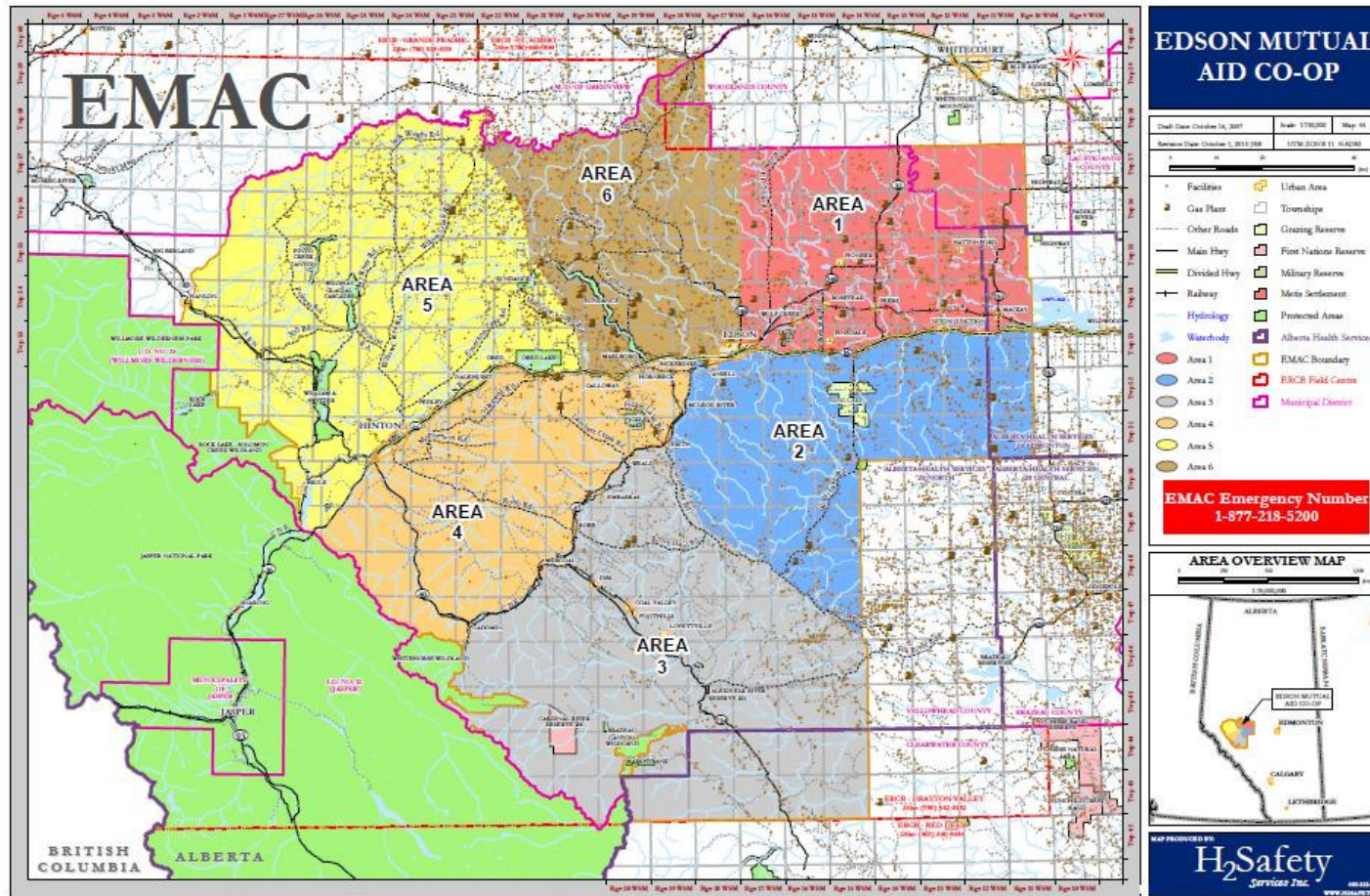


**EDSON MUTUAL AID  
COOPERATIVE**

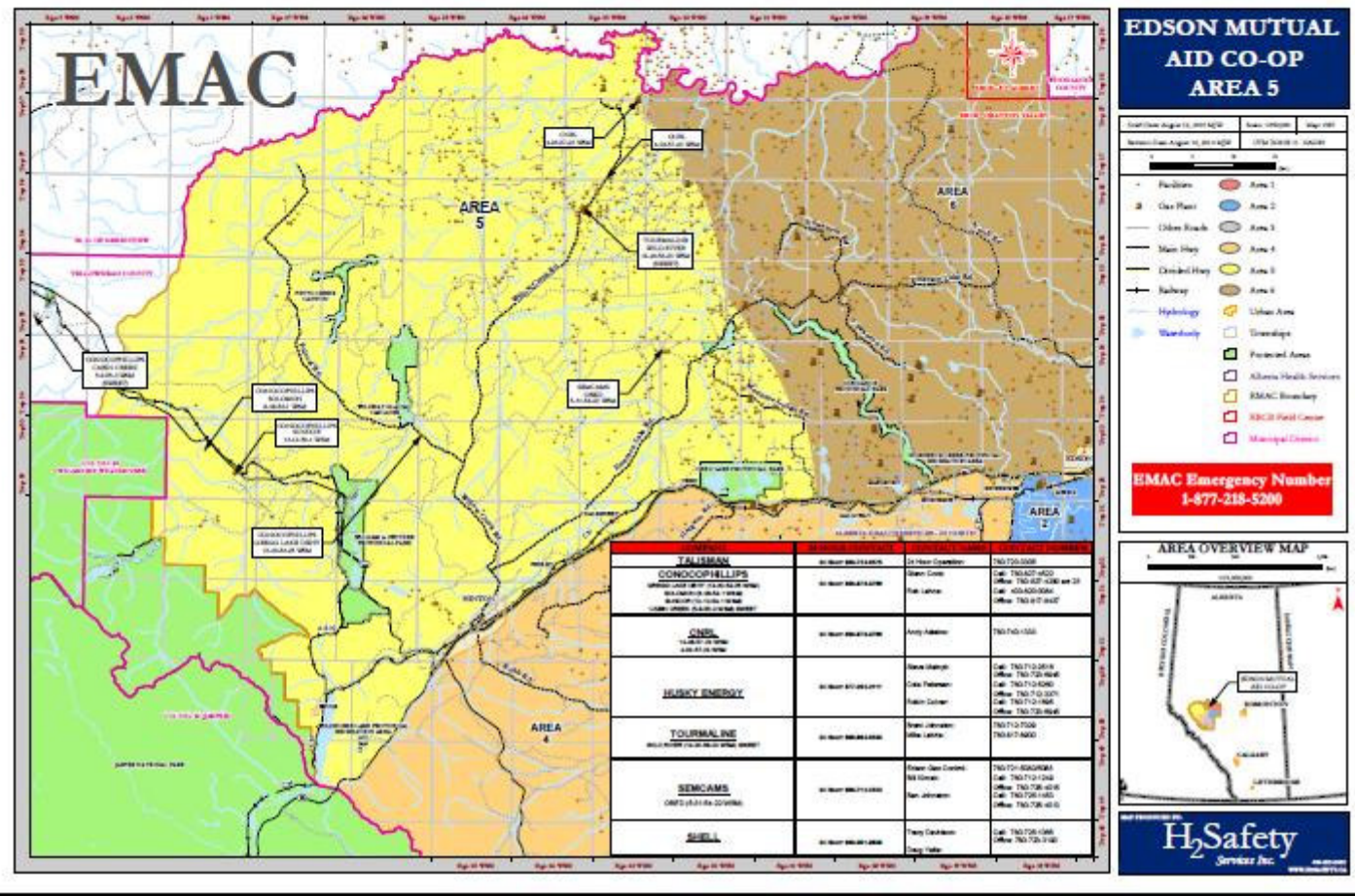
**EMAC AREA**

**Includes ROBB, EDSON,  
HINTON & area south  
of FOX CREEK**

# Map of EMAC - 6 Zones



# SHELL DEEP BASIN is AREA 5 LEAD



# Procedures for EMAC Call:

- The EMAC Answering Service When a call is received they will
  1. Record in the EMAC emergency logbook the specifics of the complaint. (5 W's as well as wind and weather conditions).
  2. Determine which area the complaint/emergency is coming from, as per the predetermined sub-areas on the map (1,2,3 etc). Known as areas.
  3. EMAC Answering Service contacts the Area Lead with appropriate information.
    - Nature of the complaint: odor, injury, fire, property damage, spill/emission, LSD location, facility name, landmarks, road directions.
    - Any other information offered and obtained from caller.
    - Name and contact number for original caller.
  4. Some Area Lead contact numbers take the caller to a switchboard or answering service. If this is the case, EMAC Answering Service must speak direct to the person that will be assuming the Area Lead duties and explain that it is an EMAC call.
  5. EMAC Answering Service notifies ERCB of potential issue and informs ERCB the Area Lead's name and # that has been contacted.
  6. If a call comes in from outside the defined boundaries of EMAC the answering service will refer the caller to the Drayton Valley ERCB at **1-780-542-5182**.

# Roles and Responsibilities

- **Our Objective:**

- This mutual aid group has been developed to enhance public protection and communication
- through mutual aid response of member companies and associate members in the designated area.
- These are the terms and conditions of this co-operative response support group:

- **Mutual Support**

- The member companies agree to provide to each other, on a best effort basis, the immediate response and/or support in the event of a called in complaint or emergency situation.

- **Emergency Response Support**

- This involves the provision of immediate support from EMAC members to other EMAC members and this may include personnel, equipment, and communication equipment as required for the immediate response support.

- **Responsibility**

- Each member company shall remain principally responsible for the emergency situations involving their operations. Each member company shall have its own corporate and/or site specific Emergency Response Plan (ERP). The member company experiencing the emergency shall be responsible for the coordination and deployment of all emergency response support.

# Area Lead

- When an Area Lead, or designate, receives a call from the EMAC Answering Service they will ensure they fully understand the details of the complaint and, if required, contact required outside resources.
- Area Lead, based on information received and knowledge of the local area, will contact other member companies operating in vicinity of reported emergency.
- Communicate all known information to member companies that are responding and update them as more information becomes available.
- Ensure member companies responding report back any information or status reports on findings.
- If something is found as a result of the response, Area Lead contacts the owner company, member or non-member, to inform them of the situation. Offer assistance if required or requested.
- Area Lead to contact ERCB to inform them who the owner company is and that control has been handed over to the owner company.
- If nothing is found the Area Lead will be empowered to act in a unified command capacity to direct/coordinate any extended search or call a stand down in consultation with ERCB. The Area Lead will contact the EMAC Answering Service to let them know they have completed the review and are standing down.

# AREA LEAD CHECKSHEET

## EMAC Area Lead Checklist

EMAC (Edson Mutual Aid Co-op) ERP (EMAC Ph. 1-877-218-5200)						
✓	ⓘ	Receive initial notification from the 24 Hour EMAC Answering Service				
✓	ⓘ	Verify the Area # from the EMAC Answering Service				
		Area 1	Area 2	Area 3	Area 4	Area 5
✓	ⓘ	Verify that the EMAC Answering Service has notified the ERCB on EMAC's behalf.				
✓	ⓘ	Ensure you have the contact to the member of public that originated the emergency. Contact name and #:				
✓	ⓘ	Identify the parameters of the Emergency:	<ul style="list-style-type: none"> <li>▪ Odor Complaint</li> <li>▪ Explosion Damage</li> <li>▪ Ignitable Release</li> <li>▪ Other:</li> </ul>	<ul style="list-style-type: none"> <li>▪ Injuries</li> <li>▪ Spill Release</li> <li>▪ Facility Security Event</li> </ul>		
✓	ⓘ	Collect all other relevant information:	<ul style="list-style-type: none"> <li>• Any other emergency numbers notified</li> <li>• Nearby public</li> </ul>	<ul style="list-style-type: none"> <li>• If shelter-in-place has been activated</li> <li>• Specific information to the incident (smells, sounds, sights)</li> </ul>		
✓	ⓘ	Once all the information has been gathered, begin phoning the other operators in the area – refer to the EMAC binder for contact information.				
✓	ⓘ	Mobilize nearest known operators to location to verify information and to identify the emergency				
✓	ⓘ	Once emergency has been identified to a specific company, their emergency response takes over – assistance from other companies may be required at this point.				
✓	ⓘ	Keep member companies apprised of findings.				
✓	ⓘ	Ensure to phone the ERCB with any new information throughout the emergency.				
✓	ⓘ	Ensure to phone the member of the public that identified the emergency and give them an update on the situation, ensuring to thank them for utilizing the EMAC 24-hour line.				
<u>Comments:</u>						

# Member Company

- When the member Company receive a call from the Area Lead they will have their representative(s) physically check their facilities/operations in the identified area.
- If something is found on a responding company's own lease, the problem will be addressed or, if needed, their Corporate ERP will be activated and they will inform the Area Lead of status.
- If something is found on another member company's lease, contact Area Lead. Assist the other company if required and/or requested. The owner member company assumes control and responsibility for the situation.
- If something is found on a non-member company's lease, the responding member company will isolate the area and the Area Lead will be advised.
- Continue search of area until something has been found and reported or the Area Lead calls to stand down.

# Request for Support

- When a member company receives a call from their 24 Hr Emergency Line, they will have a company representative(s) physically go out and check their facilities in their area.
- The member company will call the EMAC Answering Service and inform them they have a complaint /emergency call on their Corporate 24 Hr Line and are investigating. If they feel they need help they will request it at this time. The member company will contact the ERCB and inform them that a complaint/concern has been called in and it is currently being investigated.
- If something is found on another company's lease, they will contact the appropriate company. They will assist the other company if required and/or requested. The owner company's ERP may be activated.
- Original company that received the initial call is to inform ERCB of the status and who the owner company is.
- \* Definition: Owner Company: member or non-member company whose operation(s) are experiencing the difficulty.

# Closure

- When the EMAC Answering Service is informed that the complaint has been resolved, they will disclose the callers information to the owner company. The owner company will then be responsible for letting the caller know the status of the situation.
- Owner company notifies ERCB to relay findings.

# **Resident Notification**

- All member Companies will inform residents within their EPZ of the EMAC area and emergency number. Notification of residents will coincide with individual member Company's ERP updates. EMAC, through local newspapers and other public venues, will advertise the EMAC 24hr. number.

# Reporting and Review

- As soon as possible following an incident or call in the answering service will send the original forms to the group chairperson, who will be responsible for appropriate distribution to the group.
- EMAC will meet quarterly to review calls received, members activities and to share emergency response learning's.
- Additional meetings will be scheduled as required on the direction of the chair. (Call a meeting after a major activation to review the process, findings, etc.)