities. If South Nation Conservation is approached, politely direct media to the appropriate emergency or medical authorities for accurate information.



Tools and Templates

Media Advisories

Ensure that your media advisory is consistent with your holding statement. The advisory should be issued to media as soon as possible and copies should be sent to other organizations involved in the emergency response (e.g. municipal governments, police, and fire departments).

Sample Media Advisory

For Immediate Release
Date

Media Advisory

Attention news reporters and on-air staff:

A landslide has occurred at _____ at _____. The situation is dangerous and South Nation Conservation advises the public to stay away from the affected area. [Action Item: Residents should _____].

South Nation Conservation is working with emergency authorities and is supporting _____ municipality as they respond to the situation. A public information line has been activated at XXX-XXX-XXXX. If you have an emergency situation, call 911.

We are monitoring the situation and will provide updates as new information becomes available. Information will be posted to our website, www.nation.on.ca.

Media inquiries should be directed to:

John Mesman,
Team Lead, Communications
Office: 1-877-984-2948
Mobile: 613-899-5341



Exemple d'avis aux médias

Pour diffusion immédiate

Date :

Avis aux médias

À l'attention des journalistes et du personnel des ondes :

Un glissement de terrain a eu lieu à _____ à _____. La situation est dangereuse et la Conservation de la Nation Sud avise le public de rester loin de la zone touchée. [Mesure à prendre : Les résidents devraient _____].

La Conservation de la Nation Sud travaille avec les autorités d'urgence et appuie la municipalité de _____ dans ses efforts d'intervention. Une ligne d'information du public a été activée au XXX-XXX-XXXX. Si vous êtes en situation d'urgence, appelez le 911.

Nous surveillons la situation et émettront des mises à jour lorsque de nouvelles informations seront disponibles. L'information sera affichée sur notre site Web, www.nation.on.ca.

Les demandes des médias doivent être adressées à :

John Mesman,
Chef d'équipe, Communications
Bureau : 1-877-984-2948

Mobile : 613-899-5341



News Releases

A news release should be developed as soon as possible after an advisory has been issued. It is an opportunity to include more facts as information is collected. Make sure to include the following elements:

- Time, date and location of the release;
- Summary of holding statement;
- The who, what, where, why, when;
- Current status of the situation;
- Caution, warning or action statements as appropriate;
- Emphasize concern for public health and safety, safety of staff and responders;
- Speak to the involvement of governments and other agencies as appropriate;
- Provide contact information for spokesperson;
- Advise of timing for updates or a pending news conference;
- Refer to South Nation Conservation website or other emergency site as appropriate.

Sample News Release

Date:

Time:

LOCATION - A landslide occurred at _____ at _____. The situation is dangerous and South Nation Conservation advises the public to stay away from the affected area. _____ roads have been shut down and emergency officials are at the scene.

South Nation Conservation is working with emergency authorities and _____ municipality as they respond to the situation. Public health and safety, as well as that of our staff and emergency responders is the priority at this time.

A public information line has been activated at XXX-XXX-XXXX. If you have an emergency situation, call 911.

We are monitoring the situation and will provide updates as information becomes available. A fact sheet and more information is available on our website, www.nation.on.ca.

Media inquiries should be directed to:

John Mesman,
Team Lead, Communications
Office: 1-877-984-2948
Mobile: 613-899-5341



Exemple de communiqué de presse

Date :

Durée :

LIEU - Un glissement de terrain a eu lieu à _____ à _____. La situation est dangereuse et la Conservation de la Nation Sud avise le public de rester loin de la zone touchée. Les routes de _____ ont été fermées et les services d'urgence sont sur les lieux.

La Conservation de la Nation Sud travaille avec les responsables des services d'urgence et la municipalité de _____ pour répondre à la situation. La santé et la sécurité des personnes ainsi que celle de nos employés et intervenants d'urgence sont une priorité en ce moment.

Une ligne d'information du public a été activée au XXX-XXX-XXXX. Si vous êtes en situation d'urgence, appelez le 911.

Nous surveillons la situation et émettrons des mises à jour au fur et à mesure que de nouveaux détails deviendront disponibles. Une fiche d'information et d'autres informations sont disponibles sur notre site Web, www.nation.on.ca.

Les demandes des médias doivent être adressées à :

John Mesman,
Chef d'équipe, Communications
Bureau : 1-877-984-2948
Mobile : 613-899-5341



News Wire Distribution of Media Advisories and Release Material

In a crisis situation, media material can be distributed through SNC's local media list which is located in the appendix. If a major crisis strikes, SNC and the municipality responsible may wish to cooperate and distribute media material on a provincial level through a news wire service.

Steps to distributing release materials via a distribution service:

1. Determine which news wire service(s) you will use to distribute your media material. Examples of common service providers include Canada Newswire (CNW), 1-877-269-7890 and Marketwire, 1-888-299-0338.
2. SNC should establish an account with the chosen provider prior to a crisis situation. In addition, most communications agencies, such as Redbrick Communications (416-729-5425), have a news wire account and can distribute materials for you during a crisis.
3. When you contact the news wire, you will discuss your needs with a client representative and they can guide you. Tell them the areas you would like to distribute the release, and the types of media you would like to reach. Depending on the situation, you may be able to request service specifically for Eastern Ontario or the entire province.
4. Email a copy of your release/advisory as an attachment. Indicate in the email message how you would like it distributed (e.g. what level and type of service) and when. Include your contact information so they can call or email you with follow up questions, proofs, or a confirmation. See the templates section on pages 11 and 12 for draft text.
5. When communicating through email, most wire services will provide almost instant confirmation of receiving your material. Make sure you receive confirmation and if required, call the service to confirm. This is important if technology is hampered in any way.
6. Post the materials to your website and share the links on Twitter and Facebook.

Fax Distribution

1. If email is not an option due to technical problems or as a result of the crisis situation, use fax.
2. You should still discuss with your client service representative over the phone first, and confirm receipt over the phone once your materials are sent.



Social Media Considerations

Twitter and Facebook:

- Know the account information for each service. Who has the passwords and authority to post? Decide this in advance of a crisis situation and have the information accessible for the appropriate individual(s).
- For efficiency during an emergency, keep comments short and to the point – try to use both services at the same time by linking the accounts. The limit is 140 characters. Samples are available below.
- Direct users to get more information from the South Nation Conservation website (www.nation.on.ca) and fact sheet.
- If there are areas to avoid, let the public know and make it easy to share.
- If appropriate, images can be uploaded to share on social media.
- You may wish to share or retweet information from other responding agencies, emergency authorities, or municipal officials.
- Social media isn't the place for lengthy posts during an emergency – share basics and direct users to more detailed information.
- Customize posts/tweets, and if there are more appropriate links to use (i.e. emergency or municipal), then share those in place of South Nation Conservation links/phone numbers.

Sample Tweets/Posts:

- Landslide alert: Avoid ____ area. Avoid traveling there. We will provide updates: www.nation.on.ca.
- Landslide near _____. Stay away from that area. Emergency responders on the scene/way.
- Landslide at _____. Avoid the area. For more information: www.nation.on.ca. Or call 1-XXX-XXX-XXXX.

Exemples de messages pour Tweeter :

- Alerte de glissement de terrain : Évitez la zone de _____. Évitez de vous y rendre. Nous émettrons des mises à jour : www.nation.on.ca.
- Glissement de terrain près de _____. Restez loin de cette zone. Les services d'urgence sont sur place /se rendent sur place.
- Glissement de terrain à _____. Évitez la zone. Pour plus d'informations : www.nation.on.ca. Ou appelez le 1 - XXX-XXX-XXXX.



Question and Answer Considerations

What is this landslide? What caused it?

- This area can have retrogressive landslides – these happen because certain types of solid soil can turn into liquid clay flows. Natural causes, such as flooding and water sources, can lead to landslides like this.
- We have an information sheet on our website that talks more about this. Our website is www.southnation.on.ca.

Who is going to fix this? What happens now?

- Municipal governments are responsible for responding to emergency situations. The first priority is making sure everyone is safe and the emergency is under control. Municipal officials will follow up with the next steps when it is appropriate.

What do I do next? I have more questions, I need information, and my property is damaged!

- We're working with our partners and emergency responders to review the event. We will be releasing more about the landslide as we get new information.
- For questions on your property you should speak with your insurance company or municipal officials.
- For other inquiries, contact the appropriate emergency authorities or municipal representatives. [Provide contact if known].

Response Guidelines

The Communications Response Team should review the following principles and guiding questions. Guidelines should be used during the initial team meeting for a crisis to assess and determine the appropriate response.

Media Relations Guidelines

1. Be timely with media and return calls. Speed is very important during a crisis situation. Facilitate information sharing with the public through the media.
2. When speaking or delivering written material, be clear and concise. Simple, plain language is best.
3. Keep in mind that whatever you say to the media, may impact other organizations.



4. Be positive and give credit to other agencies, stakeholders and your own staff.
5. Be proactive with updates and new information.
6. Be honest.
7. Keep messaging simple and to the point.

Media Relations in a Crisis Situation

Phase 1 – Gather information. What do you know? What do the media already know? Is it correct? Provide as much accurate, factual information as you can at this time – do not speculate. Answer who, what, where, why, when. Tell the media what steps are being taken.

Phase 2 – Information should be collected at this point. Identify and update key messages, centralize the information flow and be proactive. Control the situation.

Phase 3 – The public and media want answers and information about what happened. Try to answer questions and go into appropriate detail. What are the next steps?

Media Considerations

Remember the three basic elements that make up a news story:

- Change
- Controversy
- Human Interest

Inject these elements into your communications to raise the profile of the situation. Remove these elements from communications that are intended to keep a lower profile.

News Conference Guidelines

1. When notifying media of a news conference, define what kind of event you are having. What is going to be gained from the news conference?
2. Make sure the news conference is necessary. It should provide an efficient way to communicate and achieve objectives.
3. Even during an emergency situation, some media may need advance notice. Leave enough time for media that may need to travel to cover the news conference.



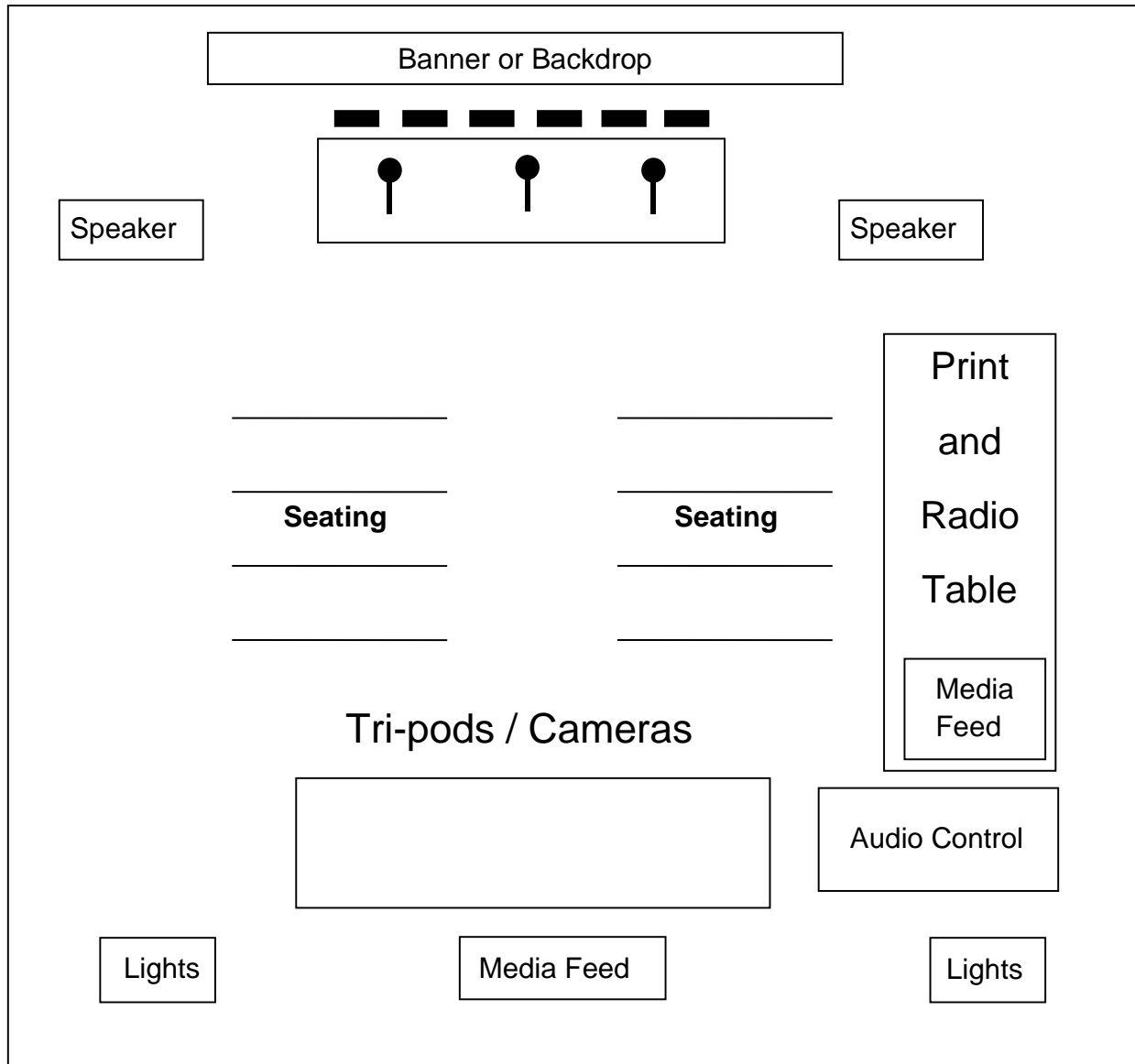
4. Make sure your venue for the news conference is set before media arrive – it should be at a safe location. A/V equipment, microphones, stands/seats/risers, etc. should all be in place, if needed. Know where different types of media set up, i.e. television cameras.
5. Make sure the venue is appropriately sized for the crowd that will attend. Each TV camera requires about 3x3 feet of space. Keep in mind that some emergencies will garner far more media attention than others. Will the story stay local or will it spread to regional or national media?
6. Know who the spokespeople are and who will guide the news conference. Have your format ready – control the news conference but be flexible.
7. Consider distributing hard copies of fact sheets if timing and printing abilities permit.
8. Check to see if other stakeholders are holding news conferences – see if you should be working with them instead or if they should be attending yours. Consider municipal officials and emergency services spokespeople. Avoid a situation that creates competing demands for a reporter's time.
9. Media will want to be near the scene of the story. Accommodate that need in a safe manner. If there will be restrictions in place for safety or other reasons, let the media know in advance, in writing if possible. Work with emergency authorities when appropriate.
10. Make sure that South Nation Conservation and its spokespeople are providing accurate, concise information in plain language.

Setting up a Room for a News Conference

Once you determine the visuals that you want, set up the room in a manner that places cameras with a clear view, on risers if possible (or up front with an audio feed), a limited amount of seating, a side table with a second audio feed for print and radio reporters and adequate lighting for cameras. This type of setup will be more than what is needed most of the time and you can adjust the scale for your needs. An example of how this room might look is presented in Figure B.



Figure B. Room Layout



- Place spokespeople at the front of the room behind tables;
- Cover tables with tablecloths;
- Place chairs for print reporters behind cameras; and,
- Leave standing room behind chair set-up.



Roles and Responsibilities

All South Nation staff should have a general understanding of what roles they may play during an emergency situation. Typical operational structures remain in place and function to provide support as required. It will be the responsibility of each team member to coordinate or delegate to their own staff from their respective departments.

General Manager with Board of Directors

- Responsible for the strategic direction of the organization and large scale decision making with input from the team – this role will lead the team.
- The GM should be prepared to call on the Director of Organization Effectiveness or any other executive/manager for additional support if information or analysis is required to make decisions.
- May serve as the organization's spokesperson during a severe landslide situation, internally and externally.

Director of Organization Effectiveness

- Responsible for assisting the Team Lead, Communications with content development or messaging for communications.
- Work with Team Lead, Communications, as needed, in preparing spokesperson and gathering any technical knowledge needs to be conveyed.
- Be prepared to serve as spokesperson if required or advise spokesperson, especially on property related matters.
- Support internal communications efforts as required by the team and General Manager, including communications with the Board.

Team Lead, Engineering

- Responsible for providing expert advice to the response group.
- Management and coordination of planning, engineering and property staff to support the response group.
- Responsible for working with staff to monitor the situation internally and for reporting updates to the response group.



Team Lead, Corporate Services

- Management of administrative staff to support the operations of the response team – delegate responsibilities as appropriate.
- Responsible for taking notes and recording decisions/action items during response team meetings (or arranging for note taking).
- Responsible for supporting the preparation and distribution of internal and external material from any member of the response team, as needed.
- Responsible for coordinating other departments or staff not covered by other team members.
- Be prepared to coordinate with suppliers and arrange for spontaneous support for the team as required (e.g. technical support, A/V support, and legal support).

Team Lead, Communications

- Responsible for strategic communications direction in consultation with team.
- Responsible for drafting messaging and material for the public, media, and stakeholders.
- Coordinates distribution of internal material with Director of Organizational Effectiveness if support is required.
- Manages media inquiries and coordinates information released to the press.
- Provides supporting material to municipal communications staff, designated public information officer or leading elected official as is appropriate.
- Provides necessary media coaching to designated spokesperson (or arranges for coaching).
- Contacts and manages outside PR firm if one is retained.
- Monitors information and media, provides updates to the team in cooperation with Director of Property Management and Approvals.

Site Lead

- Work with the response team to determine if a presence, mobile or stationary, at a safe location near the emergency site is required. Coordinate with staff as required.
- If on site – liaise between other on-site stakeholders or responders, and the South Nation Conservation response team.
- On site command – this role will be responsible for on-site decision making while maintaining contact with the team and adhering to the overall strategy.
- If on site presence is not required, work with the response team as needed and provide advice on operational capabilities.
- Support response team operational requirements as required. Work with Communications to coordinate signage and other site related items as needed.



Emergency Communications Centre

South Nation will have a designated Emergency Communications Centre (ECC). The ECC should also have an alternate location where the same supplies and tools are available. This will be necessary in the event that an emergency takes place near or at the original ECC site.

These guidelines for the ECC are based on approximate requirements for a small municipal Emergency Operations Centre (EOC) which would host emergency communications for a local government.

The ECC should be located within a safe building – in a safe location. The centre should be a safe distance from any emergency situation. A typical centre for a rural municipality could be a municipal or public office building. South Nation Conservation can designate its own office if it is suitable and safe.

The ECC should have the following communications tools available and operational:

- At least one phone line for telephone calls
- At least one phone line for faxes
- At least one digital answering machine
- Two-way radio communications between the ECC and local municipality's EOC
- Two-way radio communications between the ECC and South Nation's Site Lead
- At least one cell phone to act as a back-up in case the telephone system is not functional
- At least one computer with internet access and e-mail capabilities
- A functional printer should also be considered
- At least one dry-erase board or flip chart with markers
- One television with cable or satellite connection

The ECC should have the following supplies available and operational:

- Paper
- Pens, pencils and markers
- Non-perishable snacks and bottled water in case of extended operations
- Flashlights
- Batteries (for radio, flashlight, other items)
- First aid kit
- Candles, matches, lighter
- Current telephone book
- Current staff listing with contacts (print versions)
- Copies of the South Nation Conservation Crisis Communications Kit
- Copies of relevant municipal emergency response plans

Additional information from Emergency Management Ontario is available for reference at their website: www.emergencymanagementontario.ca.



Incident Command

The Incident Command (IC) will be a smaller, mobile or temporary command centre set up near the site of the emergency situation. An IC will be created when necessary, though not all emergency situations will require onsite support from SNC. The IC will remain a safe distance from the actual emergency site. An example may be a nearby commercial establishment, public building or in some cases a vehicle.

The Site Lead will control South Nation's presence and make decisions regarding the immediate site while keeping in close contact with the ECC. The ECC maintains direction of the overall situation. The Site Lead will focus on operations and relaying site information to the ECC.

The Site Lead will co-operate and oversee direct public works and operations staff on site if required. The local municipality may also set up an Incident Command Centre during an emergency, in which case South Nation's Site Lead will also liaise with the municipal site leader.

The IC and Site Lead should have access to:

- A vehicle
- A mobile phone
- A two-way radio
- Signage (optional)*

* Having signs prepared in advance could be an effective way to help during an emergency landslide situation. Alternatively, the most efficient response may be to cooperate with emergency authorities and municipal public works staff that already have emergency or traffic signs.



South Nation Conservation Contact Information

| <i>Communications Response Team</i> | |
|--|--|
| Name | Contact Information |
| Angela Coleman General Manager/Secretary Treasurer | Office: 1-877-984-2948 Mobile: 613-809-1170 |
| Linda Hutchinson Director of Organizational Effectiveness | Office: 1-877-984-2948 Mobile: 613-551-8953 |
| John Mesman Team Lead, Communications | Office: 1-877-984-2948 Mobile: 613-899-5341 |
| Geoff Owens Site Lead (Regulations Officer) | Office: 1-877-984-2948 Mobile: 613-551-9170 |
| Sandra Mancini Team Lead, Engineering | Office: 1-877-984-2948 Mobile: 613-551-3242 |
| Brian Lambie President, Redbrick Communications (PR Agency Lead Contact) | Office: 1-905-271-1669 Mobile: 1-416-729-5425 |

Staff List

Angela Coleman, General Manager/Secretary-Treasurer

Stewardship

Ronda Boutz, *Team Lead, Special Projects*

Michelle Cavanagh, *Team Lead, Stewardship*

Sandra Mancini, *Team Lead, Engineering*

Technical Specialists

Cheyene Brunet, *Forestry Technician*

Chris Craig, *Senior Forestry Technician*

Nirali Gosai, *Engineering Assistant II*

Caroline Goulet, *Forestry Technician*

Brent Harbers, *Watershed Biologist*

Kiersti Havekes, *GIS Analyst*

Carley Hutchinson, *Engineering Assistant*

Delaney Jacobs, *GIS Technician*

Omar Kana'n, *Water Resources Specialist - Engineering*

Naomi Langlois-Anderson, *Sr Fish and Wildlife Technician*

Karen Paquette, *Fisheries Technician*

Ryan Robson, *Resource Technician*

Kelsey Smith, *Stewardship and Outreach Assistant*

Martin Streit, *Forester*

Katherine Watson, *Water Resources Specialist - Monitoring*

Property and Approvals

Alison McDonald, *Team Lead, Planning*

Pat Piitz, *Team Lead, Property*

Planning

Laura Crites, *Planning Assistant*

Philip Duncan, *Property and Approvals Assistant II*

Tavish MacLeod, *Property and Approvals Assistant II*

James Holland, *Watershed Planner*

Michael Melaney, *Hydrogeologist*

Eric McGill, *Corporate Counsel*

Jason Symington, *Environmental Technologist*

Regulations

Sylvie Fracassi, *Inspector - Part VIII - OBC - Septic Systems*

Jacques Levert, *Inspector - Part VIII - OBC - Septic Systems*

Geoff Owens, *Regulations Officer*

Monique Sauve, *Lead Inspector - Part VIII - OBC - Septic Systems*

Property

David Fitch, *Works Superintendent Assistant*

Michel Leger, *Community Lands Representative*

Organization Effectiveness

Linda Hutchinson, *Director*

Carl Bickerdike, *Team Lead, Corporate Services*

John Mesman, *Team Lead, Communications and Outreach*

Corporate Services

Deborah Edwards, *Accounting Assistant II*

Lorie Henderson, *Administrative Assistant II*

Alicia Howse, *Assistant to the General Manager*

Josiane Lafleur, *Approvals and Administrative Assistant*

Elise Lefebvre, *Administrative Assistant II*

Dianne MacMillan, *Administrative Assistant II*

Hannah McMillan, *Accounting Analyst*

David Scholz, *Approvals and Administrative Assistant*

Simon Thibeault, *Accountant*

Communications and Outreach

Taylor Campbell, *Communications Specialist*

Tim Jackson, *Environmental Outreach Steward*

Cindy Saucier, *Environmental Outreach Steward*



Activity Log

| Name | Action | Date/Time |
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Notes:



Area Maps:

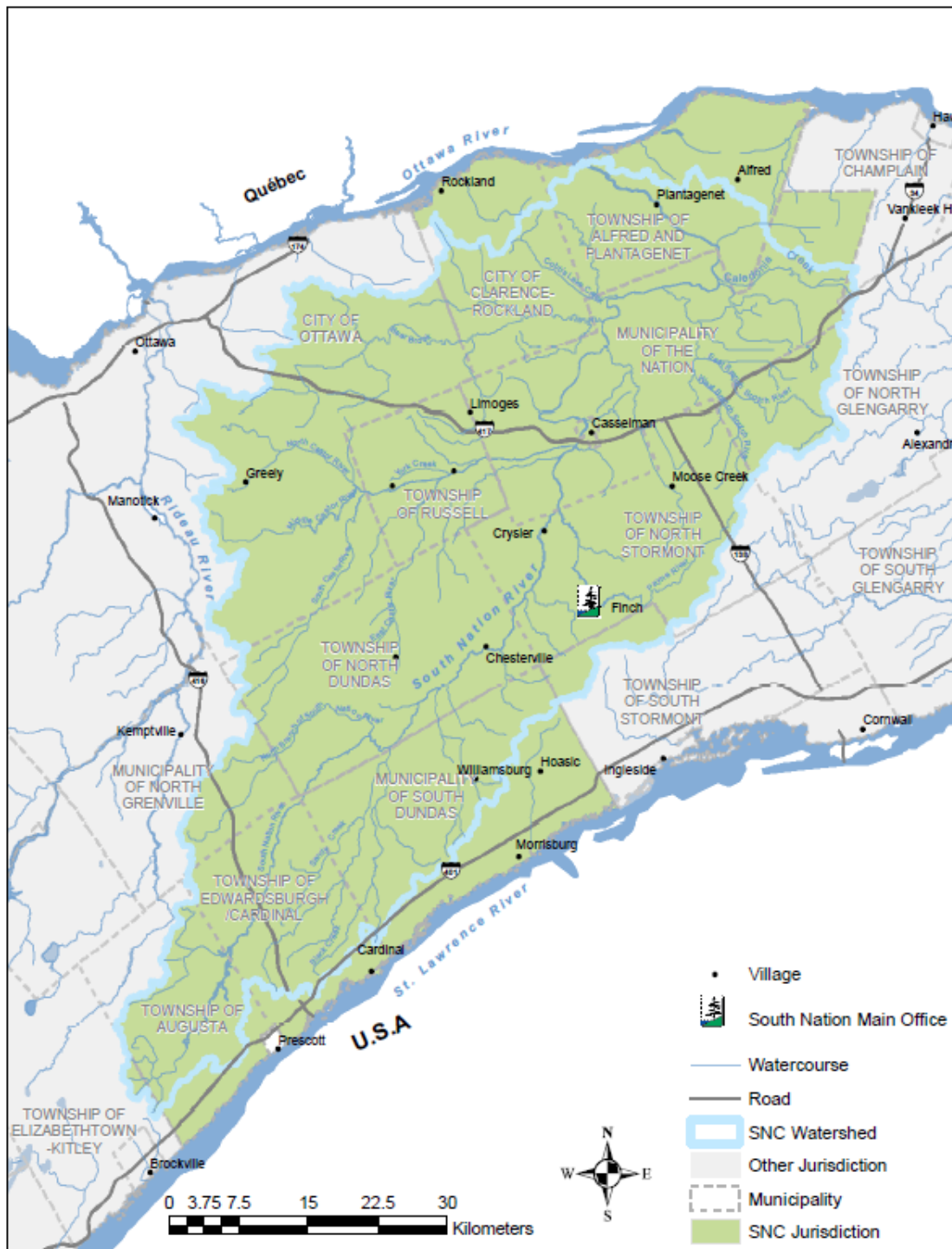


Figure 1 - Map displaying South Nation Conservation (SNC)'s jurisdiction, illustrating villages/towns and the location of SNC's office

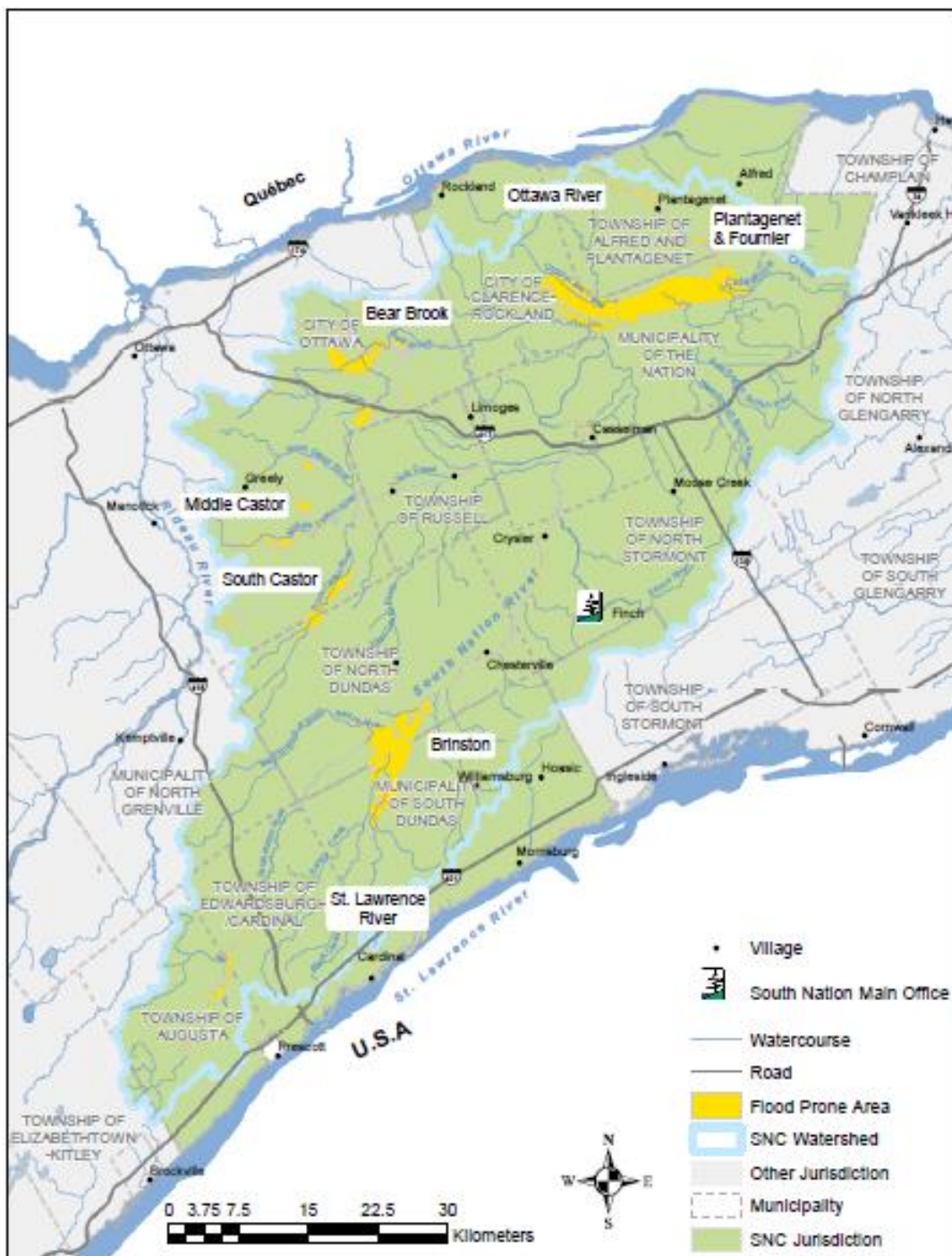


Figure 2 - Map displaying the flood-prone areas in South Nation Conservation's jurisdiction.



Appendices

(Confidential Contact Info held at the SNC Office)

Appendix A. Government Contacts

Ministry of Natural Resources
Conservation Authorities
Other Provincial Contacts
Stormont, Dundas Glengarry
Prescott Russell
Leeds Grenville
Ottawa

Appendix B. Media Contact List

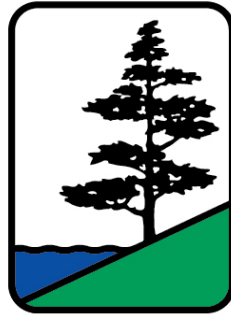
Radio
Newspaper
Television

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Ottawa
Cornwall

Appendix D. Emergency Services and Hospitals

Ontario Provincial Police
Ottawa Emergency Services and Hospitals
Regional Emergency Services and Hospitals



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March 2020



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1.0 – Introduction

South Nation Conservation (SNC) manages 11,633 acres of land on 165 properties across 13 Municipalities within the jurisdiction. In addition to the forested properties, SNC also owns a variety of day use Conservation Areas.

The goal of this plan is to:

1. Minimize property damage by appointing an SNC Fire Prevention Coordinator; and
2. Outline clear steps to be taken when a fire occurs on any SNC owned property.

This plan will assess the risk of forest fires on SNC owned property and will provide information related to fire prevention measures and activities to be undertaken to optimize response for fire suppression efforts.

2.0 – Responsibility

The SNC jurisdiction is located outside the “fire region”, as defined by the *Forest Fires Prevention Act*, 1997, S.O. 1990, c. F.24. Figure 1 illustrates the Fire Regions in Ontario. The responsibility for forest fire suppression outside the "fire region" is delegated to Municipal Fire Departments under the *Fire Protection and Prevention Act*, 1997, S.O. 1997, c.4 (FPPA).

Under the FPPA, every municipality shall enact bylaws (Appendix A), establish a program in the municipality which must include public education with respect to fire safety and certain components of fire preventions and provide such other fire protection services as it determines may be necessary in accordance with its needs and circumstances. A council of a municipality may pass by-laws regulating fire prevention, including; the prevention and spreading of fires and regulating the setting of open-air fires, including establishing the times during which open air fires may be set. The Ministry of Natural Resources and Forestry (MNR) may, under extraordinary circumstances, provide fire protection support to the Municipalities.



Figure 1: Map of Ontario's fire regions as defined by the Forest Fires Protection Act.



2.1 SNC Fire Prevention Coordinator

SNC appoints **Chris Craig, Senior Forestry Technician** as the Fire Prevention Coordinator. The roles of the Fire Prevention Coordinator include aiding the Municipal Fire Departments with property knowledge, including but not limited to: geographic location, access points, topography, physical/natural features, and fuel type.

Municipal Fire Departments require *SP-103 Municipal Fire Department Wildland Firefighting Training*. The SNC Fire Prevention Coordinator will have the following training: *SP-102 Forestry Industry Wildland Firefighting Training*.

3.0 – Cost of Forest Fire Suppression

The cost of forest fire suppression is borne by the Municipality, as per the FPPA (Part VIII). However, a Municipality may prescribe cost collection from a landowner for fires that are in contravention of a bylaw(s), for example, a fire that is intentionally set without a burn permit. If it can be proven that the fire originated on Crown Land, the cost of suppression is covered by Ministry of Natural Resources and Forestry.

4.0 – Assessment of Forest Fire Risk

Several factors were considered to assess the risk of ignition and rate of spread of forest fire on SNC owned property. The following criteria were used to evaluate the level of forest fire risk on each of SNC's forest properties based on the probability of ignition and/or rate of spread.

4.1 Fire History

The historical frequency and severity of fires within the SNC jurisdiction provides an indication of the level of risk that is associated with SNC owned properties. There have been three documented fires on SNC properties since 1961, including: two small grass fires that occurred on recently planted sites; and a third fire which occurred in a young plantation. A wildfire occurred in the Newington Bog in the late 1990's and, although not on SNC property, SNC assisted in the fire suppression effort.

From an historical perspective, the risk of fire on SNC owned property is low, having three small fires of less than 1 acre per occurrence in over 5 decades.



4.2 Fuel Type

The type of forest cover, associated understory vegetation, and the usual thickness of the duff layer provide an indication of the likelihood of ignition, rate of spread and the probable intensity of a forest fire. It should be noted that under extreme fire conditions, all fuel types have a much higher probability of ignition, with faster rates of spread and a higher likelihood of intense fires.

Due to the size and distribution of the SNC jurisdiction, some generalizations have been made in order to assess the fuel types that occur in this region. The main fuel types have been grouped as follows:

1. Wetlands – This fuel type includes areas that have standing water for most of the year and support mainly herbaceous and shrub growth with few, if any trees (e.g. peat bogs, fens, marshes, alder swamps, etc.). These areas pose little fire concern except under extreme conditions. If fires do ignite on these sites, they tend to burn underground and can be some of the most difficult fires to suppress (e.g. Newington Bog Fire).
2. Grasslands and Poorly Stocked Forests – This fuel type includes areas where herbaceous vegetation dominates. It also includes forest areas where less than 40% of the area is covered by trees > 3 meters in height (i.e. barren and scattered). Prior to green-up, these sites tend to be a high risk of ignition and have the potential to spread rapidly. Low intensity fires can be expected, unless the fire spreads to an area with more substantial fuel loading.
3. Poplar and Intolerant Hardwoods – This fuel type includes poplar, white and grey birch, red maple and other deciduous trees primarily on fresh-moist sites, but it can occur across the full range of moisture regimes. The understory tends to be dominated by deciduous trees and shrubs. There is minimal risk of ignition and spread on these sites except under extreme drought, and leafless conditions.
4. Tolerant and Lowland Hardwoods – This fuel type is composed of upland deciduous forests and treed swamps that are dominated by deciduous trees. Little or no surface fuels exist in this forest type and the duff layer is shallow with limited fuel for combustion. Self-pruning in these areas is good and there are few dead limbs below the live crown which is typically above 7 meters. This forest type is a low risk for fire ignition and rate of spread can be expected to be slow. There would be increased risk of ignition and spread in the spring before green-up, especially in areas with greater leaf litter accumulation (i.e. oak dominated sites) or areas with heavy herbaceous accumulation. However, even under very dry spring conditions, a fire in this fuel type could be expected to



progress slowly and would most likely be of low intensity.

5. Lowland Coniferous – This fuel type is composed of treed swamps that are dominated by naturally occurring coniferous trees (e.g. cedar, tamarack, spruce) and conifer plantations on wet sites (e.g. tamarack). These areas are typically low stocked with gaps in crown closure. Surface fuels on these sites are minimal and the duff layer is shallow. The coniferous trees in these stands typically have dead limbs right to the forest floor which would allow for fire to climb into the crowns under the right weather conditions, but stocking gaps would result in a spotty burn. The risk of ignition would be low under normal conditions due to flooding that is common prior to green up. A fire could be expected to progress slowly and would likely be of low intensity due to inconsistent fuel distribution.
6. Upland Coniferous – This fuel type primarily occurs on fresh-moist upland sites that are dominated by naturally occurring coniferous trees (e.g. spruce, balsam fir, cedar, white pine, hemlock, etc.), often mixed with deciduous trees (e.g. poplar, white birch, red maple, etc.). The duff layer on these sites is shallow and surface fuels are limited. Self-pruning is generally good and ladder fuels are not abundant, except where the understory is dominated by coniferous trees and shrubs. The risk of ignition and spread are quite high in the spring and fall but drops significantly after green-up. A moderate intensity fire could be expected on these sites in the spring or fall.
7. Mature Pine Plantation – This fuel type includes Scots, jack, red or white pine dominated plantations usually more than 25 years of age, primarily on dry-fresh upland sites. Most of these areas are well-stocked and exhibit good self-pruning or have been manually pruned and crown height is more than 7 meters from the ground. Needle litter is continuous, there is minimal down and dead material and hardwood regeneration is common. Slow moving, low intensity fires could be expected on these sites with minimal damage to the over story trees.
8. Immature Pine Plantation – The fuel type includes Scots, jack, red and white pine dominated plantations usually less than 25 years of age, primarily on dry-fresh upland sites. Most of these sites have not reached or have just reached full site occupancy. In most cases, self-pruning or manual pruning has not occurred or is only partially complete. As a result, crown height is less than 7 meters from the ground, often with limbs right to the ground. These sites are quite volatile and rapidly spreading, intense fires can be expected.
9. Spruce Plantation – This fuel type is characterized by well stocked plantations on fresh-moist sites with a thin duff layer and very little surface fuel. Understory vegetation is absent except where there are gaps in stocking. Most trees have



limbs right to the ground, which would facilitate crowning. Slow moving, low intensity fires can be expected under low and moderate fire danger. Under higher fire danger indices, this fuel type is quite volatile and would result in an intense, rapidly spreading fire.

10. Upland Cedar – This fuel type is composed of pure cedar stands on fresh-moist sites, occasional associates are poplar, maple, hemlock and white pine. These areas have a thin duff layer and little or no surface fuels to support a fire. Understory vegetation is absent except where there are gaps in stocking. Self-pruning on these sites is very good. Due to the general lack of surface and ladder fuels, slow moving, low intensity fires could be expected on these sites.

Recent harvest activity (i.e. < 5 years) increases fuel loading and can increase the risk of ignition, rate of spread, and intensity. However, SNC employs partial cutting systems and slash build up after harvest tends to be scattered and discontinuous which results in a “spotty” burn. In addition, SNC’s operational standards keep slash build up to a minimum and encourage rapid decomposition. Finally, it should be noted that unmanaged forests tend to have more fuel build up over time than managed forests, since the trees that typically die and become fuel are those that are normally targeted for removal in a managed forest.

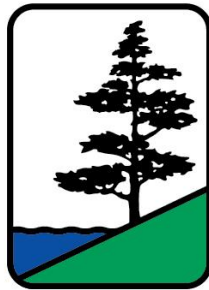
5.0- Factors Affecting Fire Prevention and Suppression

5.1 Emergency Response and Property Location

Emergency response time can vary and is largely dependent on the proximity of the property to a Municipal Fire Station.

5.2 Forest Access Roads and Trails

SNC does not maintain fire roads to all properties. All SNC trail locations are accessible for use by the Municipal Fire Departments. This does not imply that all SNC properties have access routes.



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Executive Summary

The South Nation Conservation (SNC) 2020 Flood Contingency Plan was prepared following the provincial standards established in the *Ontario Flood Forecasting and Warning: Implementation Guidelines for Conservation Authorities and Ministry of Natural Resources and Forestry's* document. The Flood Forecasting and Warning Program is part of the Ministry of Natural Resources and Forestry's Emergency Response Plan that describes how to respond in the event of flood conditions. To reduce the risk of loss of life, injury and property damage, SNC strives to provide flood warning messages with enough lead time for municipalities and the public to take action.

Messaging

Three types of flood messages may be issued by SNC depending upon the situation. From least to most urgent, they are:

| | | |
|--------------------------------|-------------------------|--|
| WATERSHED CONDITIONS STATEMENT | Water Safety Statement | General notice of high flows, melting ice or other factors which could be dangerous for users such as boaters, anglers and swimmers, but flooding is not expected. |
| | Flood Outlook Statement | General notice of the potential for flooding based on weather forecasts calling for heavy rain, snow melt, high winds or other conditions. |
| FLOOD WATCH | | There is the potential for flooding within specific watercourses and municipalities. |
| FLOOD WARNING | | Flooding is imminent or occurring within specific watercourses and municipalities. |

Roles and Responsibilities

- **Ministry of Natural Resources and Forestry (MNRF):** Will maintain a provincial flood warning system to alert Conservation Authorities.
- **South Nation Conservation (SNC):** Will maintain a flood warning system throughout its jurisdiction for alerting municipal representatives, the media, local police, the Ontario Provincial Police and the MNRF.
- **Municipalities:** Municipalities are responsible for responding to a flood. When a flood event occurs, it is the responsibility of the municipality to implement their Emergency Response Plan, or similar.



Communication

- SNC shall maintain lines of communication between municipalities and appropriate agencies during a flood event.
- Any questions or feedback regarding this plan or other aspects of dealing with flood emergencies may be directed to SNC. SNC's Flood Forecasting and Warning team may be reached by phone: 1-877-984-2948 or email: waterwatch@nation.on.ca. See **Appendix A** for additional contact details.

1.0 Background

Flood Forecasting and Warning is part of the Ministry of Natural Resources and Forestry (MNRF) Emergency Response Plan, which was developed in accordance with Ontario's *Emergency Management & Civil Protection Act*. The Emergency Response Plan describes the services provided by the MNRF and its partners in response to flood conditions and how to respond in the event of flood conditions. To reduce the risk of loss of life, injury and property damage, South Nation Conservation (SNC) strives to provide flood warning messages with enough lead time for municipalities and the public to take action.

As the leading agency, the MNRF delegates to Conservation Authorities, such as SNC, the responsibility for monitoring water levels and conducting flood forecasting and warning at a local level. The goal of the Conservation Authorities is to provide the greatest lead time possible for municipalities to react in order to reduce the risk of loss of life, injury and property damage as a result of flooding.

The SNC 2020 Flood Contingency Plan was prepared following the provincial standards established in the *Ontario Flood Forecasting and Warning: Implementation Guidelines for Conservation Authorities and Ministry of Natural Resources and Forestry* document prepared by the Provincial Flood Forecasting and Warning Committee (2008).

2.0 Purpose of the Plan

The purpose of this plan is to summarize the course of action that will be taken by SNC if a flood event threatens to occur, or does occur, in SNC's jurisdiction (see **Figure 1**).

One of the responsibilities of SNC is to maintain a flood warning system throughout the jurisdiction to alert municipalities, counties, media, local police, Ontario Provincial Police, MNRF and other stakeholders of flood threats.



The purpose of SNC's flood warning system is two-fold:

1. To provide advance notice of flood conditions to member municipalities and the public so that municipal officials and citizens can respond in a timely manner to avoid or minimize the loss of property.
2. To provide on-going updates of flood forecasts and watershed conditions during a flood event.

Flood forecasting is a provincially mandated service provided to municipalities by Conservation Authorities. SNC maintains a network of flood forecasting stations and monitors weather and flood information in order to notify municipalities of potential or imminent flood conditions.

In this role, SNC acts in an advisory capacity only, providing continuous monitoring of flood conditions. SNC is not responsible for flood response other than in the operation of its own water control structures. During a flood situation, SNC's office will be available to monitor water levels and weather conditions on a 24-hour basis, as required. See Appendix A for SNC staff contact details.

Municipalities are responsible for responding to an impending flood. If a municipality declares a state of emergency, the MNRF becomes the lead ministry responsible for flooding emergencies.

This plan will be revised, updated and sent to the emergency contacts distribution list by SNC, on an annual basis. The list includes emergency contacts from:

- Member Municipalities and Counties;
- MNRF Surface Water Monitoring Centre;
- MNRF Kemptville;
- MNRF Provincial Response Centre;
- Emergency Management Ontario;
- Ontario Provincial Police (OPP);
- Other stakeholders: Ontario Power Generation, Hydro Quebec, Laplante Hydro Station, etc.;
- Neighbouring Conservation Authorities; and
- SNC Staff and Board Members.



3.0 Roles and Responsibilities

As per the MNRF's Flood Forecasting and Warning Guidelines, the following describes the roles and responsibilities of the MNRF, SNC and municipalities:

3.1 Ministry of Natural Resources and Forestry

The MNRF will maintain a provincial flood warning system to alert Conservation Authorities.

To implement its responsibilities, the MNRF will:

- Design approval and maintenance of the basic data collection system and archiving;
- Provide early alerts of major precipitation events;
- Issue Provincial Advisories;
- Provide interpretation of precipitation and runoff forecasting;
- Coordinate programs;
- Respond to a request by a municipality for provincial assistance should the total resources of the municipality be committed or inadequate or the municipality has declared an emergency situation; and
- Coordinate delivery of the provincial response in a declared emergency.

3.2 South Nation Conservation

SNC will maintain a flood warning system throughout its jurisdiction for alerting municipal representatives, the media, local police, the OPP, the MNRF, etc.

To implement its responsibilities, SNC will:

- Operate and maintain a data collection and monitoring network;
- Interpret area conditions affecting flooding, including weather patterns, ice jams, etc.;
- Forecast stream flows and water levels; and
- Prepare flood messages outlined in **Section 6.0** of this document and send to the emergency contacts distribution list.



3.3 Municipalities

Municipalities are encouraged to have their own flood contingency plan, which could incorporate SNC's Flood Contingency Plan. While SNC will provide continuous monitoring of water levels and weather conditions, it is a municipal responsibility to respond to a flood by implementing their own plan. The Municipality is responsible for:

- Developing and maintaining an emergency plan to deal with a flood or other emergencies;
- Liaising with SNC;
- Assessing the flood situation;
- Declaring a municipal emergency;
- In case of municipal emergency, implementing the municipal Emergency Response Plan, or similar, and coordinating the municipal response; and
- Requesting provincial assistance if additional resources are needed.

4.0 Flood Prone Areas

Flood prone areas are low-lying areas that are susceptible to flooding.

Within SNC's jurisdiction, there are six flood prone areas, including (see **Figure 1**):

- Brinston - Oak Valley Area (North & South Dundas)
- Plantagenet - Fournier Area (Nation & Alfred-Plantagenet)
- Bear Brook Area (Cumberland & Clarence-Rockland)
- South Castor Area near Vernon (Osgoode)
- Middle Castor Area upstream of Metcalfe (Osgoode)
- Lords Mills (Augusta & Edwardsburgh)
- St Lawrence River
- Ottawa River

With the expansion of SNC's jurisdiction, additional flood prone areas may exist but are not currently mapped. SNC conducts additional surveillance in these unmapped areas to collect the necessary data for future mapping.

Flooding problems normally occur during the spring runoff from a combination of snowmelt and rainfall. However, flooding can also occur any time of the year with the onset of excessive rainfall or snowmelt.



5.0 SNC Flood Forecasting and Warning System

The goals of flood forecasting and warning are:

- To reduce the risk of loss of life and property damage due to flooding through the issuance of flood messages; and
- To provide information for the safe operation of water control structures.

To accomplish these goals, SNC maintains a Flood Forecasting and Warning System as follows:

A) Monitoring Network and Data Collection System

SNC, in partnership with the MNR and Environment and Climate Change Canada, maintains a network of stream gauges, rain gauges, as well as ice and snow survey sites within SNC's jurisdiction. The data collected can be used to quantify the components of a hydrologic cycle. Monitoring can also include visual inspections of watercourses.

B) Daily Planning Cycle

The Daily Planning Cycle is a series of scheduled tasks, performed daily to ensure that the flood potential can be identified in a timely manner. The Daily Planning Cycle includes the analysis of the following parameters:

- i. Daily water levels and flows collection at 6:00 a.m.;
- ii. Daily check of forecasts for weather conditions, precipitation and temperatures; and
- iii. Snow and ice survey data.

After the Daily Planning Cycle parameters are analyzed, SNC predicts the flood potential (i.e. Low, Moderate or High).

C) Flood Duty Officer

The Flood Duty Officer is a designated SNC staff member responsible for carrying out the Daily Planning Cycle. This individual will be available on a 24-hr basis, seven days a week during potential flood periods. To contact SNC's Flood Duty Officer, see the contact list in **Appendix A**, beginning with the first entry.

D) Messaging

SNC will make every effort to send out flood warning messages with enough lead time to allow member municipalities and the public to respond to a flood. See **Section 6.0** for the types of messages that may be issued by SNC.



6.0 Messaging

Three types of flood messages may be issued by SNC depending upon the situation, (see **Figure 2** for an example). They will be issued by e-mail and made available at SNC's website: www.nation.on.ca. Updates about road closures can also be found on SNC's website. SNC's contact list for Flood Forecasting and Warning can be found in **Appendix A**.

The Provincial Icon will be included on the statements. The statements will be organized by region as follows; South Nation Watershed; Ottawa River; and St. Lawrence River.

6.1 Watershed Conditions Statement

A Watershed Conditions Statement is a general notice of potential flooding or other conditions that pose a risk to personal safety, such as high flows, and unsafe ice. There are two types of Statements:

- **Water Safety Statement:** Indicates that high flows, melting ice or other factors could be dangerous for users such as boaters, anglers and swimmers, but flooding is not expected.
- **Flood Outlook Statement:** Gives early notice of the potential for flooding based on weather forecasts calling for heavy rain, snow melt, high winds or other conditions.

A Watershed Conditions Statement is usually issued before overbank flow occurs, before Spring break-up or any other time of year, as conditions warrant, or as a general reminder of the potential for high flows and unsafe conditions. The Watershed Conditions Statement will be emailed to the emergency contacts distribution list.

Represented as yellow in the Provincial Icon.

Copies of all transmissions shall be maintained at the SNC office in Finch, Ontario.



6.2 Flood Watch

A Flood Watch is issued to notify Municipalities and other primary contacts that the potential for flooding exists within specific watercourses and municipalities. The Flood Watch will include the watershed conditions, the potential impact and a hydro-meteorological forecast. Municipalities receiving a Flood Watch should initiate a check on their municipal emergency plans. The Flood Watch will be emailed to the emergency contacts distribution list.

Represented as orange in the Provincial Icon.

6.3 Flood Warning

A Flood Warning with the title “ACTION” will be issued as a notice that flooding is imminent or occurring within specific watercourses and municipalities. Municipalities receiving a Flood Warning should commence the issuing of warnings to households, businesses and industries, which may be threatened. Municipalities should be referring to their municipal emergency plans.

Flood Warnings shall be emailed to the emergency contacts distribution list and reception confirmed by telephone. When a Flood Warning message has been prepared and the prime method of communication is inoperable, every alternate means of transmission must be considered, whether it is by radio, vehicle or on foot. The back-up communication system shall be the Ontario Provincial Police Communications Unit (1-888-310-1122) or alternatively, a Flood Warning message shall be passed to the local police detachments or municipal police. The officer-in-charge will then be responsible for alerting the proper municipal officials.

Represented as red in the Provincial Icon.

7.0 Lines of Communication

SNC shall maintain lines of communication between municipalities and appropriate agencies during a flood event (see **Figure 3**).

Any questions or feedback regarding this plan or other aspects of dealing with flood emergencies should be directed to SNC (see SNC contacts in **Appendix A**, beginning with the first entry). For more information, visit www.nation.on.ca or email waterwatch@nation.on.ca.

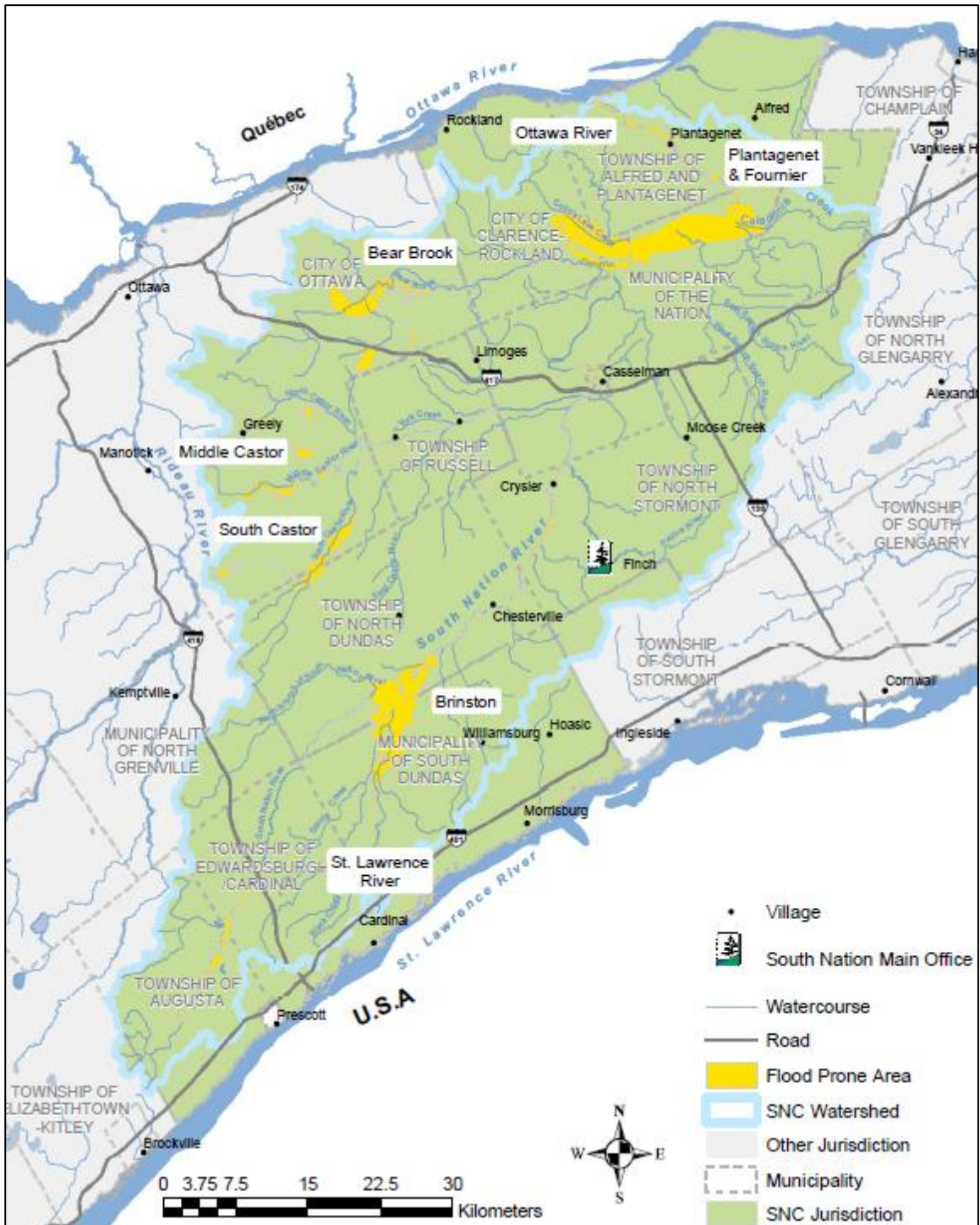


Figure 1: Map of South Nation Conservation's jurisdiction, flood prone areas, and the location of office.



**[WATERSHED CONDITIONS/FLOOD WATCH/FLOOD WARNING] STATEMENT:
REGION [Ottawa River, St. Lawrence River or South Nation Watershed]**

[mm/dd/yyyy]



Weather Forecast:

The weather conditions forecasted by Environment Canada and/or Ministry of Natural Resources and Forestry. Includes information such as approximate precipitation if available and temperature changes.

Environmental Conditions:

Current conditions of the jurisdiction which include water levels, snow conditions, soil conditions, soil moisture and/or current flooding issues or concerns.

Risks:

The potential impacts from the weather forecast, and the environmental conditions pose on public and property safety.

ACTION:

CAUTION TO RESIDENTS ON WHAT TO DO IN THE TIME PERIOD OF THIS STATEMENT.

Duration:

The period which this statement will be in effect for.

SNC monitors the water levels and weather forecasts as part of the Flood Forecasting and Warning Program. Updates are provided as conditions change.

Please visit www.nation.on.ca and to also provide feedback with respect to changes in water related conditions in their local areas. All feedback can be sent to waterwatch@nation.on.ca; posted on our Facebook (/SouthNationConservation), or Twitter (@SouthNationCA).

For more information, please contact Duty Officer's Name at 1-877-984-2948 ext. XXXX.

Figure 2: Example of a flood message distributed to the Flood Forecasting and Warning contact list, which are distributed in both French and English

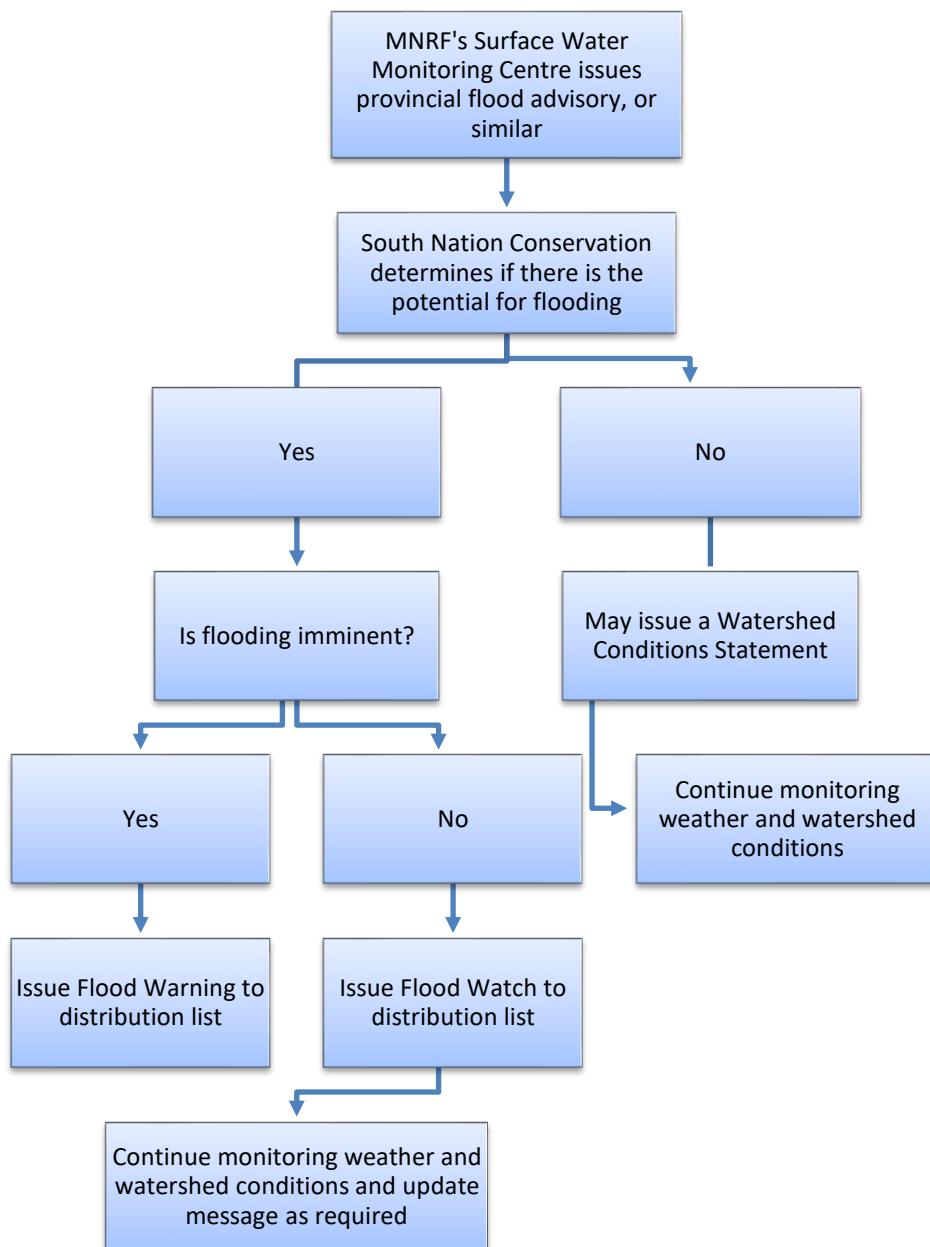


Figure 3: Diagram illustrating how South Nation Conservation will maintain lines of communication between municipalities and appropriate agencies during a flood event.



Appendix A

SOUTH NATION CONSERVATION DIRECTORY

| | BUSINESS | CELLULAR | E-MAIL |
|---|----------------|----------------|--|
| Sandra Mancini <i>Team Lead, Engineering</i> | (613) 984-2948 | (613) 551-3242 | smancini@nation.on.ca |
| Taylor Campbell, <i>Communications Specialist</i> | (613) 984-2948 | (613) 551-7158 | tcampbell@nation.on.ca |
| Omar Kana'n, <i>Water Resources Specialist - Engineering</i> | (613) 984-2948 | (613) 577-3356 | okanan@nation.on.ca |



SOUTH NATION
CONSERVATION
DE LA NATION SUD

Ontario Low Water Response SNC's Water Response Team

May 2020



www.nation.on.ca

00104



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1.0 Map of South Nation Conservation Jurisdiction

Figure 1 illustrates the South Nation Conservation (SNC) jurisdiction and the South Nation River watershed. Stream gauges and weather station locations can also be found on the map, which are used by SNC staff when monitoring the watershed conditions.

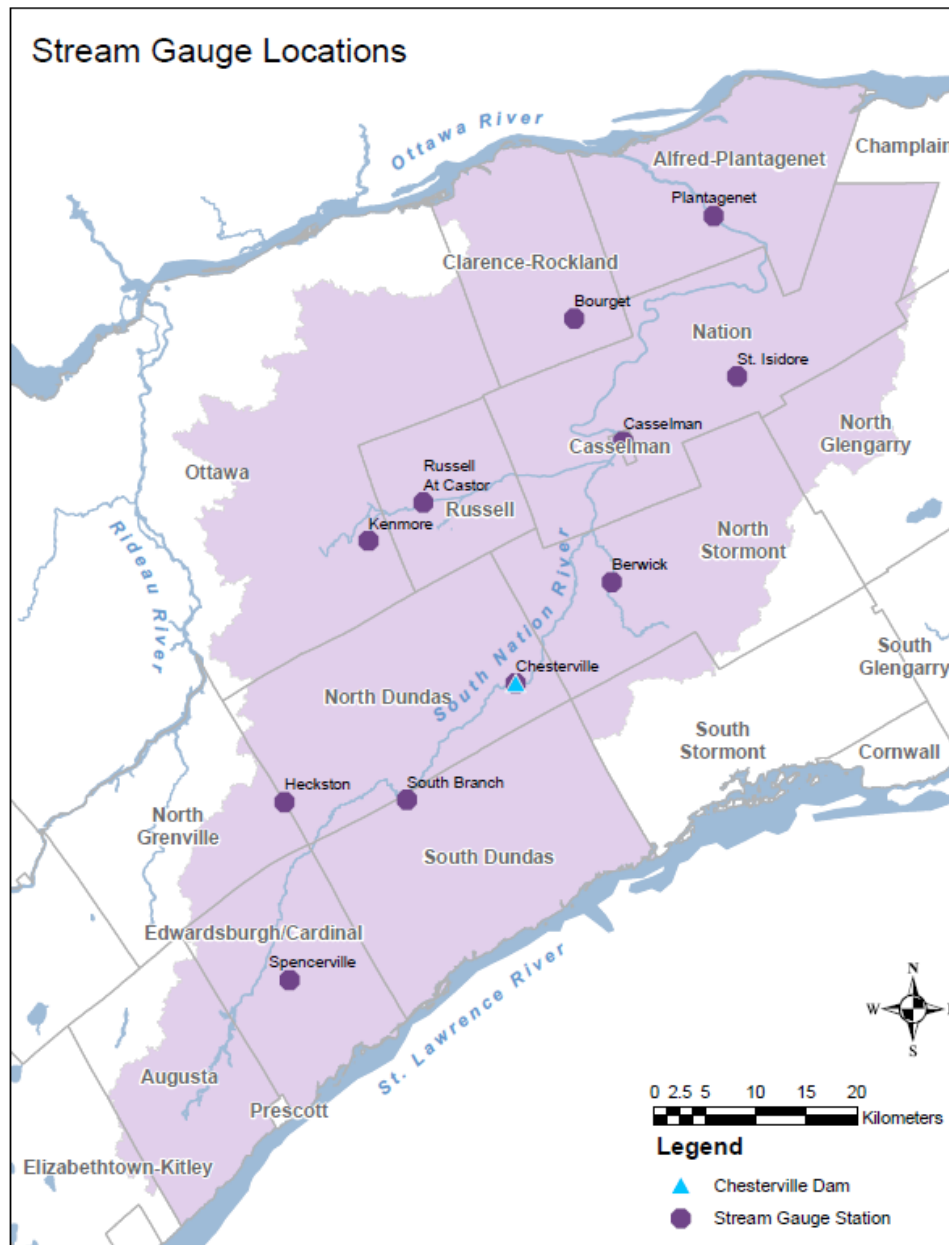


Figure 1: Location of stream gauges and weather stations within SNC jurisdiction



2.0 Ontario Low Water Response Plan

Ontario Low Water Response has been produced to ensure provincial preparedness, assist in coordination, and to support local response in the event of a drought. This plan recognizes the partnership between provincial and local authorities, and that natural resource and environmental management must be approached at both the provincial and local levels. See **Appendix A** for a copy of the plan.

The province provides overall direction for the plan and coordinates policies, science and information systems. In extreme circumstances, support is provided where local declarations of an emergency have been made. At the local jurisdiction, the emphasis of this response plan is directed to collecting information, interpreting policy and delivering programs to minimize the effects of low water conditions.

| Condition | Response |
|--|---|
| Level I <i>Voluntary Conservation</i> | The potential for water supply problems is identified. <i>Target: 10% use reduction</i> |
| Level II <i>Conservation and Restrictions on Non-Essential Use</i> | Minor water supply issues are encountered. <i>Target: An additional 10% reduction, municipal by-laws enacted</i> |
| Level III <i>Conservation, Restriction, Regulation</i> | Supply no longer meets demand. Social and economic impacts are experienced. <i>Target: Reduce/manage water demands to the maximum extent (ex: amend PTTW, new by-laws)</i> |

Table 1: The three low water conditions as part of the Ontario Low Water Response

Currently, there are 2 low water indicators; precipitation and water flow. The 3-month and 18-month averages of these indicators compared to a historical record may indicate if a watershed is experiencing low water conditions (see **Table 2**).

| | Level I | Level II | Level III |
|--------------------|---|---|---|
| Rain | <80% of the monthly average | <60% of the monthly average | <40% of the monthly average |
| Stream flow | <i>Spring:</i> Monthly flow <100% of the lowest average summer month flow | <i>Spring:</i> <70% of the lowest average summer month flow | <i>Spring:</i> <50% of the lowest average summer month flow |
| | <i>Other times:</i> Monthly flow <70% of the lowest average summer month flow | <i>Other times:</i> Monthly flow <50% of the lowest average summer month flow | <i>Other times:</i> Monthly flow <30% of the lowest average summer month flow |

Table 2: The triggers for each low water conditions as part of the Ontario Low Water Response



| Contact Name | Address | Telephone Number | Fax Number | E-mail Address |
|--|--|------------------------------|----------------|--|
| Bill Smirle SNC Chair | | | | Wilson.smirle@sympatico.ca |
| Doug Thompson SNC Past Chair | | | | dthompson@nation.on.ca |
| Provincial Government | | | | |
| Vacant Ministry of Natural Resources Partnership Specialist Kemptville District | 10 Campus Dr PO Box 2002 Kemptville, ON K0G 1J0 | (613)-258-8212 | | |
| Terrence Sauvé OMAFRA Coordinator | P.O. Box 430 Alfred, ON K0B 1A0 | (613) 679-4703 | 613-679-0929 | terrence.sauve@ontario.ca |
| Amadou Thiam OMAFRA | P.O. Box 430 Alfred, ON K0B 1A0 | (613) 679-4292 | 613-679-0929 | Amadou.thiam@ontario.ca |
| Michael Seguin Supervisor | 113 Amelia Street, 1st floor Cornwall, ON | (613) 933-2375 | 613- 933-6402 | michael.seguin@ontario.ca |
| Municipal Government | | | | |
| Ryan Polkinghorne City of Ottawa Surface Water Management Services | Surface Water Engineering Support Services, Surface Water Management Services Branch City of Ottawa 655 Shefford Road | (613) 580-2424 ext. 28008 | | ryan.polkinghorne@ottawa.ca |
| David Jones City of Ottawa Environmental Business Services Branch | Environmental Business Services Branch City of Ottawa 110 Laurier Avenue West Ottawa, ON K1P 1J1 | (613)580-2424 ext. 21407 | | davidw.jones@ottawa.ca |
| Katherine Beehler Training and Emergency Management Coordinator | United Counties of Stormont, Dundas and Glengarry 26 Pitt Street Cornwall, ON K6J 3P2 | (613) 932-1515 ext 257 | (613) 936-2913 | kbeehler@sdgcounties.ca |
| Louis Prevost Director of Planning | United Counties of Prescott and Russell 59 Court Street L'Orignal, ON K0B 1K0 | (613) 675-4661 ext 7100 | | lprevost@prescott-russell.on.ca |
| Alain L Castonguay Director of Environmental Services | 832 Laval Street Village of Casselman | (613) 764-3139 ext 399 | | acastonguay@casselman.ca |



| Agricultural Community | | | | |
|--|--|-------------------------------------|----------------|--------------------------------|
| Rene Lalonde | 16319 County Road 7 R.R.1 Moose Creek, ON K0C 1W0 | (613) 538-2283 (613) 558-3475 | | denren2016@hotmail.com |
| Jacqueline Pemberton, Dundas Federation of Agriculture | 2824 Pemberton Road RR#1 Inkerman, ON K0E 1J0 | (613) 774-5914 | (613) 720-4756 | pemberton.jacqueline@gmail.com |
| Adrian Wynands | 9332 Branch North Augusta, ON K0G 1R0 | (613) 926-2579 C: (613) 213-1971 | (613) 926-0856 | a.wynands@sympatico.ca |
| Special Interest | | | | |
| Dawn Crump Process and Compliance Technician | Ontario Clean Water Agency P.O. Box 460 Chesterville, ON K0C 1H0 | (613) 448-3098 | (613) 448-1616 | Dcrump@ocwa.com |
| Estella Rose | 10834 County Rd. 43 R.R. #2 Mountain, ON K0E 1S0 | | | eeterose@magma.ca |
| Gib Patterson, President, Emerald Links Golf, and Country Club | 6357 Emerald Links Drive Greely, ON K4P 1M4 | (613) 822-6353 (613) 822-3322 | (613) 822-7801 | gibpat@emeraldlinks.com |
| SNC Staff | | | | |
| Sandra Mancini | Team Lead, Engineering | (613) 984-2948 | (613) 984-2872 | smancini@nation.on.ca |
| Geoff Owens | Regulations Officer | (613) 984-2948 | (613) 984-2872 | gowens@nation.on.ca |
| Omar Kana'n | Water Resources Specialist - Engineering | (613) 984-2948 | | okanan@nation.on.ca |
| Non-Acting Member (still wishes to receive minutes of meetings) | | | | |
| Bruce Shurtleff Director of Plant Operations Parmalat | Parmalat Canada P.O. Box 430 490 Gordon Street Winchester, ON K0C 2K0 | (613) 774-2310 | (613) 774-2685 | bruce_shurtleff@parmalat.ca |
| Michel Kearney Senior Hydrogeologist | City of Ottawa | (613) 580-2424 x 22872 | | Michel.Kearney@ottawa.ca |

Table 3: South Nation Water Response Team



3.0 South Nation Conservation Water Response Team

3.1 Water Response Team Terms of Reference

Terms of Reference
Water Response Team
March 2003

1. Background

The provincial government has prepared a response plan to deal with low water conditions. *Ontario Low Water Response* was created in 2000 and is intended to ensure provincial preparedness, to assist in coordination and to support local response in the event of a drought. The province provides overall direction and coordinates policies, science and information systems and emergency support. At the local jurisdiction, the emphasis is directed to collecting information, interpreting policy, delivering programs and responding to emergencies.

Three levels are used to determine drought conditions in a watershed:

- Level I (warning) - confirmed or determined by conservation authorities
- Level II (conservation) - confirmed or determined by Water Response Teams
- Level III (restrictions) - confirmed or determined by the province

2. Role of the Water Response Team

Water response teams are focused on reacting to current low water conditions. Long term drought prevention efforts must be developed and are the responsibility of existing water management agencies and users.

South Nation Conservation's Water Response Team (WRT) will use a combination of water data, provincial and local legislation, communication techniques and local tools to advocate for conservation. The WRT will provide a coordinated response from provincial, conservation authority, private and special interest water managers and users. Members of the team will work cooperatively, sharing all information and being accountable. In cases of extreme drought, the WRT will ensure that key local and provincial decision-makers participate actively in the process to see that water allocation decisions are understood, supported and enforced.

3. Areas Outside SNC Watershed

The WRT is mainly setup for the South Nation River jurisdiction and its member municipalities. However, the WRT has invited representation from municipalities which are outside the SNC jurisdiction. Staff support for these municipalities will continue to be provided by the Ministry of Natural Resources and Forestry (MNRF), Kemptville District Office. The MNRF will be responsible for coordinating activities outside the SNC jurisdiction.



4. Team Membership

The WRT will include provincial, municipal and conservation authority staff as well as representatives for local interests and users. Team membership will include representation from the following sectors:

- Conservation Authority - 2 members
- Provincial government - 3 members (non-voting members)
 - Ministry of Natural Resources and Forestry
 - Ontario Ministry of Agriculture, Food, and Rural Affairs
 - Ministry of the Environment, Conservation and Parks
- Municipal government - 5 members
 - Stormont Dundas and Glengarry
 - Prescott-Russell
 - Leeds and Grenville
 - City of Ottawa
 - Outside of SNC Watershed
- Agricultural Community - 3 members, including 1 from SNC Clean Water Committee
- Special Interest - 2 members (e.g. Industry, OCWA, Ducks Unlimited, Golf Courses)

SNC will appoint the Committee Chair. SNC Chair and Vice Chair are ex-officio members. Membership may increase or decrease based on approval of the WRT.

5. Functions of the Committee:

Responsibilities for team members include attending meetings, communicating back to their sector, sharing relevant data, and using drought management tools. Specifically, the WRT will

- Characterize the watershed
- Identify local water supply needs and concerns
- Identify severity of low water situation/condition
- Recommend water conservation and preservation
- Evaluate effectiveness of local actions
- Provide advice to local provincial decision-makers
- Apply for provincial funding for drought related expenses and projects



6. Frequency of Meetings

- Level I - In consultation with the chair, once a Level I drought condition has been confirmed or determined by SNC, the WRT will be circulated information on watershed conditions and recommended action (i.e. press release, voluntary conservation). SNC staff will continue monitoring watershed conditions and keep the WRT informed.
- Level II - In consultation with the chair, when conditions warrant, the WRT will meet to confirm or determine a Level II drought condition and appropriate action.
- Level III - In consultation with the chair, when conditions warrant, the WRT will meet to discuss asking the province to confirm or determine a Level III drought condition.

7. Administrative Procedures:

- Volunteer members of the Committee will be paid mileage in accordance with current rates of SNC. Mileage will be paid annually only if there is funding available from the MNRF for drought related expenses.
- Decisions of the Committee will be reached by parliamentary procedure.
- Minutes of all meetings will be recorded by SNC staff and distributed to the Committee members for review 1 week prior to the next meeting (whenever possible).
- Meeting agendas will be distributed in advance (whenever possible), complete with appropriate background information of agenda items. The agenda will be prepared and distributed by SNC staff, with consultation with the WRT Chair.
- Telephone or written (fax, email) votes may be accepted at the discretion of the Chair in the case of straight forward decisions to be made which do not justify a meeting.

4.0 Media Contacts

In the event that drought conditions occur, SNC's communications department contains the emergency contact list for 2018. Contacts will be e-mailed about current water conditions and communicate a strong conservation message implementing restrictions through the municipalities on non-essential use.

5.0 Municipal Contact Information

Fifteen municipalities make up the SNC jurisdiction from the United Counties of Prescott-Russell, United Counties of Stormont, Dundas and Glengarry, United Counties of Leeds and Grenville, and the City of Ottawa. **Table 4** lists the municipalities within the region.



| Municipality | Address | Phone | Fax |
|--|---|----------------------------------|----------------|
| Alfred-Plantagenet | 205 Old Highway 17, P.O. Box 350, Plantagenet, ON K0B 1L0 | (613) 673-4797 | (613) 673-4812 |
| Casselman | 751, rue St-Jean, P.O. Box 710 Casselman ON K0A 1M0 | (613) 764-3139 | (613) 764-5709 |
| Champlain | 948 Pleasant Corner Road E, Vankleek Hill, ON K0B 1R0 | (613) 678-3003 | (613) 678-3363 |
| Clarence-Rockland | 1560 Laurier Street, Rockland, ON, K4K 1P7 | (613) 446-6022 | (613) 446-1497 |
| La Nation | 958 Route 500 West, Casselman ON K0A 1M0 | (613) 764-5444 | (613) 764-3310 |
| Russell | 717 Notre-Dame Street, Embrun, ON, K0A 1W1 | (613) 443-3066 | (613) 443-1042 |
| Augusta | 3560 County Road 26, R.R. #2, Prescott, ON, K0E 1T0 | (613) 925-4231 | (613) 925-3499 |
| Edwardsburgh- Cardinal | 18 Centre Street, P.O Box 129 Spencerville, ON, K0E1X0 | (613) 658-3055 | (613) 658-3445 |
| Elizabethtown-Kitley | 6544 New Dublin Road Addison, ON, K0E 1A0 | (613) 345-7480 | (613) 345-7235 |
| North Grenville | 285 County Road #44, P.O. Box 130, Kemptville, ON K0G 1J0 | (613) 258-9569 | (613) 258-9620 |
| North Dundas | 636 St. Lawrence Street, P.O. Box 489, Winchester, ON K0C 2K0 | (613) 774-2105 | (613) 774-5699 |
| North Glengarry | 90 Main Street P.O. Box 700 Alexandria, ON K0C 1A0 | (613) 525-1110 | (613) 525-1649 |
| North Stormont | 15 Union Street, P.O. Box 99 Berwick, ON, K0C 1G0 | (613) 984-2821 | (613) 984-2908 |
| South Dundas | 34 Ottawa Street P.O. Box 740 Morrisburg, Ontario, K0C 1X0 | (613) 543-2673 | (613) 543-1076 |
| South Stormont | P.O. Box 84, 2 Mille Roches Road, Long Sault, ON K0C 1P0 | (613) 534-8889 | (613) 534-2280 |
| City of Ottawa | 110 Laurier Avenue West, Ottawa, ON, K1P 1J1 | (613) 580-2400 or (866) 261-9799 | (613) 230-5808 |
| United Counties Leeds Grenville | 25 Central Ave., W., Suite 100, Brockville, ON, Canada, K6V 4N6 | (613) 342-3840 | (613) 342-2101 |
| United Counties Prescott Russell | 59 Court Street, P.O. Box 304, L'Original, ON, K0B 1K0 | (613) 675-4661 | (613) 675-1007 |
| United Counties Stormont, Dundas Glengarry | 26 Pitt Street, Cornwall, ON K6J 3P2 | (613) 932-1515 | (613) 936-2913 |

Table 4: Contact information for the municipalities within SNC jurisdiction



South Nation Conservation maintains an Emergency Contact list containing: media outlet information, municipality contacts, and neighbouring conservation authority contact information.

5.1 Current Municipal By-laws

During a low water condition, the municipalities are asked to activate their water conservation by-laws, if available. **Table 5** summarizes the current by-laws and their requirements.

| Municipality | By-Law Number | Requirements |
|------------------------|---------------|---|
| Alfred and Plantagenet | #86-97 | Summer Watering by-law Between June 1st and September 30th: Residents in odd numbered buildings shall be permitted to water lawns and gardens on odd numbered days between 7-10pm. Residents even numbered buildings shall be permitted to water lawns and gardens on even days between the hours of 7-10pm. |
| Clarence Rockland | #2000-43 | Prohibit Wrongful Use of Water. No person shall run water wastefully as supplied by water works. No person shall water newly installed grass until a permit has been issued. <ul style="list-style-type: none">• Urban area: Between May 1st and September 30th, odd civic addresses allowed to water lawns etc. 'Tuesday, Thursday, and Saturday' between 8-10pm. Properties with even civic addresses allowed to water lawns etc. on 'Monday, Wednesday and Friday' between 8-10pm.• Hamlet area: between May 1st and September 30th, no watering lawns, gardens or flowers, no public car wash, no filling of privately owned swimming pools through water works.• No person may fill up privately owned swimming pools by water works. |
| Nation | #63-2003 | Watering: Between June 1 st and September 30 th , persons at odd numbered buildings are permitted to water on odd numbered days between 7-10 pm. Persons at even numbered buildings are permitted to water on even numbered days of the month between 7 and 10 pm. Persons watering manually are permitted to water at any time. Total ban on watering may occur in emergency situations such as a drought, etc. |
| South Dundas | #2006-41 | Conditions of Water Use: The use of water irrigation is limited between the hours 7pm-7am. The water use for irrigation shall not exceed five hours in a twenty-four hour period. Irrigation is restricted to even numbered houses watering on even numbered days of the month and odd numbered houses may water on odd numbered days of the |



| Municipality | By-Law Number | Requirements |
|-----------------|---------------|--|
| | | month. The Township may by resolution restrict outdoor water usage as and when deemed necessary |
| Casselman | #2001-032 | Lawn Watering: Year-round, residents having even-numbered civic addresses may lawn/garden sprinkle on Monday and Thursday from 7-8pm only. Residents having odd-numbered civic addresses may lawn/garden sprinkle on Tuesday and Thursday from 7-8pm only. Lawn watering is prohibited at all times on Wednesday, Saturday and Sunday. |
| Russell | #84-99 | Water Restrictions: Year-round, odd-numbered homes may water lawns, etc. on Tuesdays and Thursdays between 7-9pm. Even-numbered homes may water lawns, etc on Mondays and Wednesdays between 7-9pm. Watering or car washing may be done at any time with a hand held hose. The Superintendent is authorized to suspend all lawn or garden sprinkling entirely. |
| South Stormont | #2007-18 | Water Restrictions: Water use for Landscape and Irrigation purposes are restricted to even numbered houses watering on even numbered days of the month and odd numbered houses may water on odd numbered days of the month between the hours of 6:00 pm and 10:00 am. No person shall use or permit to use municipal water for landscape irrigation or the filling/refilling of swimming pools except as follows: <ul style="list-style-type: none">• A person may water flowers, shrubs, trees or vegetables on days other than and including their designated Watering Day, provided the watering is done using a hand-held container;• Commercial Garden Nurseries and Commercial car washes and car dealerships conducting business in the Township may use municipal water for the purpose of conducting business;• All public recreational parks, if failure to water will result in permanent loss of plant material or adversely affect public safety, may use municipal water as deemed necessary;• Other uses as identified by the Public Works Manager or designate may use municipal water as deemed necessary from time to time. The Public Works Manager, by public announcement, may impose further temporary water conservation restrictions as required. |
| North Grenville | | Do not have any water conservation by-laws in place. They will institute measures at the time of an incident if and when required |



| Municipality | By-Law Number | Requirements |
|-----------------------|---------------|---|
| North Stormont | | Do not have any water conservation by-laws in place. They will institute measures at the time of an incident if and when required |
| Edwardsburgh-Cardinal | | Do not have any water conservation by-laws in place. They will institute measures at the time of an incident if and when required |
| Champlain | | Do not have any water conservation by-laws in place. They will institute measures at the time of an incident if and when required |
| Augusta | | Do not have any water conservation by-laws in place. They will institute measures at the time of an incident if and when required |

Table 5: Water conservation by-laws of the municipalities within SNC jurisdiction

6.0 Brochures

See **Appendix B** for flyers and brochures providing information on the Ontario Low Water Response plan, water conservation practices, etc.

The brochures include the following:

- Ontario Low Water Response 2010
- Water Conservation Tips for Industry
- Managing your Water Well in Times of Water Shortage
- How to Prepare for Irrigation during Water Shortages
- 10 Ways to be More Water Wise