

THE MUNICIPALITY OF THE COUNTY OF RICHMOND
LA MUNICIPALITÉ DU COMTÉ DE RICHMOND

Municipal Emergency Management Advisory Committee

Monday, June 23, 2025

7:00 p.m.

Virtual

AGENDA

1. Call to order
2. Items added to the agenda (Approval of the agenda)
3. Review of Minutes - Re: March 18, 2025
4. Emergency Services Coordinator, Re:
 - a) Comfort Centre/Shelter – Updates
 - b) Emergency Management Guide for Elected Officials and ICS
 - c) Framboise Wildfire
 - d) VVPR and Voyent Alert – Updates
5. Community Evacuation Session – Follow-up
6. Establish a meeting schedule
7. Recommendations to Council
8. Adjournment



Municipal Emergency Management

Advisory Committee (MEMAC)

March 18, 2025

Location: Virtual - Zoom

Present: Warden Lois Landry, Deputy Warden Brent Sampson,
Councillor Amanda Mombourquette, CAO - Troy
MacCulloch, ESC - Steve Marcellus, Shelley David,
Municipal Clerk

1. **Call to Order**

Councillor Amanda Mombourquette called the meeting to order at 6:03 p.m.

2. **Items Added to the Agenda (Approval of the Agenda)**

Moved by Warden Lois Landry, seconded by Deputy Warden Brent Sampson, that the agenda be approved.

Motion carried.

3. **Review of the Minutes - February 10, 2025**

Moved by Deputy Warden Brent Sampson, seconded by Warden Lois Landry, that the minutes of the February 10, 2025, MEMAC meeting be approved.

Motion carried.

4. **Emergency Services Coordinator, Re: Information Items**

a) Emergency Management Brochures

The Committee reviewed and provided feedback on the brochures.

b) Draft – Emergency Management Guide for Elected Officials

- The Committee unanimously agreed to place ISC planning on the next agenda.



c) Comfort Centre Opening List

The Committee reviewed the Comfort Centre Opening List and provided feedback.

- The Committee unanimously agreed to refer the discussion on comfort and emergency centers to budget deliberations.
- The Committee unanimously agreed to have staff contact legal for advice on using non-certified centers during a significant weather event and to investigate the type of insurance the Municipality would require.

d) Voluntary Vulnerable Persons Registry (VVPR) Update

Discussion ensued, and the roll-out date for the VVPR is scheduled for April 1, 2025.

- The Committee unanimously agreed to have staff prepare a standard operating procedure for the VVPR.

e) Voyent Alert Update

Discussion ensued, and the roll-out date for Voyent Alert is April 1, 2025.

5. **Correspondence, Re: Letter from Hon. Kim Masland regarding an update on Municipal Disaster Financial Assistance (DFA) claims.**

For information only.

6. **Recommendations to Council**

n/a

7. **Next Meeting Date**

April 29, 2025, at 6:00 p.m.

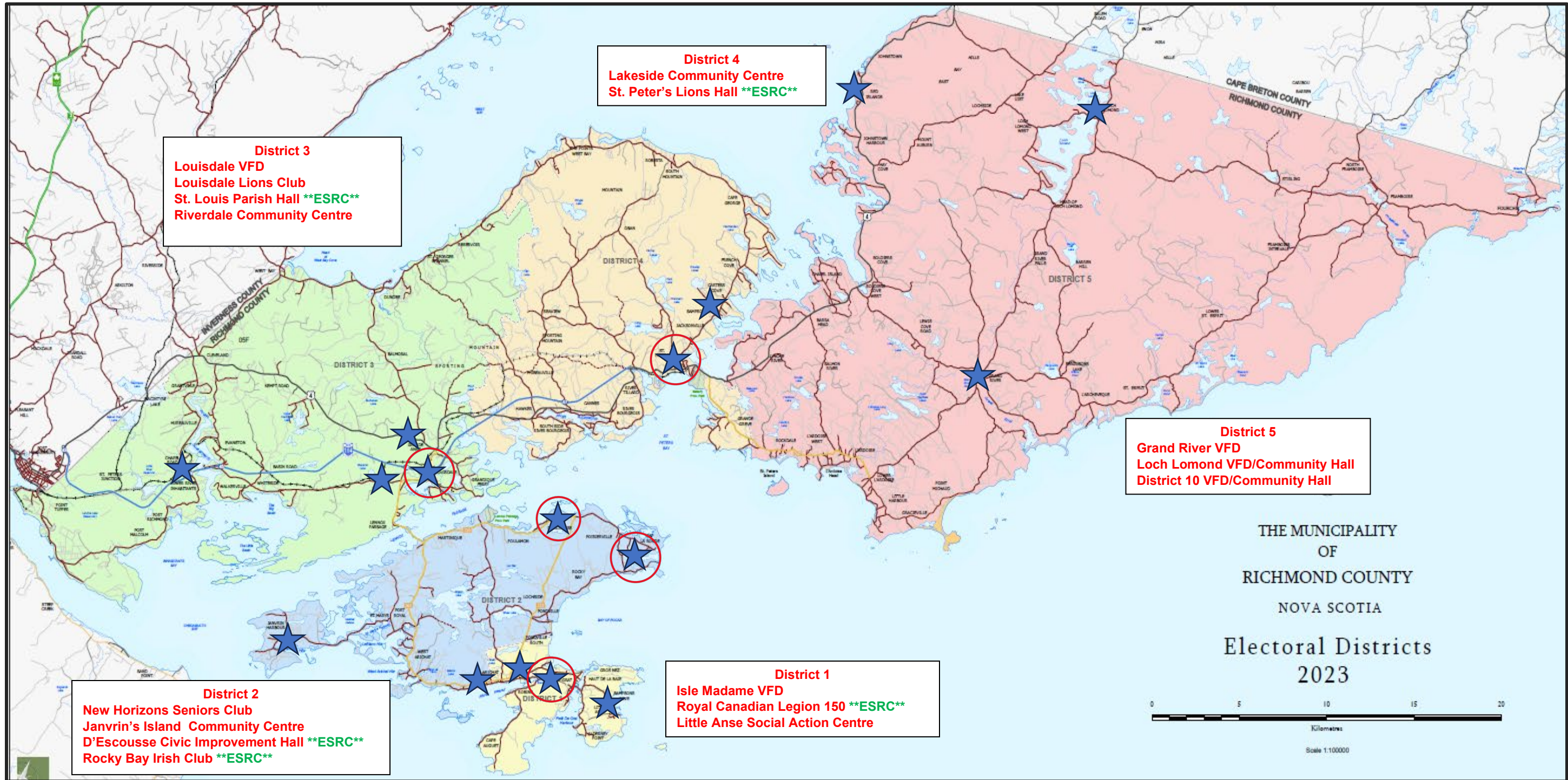
8. **Adjournment**

There being no further business, the meeting was adjourned at 6:44 pm.

Municipal Clerk

Chairperson

Dist	Community / Location	Address	Comfort Centre / Emergency Shelter	Open / Closed	Operating Hours
1	Isle Madame VFD	5125 NS-320, Arichat, NS B0E 1A0		Closed	
	New Horizon Seniors Club	2373 NS-206, Arichat, NS B0E 1A0		Closed	
	Royal Canadian Legion Branch #150	1219 Veteran's Memorial Dr, Arichat, NS B0E 1A0		Closed	
	Little Anse Samson's Cove Social Action Centre	4114 Hwy 206, Little Anse, NS B0E 3C0		Closed	
2	Janvrin Island Community Hall	1442 Janvrin Harbour Rd, West Arichat, NS B0E 3J0		Closed	
	D'Escousse Civic Improvement Hall	320-3276 Main St, D'Escousse, NS B0E 1K0		Closed	
	Rocky Bay Irish Club	751 Rocky Bay Rd, D'Escousse, NS B0E 1K0		Closed	
3	Louisdale VFD	6457 NS-4, Louisdale, NS B0E 1V0		Closed	
	Louisdale Lions Club	3128 Whiteside Rd, Louisdale, NS B0E 1V0		Closed	
	St. Louis Parish Hall	148 Grandique Ferry Rd, Louisdale, NS B0E 1V0		Closed	
	Riverdale Community Centre	106 Vince MacCarthy Dr, Lwr River Inhabit., NS B0E 1J0		Closed	
4	Lakeside Community Center	8598 W Bay Rd, St. Peter's, NS B0E 3B0		Closed	
	St. Peter's Lions Hall	39 Lions Ave, St. Peter's, NS B0E 3B0		Closed	
5	Loch Lomond VFD/Community Hall	3349 Loch Lomond Rd, Loch Lomond, NS B2E 1C5		Closed	
	Grand River Community Hall / VFD	11 Eastside Grand River Rd, Grand River, NS B0E 1M0		Closed	
	District 10 VFD	14799 NS-4, Red Islands, NS B0E 3B0		Closed	





TITLE	LIST OF MUNICIPALITY COMFORT CENTRES
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Municipality of the County of Richmond Comfort Centres	
District	Community / Location
1	Isle Madame VFD P.O. Box 279, 5125, Hwy 320, Arichat, NS, B0E 1A0 Fire Hall: (902) 226-3660 islemadame.63@gmail.com
1	Royal Canadian Legion Branch #150 1219 Veteran's Memorial Drive, P.O. Box 294, Arichat, NS, B0E 1A0 (902) 226-3089 Facebook - Royal Canadian Legion-ISLE MADAME Branch 150
1	Little Anse Social Interaction Centre 4114 Highway 206, Little Anse, NS, B0E 3C0 (902) 226-2001
2	New Horizon Seniors Club 2373 NS-206, Arichat, NS, B0E 1A0 (902) 226-1915
2	Janvrin Island Community Hall 1442 Janvrin Harbour Road, West Arichat, NS, B0E 3J0 info@janvrinisland.ca Facebook - Janvrin's Island Community News
2	D'Escousse Civic Improvement Hall 3276 NS-320, D'Escousse, NS, B0E 1K0 (902) 227-8069
2	Rocky Bay Irish Club 791 Rocky Bay Rd, D'Escousse, NS, B0E 1K0 (902) 226-3463
3	Louisdale VFD P.O. Box 522, 6457 Hwy 4, Louisdale, NS, B0E 1V0 Fire Hall : (902) 345-2157
3	Louisdale Lions Club 3128 Whiteside Rd, Louisdale, NS, B0E 1V0 (902) 345-2379
3	St. Louis Parish Hall 148 Grandique Ferry Road, Louisdale, NS, B0E 1V0 (902) 345-2316 Facebook - Louisdale St. Louis Parish
3	Riverdale Community Centre Lower River Inhabitants, Port Hawkesbury, NS, B0E 2V0 (902) 625-0012
4	Lakeside Community Center Sampsonville, NS, B0E 3B0 (902) 535-2640

4	St. Peter's Lions Hall 32 Lions Ave, St. Peter's, NS, B0E 3B0 (902) 535-2482 StPetersLions@hotmail.com Facebook - St. Peter's Area Lions Club
5	Loch Lomond VFD/Community Hall 1177 Passage Rd, Loch Lomond, NS, B2E 1C4 Fire Hall: (902) 822-3340 lochlomondvfd@outlook.com
5	Grand River Community Hall / VFD 11 East Side Road, PO Box 37, Grand River, NS, B0E 1M0 (902) 587-2966
5	District 10 (Red Islands) VFD 14799 Hwy # 4, Red Islands, NS, B0E 3B0 (902) 535-3375 district10red@outlook.com Facebook - District 10 Red Islands Volunteer Fire Department
Richmond County Municipal Building is the Main ECC Emergency Services Coordinator - 902-226-3990	



THE MUNICIPALITY OF THE COUNTY OF
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RICHMOND

General Overview Guide to Emergency Management for Elected Officials

(Not intended as a complete reference document)

May 2024

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Executive Summary

The Municipality of the County of Richmond is vulnerable to many hazards, ranging from severe storms and flooding to forest fires and power outages. Our Elected officials play a role and share responsibility for ensuring the public safety and welfare of their communities.

Emergency Management operations before, during, and after an emergency or disaster, are essential functions our Elected Officials and local government agencies can influence. Elected officials must have a clear understanding of how government responds to emergencies and disasters, what resources are available, what types of assistance can be provided to citizens, and how much time it may take to deliver that assistance. Elected Officials are sometimes the first to receive a call from the public so they must be able to instill a sense of calm in disaster victims and the public, and temper expectations of what the government can do to aid in the recovery.

A coordinated message to the public between elected officials and emergency management is necessary so people do not receive conflicting information.

This guide is meant to be a general overview of the Emergency Management process to assist our Elected Officials and is not intended as a complete reference document. Contact your Emergency Management person for further information or questions.



Quick Reference Checklist

BEFORE THE DISASTER:

- Reinforce Preparedness Messages
- Become Familiar with Legislation
- Know your area.
- Support Businesses in Knowing their Risks.
- Become Familiar with Municipal Emergency Management Plans

RESPONDING TO THE DISASTER

- Refer Calls to the Appropriate Agencies
- Be Consistent when Talking with the Media
- Stay Safe and Lead by Example in the Impacted Area(s)

AFTER THE DISASTER

- Support Recovery Efforts

Get Prepared



Know the Risks



Make a Plan



Get a Kit

What you need to know

When there is a disaster, the public will turn to leadership in Richmond County for answers and assistance.

While citizens will often turn to their Elected Officials for guidance and assurance during difficult times, Elected Officials have no direct role in Emergency Management.



The following information is intended to guide Elected Officials through individual emergency preparedness steps. By gaining an understanding of the Municipality of the County of Richmond emergency management system and knowing how to best communicate with citizens after disaster hits, Elected Officials can affect the outcome of an emergency in a positive manner.



Nova Scotians are encouraged to be ready to cope on their own for at least the first 72 hours of an emergency.

Elected Officials:

- Attending initial briefings for Situational Awareness.
- The roles and responsibilities of Elected Officials do not include attendance at the Emergency Coordination Centre (ECC) unless specifically requested by the ECC Manager. Visits to the ECC by Municipal Mayors will be coordinated by the ECC Manager.
- Support the ECC Manager in the management of the emergency response and provide strategic direction as requested by the ECC Manager.
- Report to the Chair of the Municipal Emergency Management Advisory Committee (MEMAC) any credible information that comes in from your constituents.
- Be available to meet and discuss a declaration of a State of Local Emergency as recommended by the ECC Manager (Nova Scotia Emergency Management Act).

- Provide advice on the long-term impact of an incident on people, critical infrastructure, the environment, finances, operations, business, industry, and reputation.
- Prepare your homes so that you can be available for duty when the time comes.
- Help spread the Public Safety Information developed by the ECC Information Officer and approved by the ECC Manager (CAO). A **coordinated message** to the public is necessary so people do not receive conflicting information.
- Let the professionals trained in emergency management do their jobs. Understand why it is important that any site visits to the impact area are to be coordinated through the Incident Commander and the Information Officer.
- Unless specifically asked to do so, please do not speak to the media. Follow the communications strategy.
- Do not speculate on what is happening regarding the emergency incident.
- Do not share privileged information that could jeopardize the operation.



In consultation with the Emergency Coordination Centre (ECC), through the ECC Manager:


- Keep the community informed of the situation via Public Information messages developed by the Information Officer and approved by the ECC Manager (CAO)
- Engage with other levels of government for financial and resource support as required.
- Provide briefings to other levels of government.
- Authorize major expenditures as required.

Municipality of the County of Richmond Emergency Services Coordinator

Over time the position of Emergency Management Coordinator evolved to the Emergency Services Coordinator (ESC) and a full-time employee was hired to fill the role, as of September 1, 2022.

The Municipal Emergency Management Plan (MEMP) for Richmond County is based on an all-hazards approach to ensure that the County is prepared for any type of disaster or incident — whether natural or human caused.

Richmond County Hazard Risk Vulnerability Assessment (HRVA)

		Municipality of the County of Richmond Risks and Hazards Matrix				
		Severity				
		What is the Severity of Injuries/ Potential Damages / Financial Impacts				
		1 - Insignificant	2 - Minor	3 - Moderate	4 - Major (Significant)	5 - Severe (Catastrophic)
Likelihood	5 Almost Certain (Highly Probable) Every 5 years or less	Medium	High 1 - Telephone failure	Very High 1 - Power blackout	Very High 1 - Blizzards 2 - Freezing rain 3 - Oil spill / contamination 4 - Storm surge	Very High 1 - Hurricane winds 2 - Major forest fire 3 - Water pollution
	4 Likely Once every 10 years	Medium	High 1 - Major infrastructure failure 2 - Small boat accident	High 1 - Major structure fire 2 - Major road incident 3 - River flood 4 - Extreme heat event	Very High 1 - Long term closure of highways 2 - Epidemic 3 - Major water main break / water shortage 4 - Plane crash	Very High 1 - Ship disaster
	3 Possible (Might Occur) Once every 20-30 years	Low	Medium 1 - Bomb threats 2 - Severe Fog	High 1 - Water shortage 2 - Fuel shortage 3 - Major gas line break 4 - Major frost or freeze 5 - Pipe line - CNG explosion	High 1 - Drought 2 - Cyber attack 3 - Chemical Spill / contamination 4 - Major hailstorm	Very High
	2 Unlikely (Not Expected) Could occur every 50 years	Low 1 - Smog episode 2 - Waste disposal issue 3 - Tsunami/Tidal Wave	Medium 1 - Major gas leak 2 - Hostage incident 3 - Major urban fire	Medium 1 - Tornado	High 1 - Flash flood 2 - Major industrial accident	Very High 1 - Earthquake
	1 Rare Once every 100+ years	Low	Low	Medium 1 - Dam breaking 2 - Civil disobedience	Medium 1 - Actual bombing 2 - Mud or landslide	Medium 1 - Terrorist attack 2 - Radiation fallout

(Richmond County Hazards Analysis 2023-05-17)

Getting Involved Before a Disaster

Reinforce Preparedness Measures with the Public and Prepare Yourself

Elected Officials should **reinforce** messages on the importance of making family communication plans, preparing emergency kits, and maintaining disaster supplies such as food, water, batteries, and first aid supplies.



72 Hour Preparedness

The **72-hour preparedness** message should always be communicated when discussing emergency preparedness with the citizens of Richmond County. If an emergency happens in Richmond County, it may take emergency workers some time to reach residents. All residents of Richmond County should be prepared to take care of themselves and their families for a minimum of 72 hours.



Richmond County has personal disaster preparedness information available through the Emergency Services Coordinator and community sessions are provided on request.

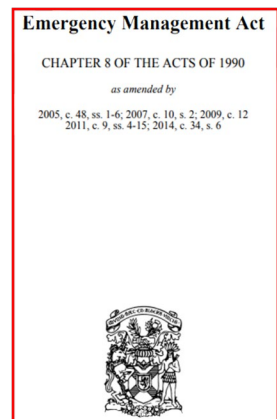
Elected Officials also need to have individual and family plans in place and maintain a current list of contacts and phone numbers they might need during response to a disaster.

Become Familiar with Legislation

Generally knowing how local, provincial, and federal response resources are requested and mobilized gives officials credibility when talking with the public and responding to questions from the media. (States of Local Emergency)

Provincial and federal resources can be requested through the Emergency Management Office of Nova Scotia (NSEMO).

The [Richmond County Municipal Emergency Management By-law \(#50\)](#) provides for the direction and control of the County's emergency operations under the provincial Emergency Management Act.



State of Local Emergency

Through the [Nova Scotia Emergency Management Act](#), the Municipal Mayors/Wardens and Council have the power to declare or renew a state of local emergency, to terminate the state of local emergency and the power to put emergency plans into operation. The process is outlined in the [Richmond County Municipal Emergency Management By-law \(#50\)](#).

The Municipal CAO as ECC Manager, or designate, will make the recommendation to declare a State of Local Emergency. Municipal Mayors/Wardens will call a Special Council meeting and whoever is present within an hour represents a quorum and can make the declaration ([Form 4](#)). If a quorum is not present, the Mayor/Warden of each Municipality has the power to declare a State of Local Emergency ([Form 5](#)). The Declaration will identify specific powers, identify to whom they are delegated and where the powers are in force. The extraordinary powers, outlined in Section 14 of the [NS Emergency Management Act](#), include:

- Seize real or personal property.
- Require qualified person to render aid.
- Control or prohibit travel.
- Restore essential services.
- Cause evacuation.
- Authorize entry without a warrant.
- Cause demolition.
- Procure or fix prices.

The County can declare a State of Local Emergency for seven (7) days; then the declaration must be terminated or renewed. The province does not have to approve the declaration but can veto it.

Support Businesses in Knowing their Risks!

Businesses within Richmond County should have emergency plans to safeguard employees and property and to mitigate the impact of possible disruptions. Elected Officials should encourage businesses to take emergency preparedness steps consistent with existing standards and practices. Small businesses play critical roles in the economy of the County.

Recovery planning for municipal government and industry will increase the chances of economic recovery after a disaster.

Statistics show that approximately 40 per cent of businesses and industries involved in a catastrophic disaster do not reopen; 30 per cent of those that do reopen close within three (3) years (*This is an industry average based on surveys after major disasters such as Hurricanes and Wildfires*).

Familiarization with County Plans

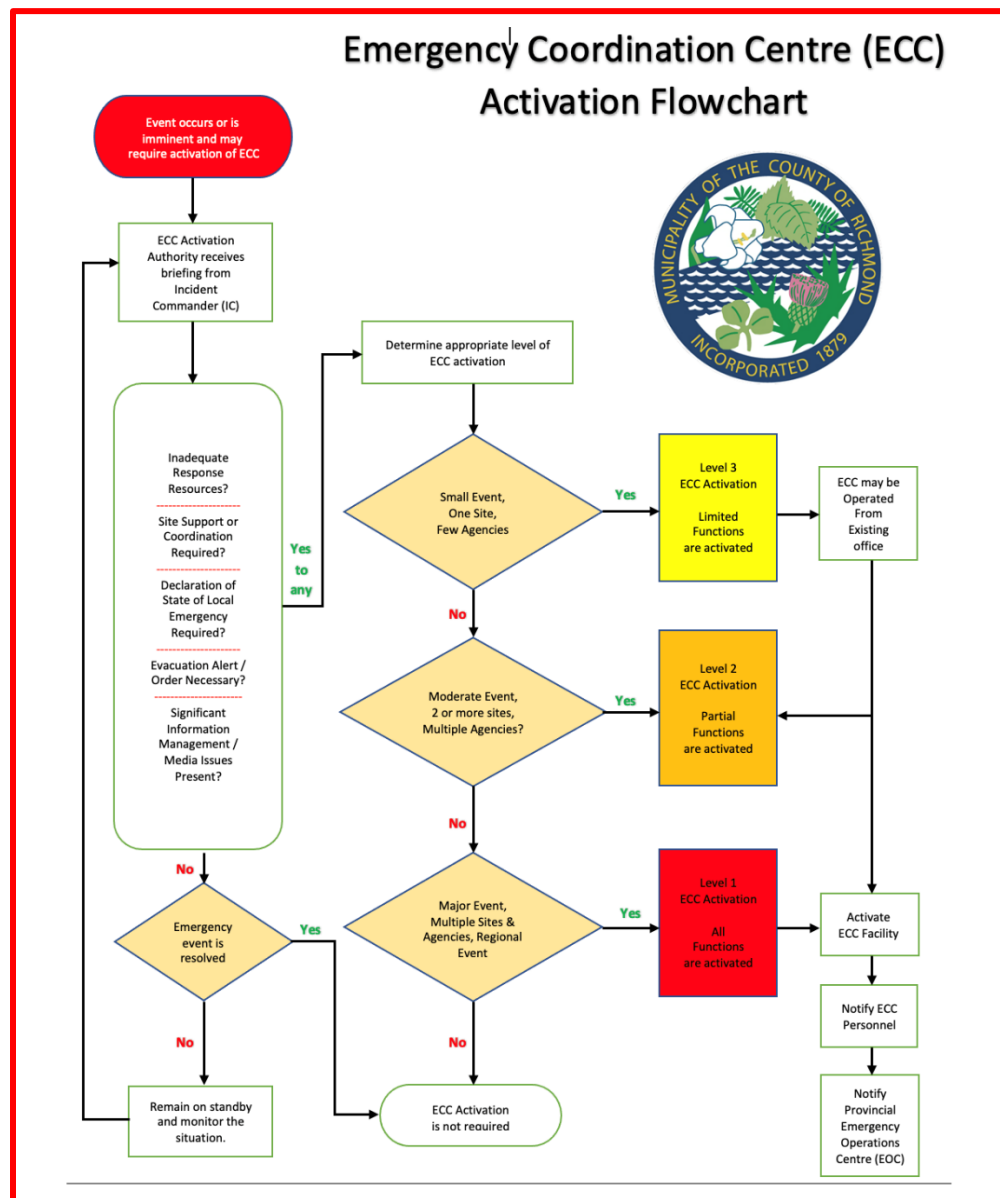
Richmond County has developed a [Municipal Emergency Management Plan \(MEMP\)](#), which is reviewed and updated annually by the ESC.

Emergency Coordination Centre (ECC)

When there is an incident, the Emergency Coordination Centre (ECC) can be activated when the incident size requires support.

Criteria for ECC activation include (but are not limited to):

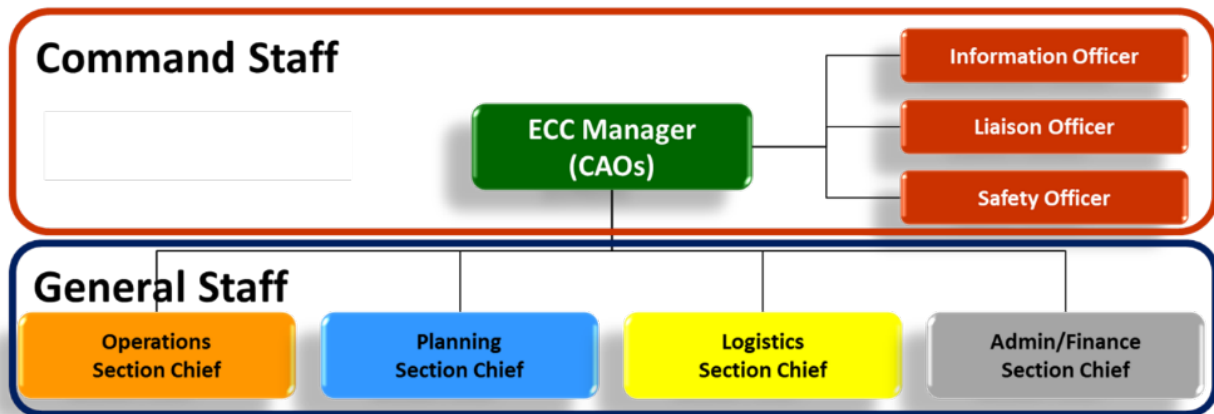
- A significant number of people are at risk, e.g., chemical release that would require immediate or potential evacuation of the surrounding area.
- Potential for prolonged disruption of essential services.
- Immediate or potential threat to life, health, property, or the environment beyond the ability of first responders to handle; and
- Potential for the situation to escalate.



The role of the Emergency Coordination Centre (ECC):

- Coordinate activities and resources in support of the Incident Commander in the field.
- Coordinate and reconfigure municipal services for the remainder of the municipality or agency.
- Coordinate and disseminate information to the public, during and immediately following an incident.
- Provide policy direction.
- Establish priorities and strategies.
- Collect, analyze, and display information related to the incident and
- Plan for recovery, short and long-term.

The ECC is staffed with Municipal staff and supporting organizations from across Richmond County under the Incident Command System.



- Incident specialists to support tactical actions
- Take all incoming calls
- Create Action Request forms and distribute to other Sections
- Follow-up with originator
- Provide IC site objectives to ECC members
- Participate in ECC briefings

- Collect, analyze, and display situation information
- Forecast plans for next operational period
- Prepare and distribute ECC Action Plan (IAP Form 201) and facilitate Action Planning process
- Track resources
- Prepare the restoration plan
- Get technical specialists

- Provide telecomm and information technology
- Locate or acquire equipment, supplies, personnel, facilities, and transportation
- Arrange for food, lodging, and other support services as required for ECC and all sites
- Coordinate with Operations to establish priorities for resources

- Maintain all financial records throughout the incident
- Record on-duty time for all personnel
- Ensure a continuum of the payroll process for all employees responding to the incident
- Process worker compensation claims
- Process travel and expense claims

Positions and Staff scaled according to need.

Responding to the Disaster



Communication with the public is critical in the days and hours leading up to an incident, as well as during and immediately after an event. Some hazards like flooding and severe winter weather offer some warning to officials and the public. Others, like chemical spills, may occur without notice.




Regardless of the type of hazard, Elected Officials can play a productive communication and response role.



Emergency incident site visits for Elected Officials will be coordinated through the Emergency Coordination Centre (ECC)

Talking to the Media

The CAO and Warden are the official approved speakers on behalf of the County. The Richmond County Communications Strategy should be followed when requests for comment are received. Remain consistent with messages released by Information Officers when speaking with the media. If calls from the media are expected, request and retain talking points and pre-released bulletins from the Emergency Coordination Centre (ECC), NSEMO PCC when activated.



What you say to the media can have a great impact on the public's perception of response and recovery efforts.

Refer Calls from the Public

As an Elected Official, you probably will receive calls from your constituents. Work with the Public Information Officer in the Emergency Coordination Centre to coordinate public information.

All requests for comment should be referred to the appropriate person. Emergency communications for Richmond County emergencies or disasters are typically released from the CAO or Warden with consultation of the Emergency Coordination Centre (ECC).

It is the responsibility of the Public Information Officer (PIO) to release warnings, life safety messages and directions to the media and the public at large. Questions from the public should be directed to the Public Information Officer within the ECC. Questions should not be directed through the 911 service as they will likely be very busy with issues related to the first response to the incident.

Elected officials can play two additional roles when responding to calls or questions from the public: pass along accurate information to the public and compile issues and concerns. In sharing information with citizens, it is important that Elected Officials stay within the parameters of previously shared information and directives from Corporate Communications to help establish realistic expectations about the municipal response and services.

Elected Officials can help by doing such things as encouraging citizens to help their neighbours, e.g., shovelling the sidewalk during severe winter weather.

Stay Safe and Lead by Example

Elected Officials could face the issue of evacuating their own neighbourhood during a disaster. Only by staying safe can officials help others. Elected Officials should follow directives to evacuate or shelter-in-place.

If Elected Officials wish to re-enter or visit an impacted area, they should send a request through the Emergency Coordination Centre due to safety concerns for them and emergency responders in the area.

Increase Awareness of Response Capabilities

Due to population increases, more reliance on technological infrastructures and interdependencies of utilities, e.g. power grid, the number of incidents which can occur is increasing. Elected Officials can positively affect the outcome of a disaster or emergency in the policy area through active participation on the quarterly Municipal Emergency Management Advisory Committee (MEMAC) meetings.

After the Disaster

As an Elected Official, you should get regular briefings on the extent of damage and status of the recovery process from the Emergency Coordination Centre (ECC) Manager. These briefings will help you answer questions from your constituents and the media

Support Recovery Efforts

Recovery involves all the cleanup, repair and financial assistance needed to return an area back to pre-disaster condition. As soon as it is safe to do so, the County will conduct preliminary damage assessments to determine the level of damage to private property and community infrastructure.

Financial assistance may be available from the Province or Federal Government through Disaster Recovery Programs.

During the recovery phase, regular briefings will be provided on the extent of damage and status of the recovery process. These briefings will keep you informed and better able to answer questions from your constituents and the media. Implementation of mitigation measures to prevent, avoid or lessen the reoccurrence of identified hazards ensures a safer community, and often one that is more livable and attractive to its citizens.

Key Phone Numbers and Contacts

Emergency Numbers to Remember

911	This is for emergencies only. If someone's health, safety or property is threatened and help is needed right away, call 911 Emergencies include: <ul style="list-style-type: none">• Fire• Serious Accident• Crime in progress• Emergency Medical Situation• Poisoning
811	For health information and advice when you have a health concern or question
511	For information about Provincial roads in Nova Scotia
211	For Community and Social Services

Other Important Numbers

NSEMO – Nova Scotia EMO	1-866-424-5620
NS Power	1-877-428-6004
Bell Aliant	1-800-663-2600 or 611
Eastlink	1-888-345-1111
Drinking Water Safety	1-877-936-8476
Food Safety	1-877-252-FOOD (3663)
Forest Fires (Wildfire)	1-800-565-2224
Poaching/Wildlife (Emergency Situations)	1-800-565-2224
Environmental Emergencies (Such as Oil Spills and Gas Leaks)	1-800-565-1633

Emergency Services Coordinator

1-902-226-3990

esc@richmondcounty.ca

Municipality of the County of Richmond

www.richmondcounty.ca



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Appendix 17

Voluntary Vulnerable Person Registry (VVPR) Standard Operating Procedures

1. Activity/Content, Content Type and Communication Timeline

Activity/Content	Content Type	Timeline
<ul style="list-style-type: none">Voluntary Vulnerable Person Registry	<ul style="list-style-type: none">DatabaseRegistration FormFrequently Asked Questions Document	<ul style="list-style-type: none">Continuous Ongoing registration and maintenance.

2. Roles and Responsibilities

2.1 The Chief Administrative Officer (CAO) is responsible for:

- Administering and implementing the VVPR program.
- Ensure staff and residents are informed of the program.
- Assist when required to:
 - Provide information to relevant organizations as needed, and
 - Follow up on concerns from registrants.

2.2 The Emergency Services Coordinator (ESC) is responsible for:

- Ensuring the VVPR is maintained, confidential, and reviewed annually.
- Draft the VVPR registration intake form and frequently asked questions (FAQ) document.
- Enter the data into the registry.
- Annually confirm/update the information in the registry with all registrants.
- If requested, remove a registrant from the registry.
- Provide the VVPR information to relevant organizations as needed.
- Protect the information as it is received and entered.
- Follow up on concerns from registrants
- Provide the Municipal Clerk with current information and documentation for the VVPR section of the Municipal website.

2.3 The Municipal Clerk will be responsible for:

- a) Uploading the registration form and other relevant content on the Municipal website.
- b) Maintaining the content on the municipal webpage for the VVPR.

2.1 The Technology Specialist is responsible for:

- a) Develop and maintain the registry database.
- b) Ensure data base is secure and protected

2.2 The Municipal Staff will be responsible to:

- a) Direct any questions or concerns for follow-up to the ESC.

3. Communication Channels

- 3.1 As per Communication Channel Matrix, Appendix 7.

4. Related Documents

- a) VVPR Resolution Letter
- b) VVPR FAQ
- c) Procedure Flow Chart
- d) [Vulnerable Persons Registry Act - Bill 360 - October 19, 2023](#)
- e) [NS Legislature - Progress of Bill 360](#)
- f) [Vulnerable Persons Registry Act - Bill 202 - October 13, 2022](#)
- g) [NS Legislature - Progress of Bill 202](#)
- h) [NS Municipal Government Act - ref Section 485](#)

5. Procedure

5.1 Registration

- a) The Emergency Services Coordinator makes the registration form and FAQ documents available for in-person pick up at the Municipal Building, sent by email, or available for download from the [Richmond County](#) Municipal website.

- i. Registrants would need to print out the form if done by email or download, complete the registration form and submit it to the Emergency Services Coordinator.

5.2 **Data Input**

- a) The Emergency Services Coordinator will input the information into the registry and send a confirmation email to the registrant notifying them that they are now in the system.

5.3 **Release of VVPR Information**

- a) If there is a risk of an emergency, the VVPR will be on standby if there is a need to respond to those who are impacted.
- b) Depending on the response needed the appropriate organization will be provided with the information needed for assistance.

DRAFT

Voluntary Vulnerable Persons Registry (VVPR)

FAQs – Frequently Asked Questions

What is the Voluntary Vulnerable Persons Registry (VVPR)?

The VVPR is a ***voluntary*** registry for residents of the Municipality who may require more support during ***emergency situations*** due to special assistance requirements. The VVPR is managed through the Municipality's Emergency Services Coordinator.

The VVPR is not intended to be used for recovery activities such as snow removal and/or tree removal.

What is the goal of the registry?

The goal of the VVPR is to provide responders with quick access to necessary critical information about a registered person so that they can respond appropriately in an emergency.

When a Vulnerable Person is thought to be at risk due to circumstance/need as outlined on their form, or a set time has passed, the information will be shared with relevant organizations, enabling an appropriate response and effective assistance for the resident.

Who should consider registering?

Residents who have a:

- Visual impairment
- Mobility impairment
- Hearing impairment
- Wheelchair use
- Heart problems
- Bedridden
- Developmental/Intellectual (Autism Spectrum Disorder (ASD), Down Syndrome, etc.)
- Cognitive impairment (Alzheimer's, Dementia, etc.)
- Mental health conditions
- any resident who requires electricity for life-sustaining equipment such as oxygen, dialysis, etc.

Who can register a person?

Any Vulnerable person can register themselves or if unable, a parent/legal guardian (with signed consent) or someone with legal authority (power of attorney) can complete the form on their behalf.

How do I register?

1. Pick up a paper form from the Municipal Office in Arichat, request a form by email from the Emergency Services Coordinator at emo@richmondcounty.ca, or download from the Municipal website <https://www.richmondcounty.ca/>
2. The vulnerable person, parent/guardian or other legal authority will complete the registration form, sign and return it to the Municipal office.
3. Once the form is entered into the registry, a confirmation e-mail will be sent out confirming that the form was entered into the system.
4. Once registered, the person will remain on the registry until they request to be removed.
5. It is the responsibility of the vulnerable person, parent/guardian or other legal authority to ensure that any changes in information is updated immediately.

Note: If you are the parent/guardian of the person being registered, you will be required to provide your contact information, including your email address for the purposes of keeping the registry updated. There is a section for permission which needs to be completed if the vulnerable person is unable to complete the registration themselves.

How do I update the registry?

Each registrant of the VVPR is responsible for ensuring that personal information is always up to date. Updates can be:

- emailed to emo@richmondcounty.ca,
- phoned in to 902-226-3990 or
- in person at the Municipal office in Arichat.

Note: An update check will be conducted annually by the Emergency Services Coordinator, however, timely updates are crucial to assisting those vulnerable and waiting for the annual update may cause delays.

What do VVPR registrants need to do in an emergency?

VVPR registrants still need to call **9-1-1** if they are experiencing an emergency. They are also responsible for having an emergency plan in place to be prepared to remain safe for at least three days. The VVPR registration does not guarantee a registrant's safety but is an added safeguard where the Municipality can share needed information with local emergency organizations to make every effort to minimize a VVPR registrant's safety during emergencies.

The VVPR is not intended to be used for recovery activities such as snow removal and/or tree removal.

Resources for Emergency Preparedness can be found here:

- [Government of Canada - Emergency preparedness guide for people with impairments / special needs](#)
- [Nova Scotia EMO Emergency Preparedness](#)
- [Red Cross Emergency Preparedness and Recovery](#)
- [Government of Canada - Get Prepared](#)
- [Government of Canada - Your Preparedness Guide](#)

In what situations will the VVPR program be activated by Emergency Management?

The VVPR program will be activated for the following:

Hazard Notifications

- Extreme weather events or other hazards posing moderate risk to community.
- Extreme weather events or other hazards posing moderate risk to Critical Infrastructure.
- Extreme weather events or other hazards where communicating preparedness recommendations to the public is necessary.
- Extreme weather-related events or other hazards where sheltering in place instructions is being recommended due to risk of compromised road infrastructure.
- Extreme weather-related events or other hazards where a voluntary evacuation has been issued and temporary lodging has been made available.

Evacuation Alerts

- Extreme weather events or other hazards posing extreme risk to community where a potential for evacuation order is significant.

Evacuation Orders

- Extreme weather events or other hazards that pose an imminent risk to community and life safety that trigger instruction for mandatory evacuation orders.

Evacuation Rescinds

- When the imminent risk has been nullified and residents are able to return to their communities.

What can registrants expect if they are included in the VVPR?

When the VVPR program is activated during an event, responses to VVPR registrants will be prioritized according to the personal information submitted on the application form (e.g., vulnerabilities during emergencies relating to mobility, vision or hearing impairment, need for electricity for life-sustaining equipment, etc. - as listed above in the eligibility criteria).

If an event noted above occurs or is foreseen:

- A warning will be sent through **Voyent Alert** to registrants, and their emergency contacts, if possible (telephone, text, email).
- **Emergency Management staff will conduct phone calls if needed or attempt door-to-door contact through Emergency Management volunteers when it is safe to do so.**
- **The VVPR is not intended to be used for recovery activities such as snow removal and/or tree removal.**

After such an event:

- Check-in communications through **Voyent Alert** will be sent to the registrant, and their emergency contacts via all methods of contact, if possible (telephone, text, email).
- Prioritization checks will be conducted based on personal information included in the registration form, with door-to-door contact, as necessary.

For example, in the case of an impending hurricane, **Voyent Alert** communications will be sent out, telephone and/or door-to-door checks may be made, and if a registrant relies on life sustaining equipment that requires electricity, they would be prioritized for available support.

How is consent obtained to use personal information in the VVPR during an emergency?

Each VVPR registrant agrees to allow the Municipality to provide some of the information in the VVPR registration form to local first responders if necessary for use during emergencies. Some of the information provided by the registrant may also be shared with Emergency Management volunteers and service providers for those registrants who rely on electricity for life-sustaining equipment such as oxygen.

Under what authority do we collect and use personal information that has been shared in the form?

In accordance with Section 485 of the Municipal Government Act, any personal information collected on the VVPR registration form will be used only by municipal staff and, if necessary, individuals and/or organizations assisting the Municipality for purposes related to the VVPR program.



VOLUNTARY VULNERABLE PERSON REGISTRY

