



Hillhurst Sunnyside

**COMMUNITY
EMERGENCY
PLAN**

Developed by Hillhurst Sunnyside Community Association
Emergency Planning and Response Committee

April 2016



Forward

The Hillhurst Sunnyside Community Emergency Plan (CEP) is designed to complement Calgary's Municipal Plan and provide targeted information specific to Hillhurst Sunnyside residents. It should be used as a companion to your Household Emergency Action Plan.

We would like to express our deepest gratitude to the many volunteers who have dedicated their time and energy over the past few years to help improve the resilience of our community. Your efforts have been instrumental in working towards flood mitigation efforts that meet the needs of all Hillhurst Sunnyside, and in improving the emergency preparedness of many residents and the community more broadly. THANK YOU!

A huge thank you also goes to The Calgary Foundation, who provided the funding required for this community emergency work to be undertaken, including the development of this plan. Additionally, thank you goes to the Red Cross for their financial contributions and donations of 72-hour kits to our community.



Welcome to Hillhurst Sunnyside!

Hillhurst Sunnyside is a diverse, vibrant, inner-city community within Calgary. Our community is bounded to the Bow River in the south, and goes from Centre St. in the east to 14 St. NW and 18 St. NW in the west. Our northern boundaries start with McHugh Bluff Park for Sunnyside, and include 16 Ave. NW and 8 Ave. NW for Hillhurst.

In 2013, Hillhurst Sunnyside was one of the Calgary communities hardest hit by the Southern Alberta Flood. More than 400 homes in Sunnyside were affected, and as a result of the flood, the entire community of Sunnyside and portions of Hillhurst were evacuated from their homes for up to a week¹.

During this time we were reminded of how supportive and strong our community fabric is. Neighbours set up a 'Crisis Café' to provide a variety of supports and to coordinate services in the neighbourhood, and our residents spearheaded a volunteer and service coordination effort in partnership with the City of Calgary and other service providers at HSCA.

As the recovery shifted to longer-term actions we formed what is now the Hillhurst Sunnyside Emergency Planning and Response Committee. This volunteer-led committee aims to assist community residents in preparing for and responding to area-wide emergencies, and has done significant work with regards to flood mitigation, planning and the creation of strong community networks.

Emergency Management in Hillhurst Sunnyside...

Ultimate responsibility and authority for emergency management in all communities within Calgary rests with The City of Calgary. The Calgary Emergency Management Agency (CEMA) coordinates emergency response for 35 partner agencies. A Municipal Emergency Plan exists for the City, with an Emergency Response Handbook that guides the actions of each Department should an emergency occur.

Emergency Preparedness starts at HOME

The **key** to emergency preparedness starts with the individual and in our homes. Maintaining our homes and property, storing and disposing of materials properly can help reduce the risk of an emergency happening within your own home. The City of Calgary maintains a website to help residents identify waste drop-off locations for those materials: www.calgary.ca/UEP/WRS/Pages/Recycling-information/Spring-Cleaning.aspx.

¹ Hillhurst Sunnyside Flood Task Force. 2014. Sunnyside Community Flood Assessment Report.
HS Community Emergency Plan

It is also essential that every household develops, practices, maintains and updates their **Household Emergency Action Plan**.

Everyone in your home should have and know their:

- emergency numbers,
- emergency contacts,
- meeting points,
- evacuation routes, and
- how they will get where they need to be.

For more information on Household Emergency Action Plans, visit www.calgary.ca/CSPS/cema/Pages/home.aspx. Your plan should include a map of your home as well as a map of the area around your home.

A significant component of being prepared is having a **72-hour emergency kit**. Having your kit complete and accessible will improve your ability to take care of yourself and your family during an emergency.

The contents of your kit should include things like:

- Emergency lighting (flashlights; candles)
- First Aid Supplies
- Non-perishable foods
- Clothing and shoes
- Medication and mobility aids
- Important documents (e.g. photocopies, or electronic copies of insurance papers, identification documents, etc.)
- Personal sanitation items
- Bottled water
- Personal comfort items (e.g. games, books, pictures, chocolate, etc.)



For a more information on what to put in your own kit, visit:

<http://www.calgary.ca/CSPS/cema/Pages/Prepare-for-an-emergency/Build-your-72-hour-emergency-preparedness-kit.aspx>.

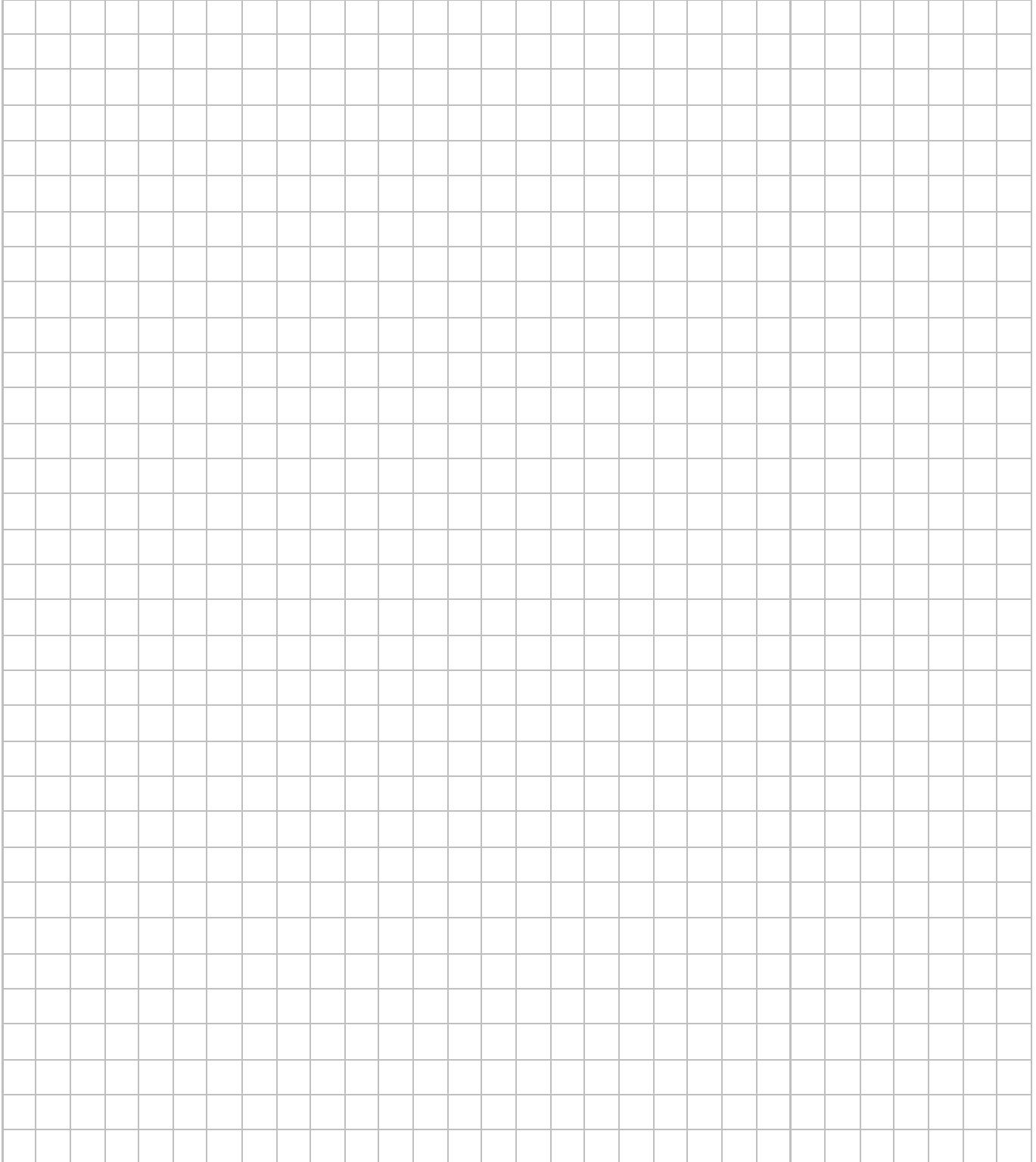
Household Map

Map out your home! Draw a floor plan for each level of your home, mapping at least two ways out of each room, utilities shut offs, and your meeting place outside.

A large grid for drawing a household floor plan. The grid is composed of 20 columns and 20 rows of small squares, providing a space for students to draw their home's layout, including rooms, exits, and meeting places.

What's In My Backyard Map

Map out the area immediately around your home –hazards that exist, access points, evacuation routes, neighbours you know, etc.



Emergency Preparedness in your COMMUNITY

Knowing your community-wide hazards, risks and vulnerabilities, as well as our assets, helps make us stronger and more resilient in the face of a disaster.

Hillhurst Sunnyside Hazard Identification and Vulnerability Assessment

As part of our efforts to engage residents in the development of this Community Emergency Plan, we asked residents to share what risks they perceived to be the most likely and have the highest consequence for Hillhurst Sunnyside through a survey that was available from November 2014 to January 2015. What we heard from community members is that the perceived main sources of vulnerability are flooding from the storm sewers, the river, and frozen catch basins; ice-build-ups; gas leaks; and fires.

General Emergency Procedures

In the event of **any** emergency call **9-1-1** and listen to what the professional emergency responders are saying your actions should be. For instance, whether you need to shut off any of your utilities, if you need to evacuate, etc. This information will be shared directly from emergency responders, as well as through the radio, television, and online via The City's website and social media accounts.

Evacuations:

If you are instructed to evacuate your home, follow your household emergency action plan and head to your designated emergency location. In the event of a forced evacuation, The City of Calgary will have established a Community Support Centre where residents can head to receive more information and support if they do not have a family member, friend or co-worker that they can stay with. These locations will vary depending on the type and location of emergency, so be sure to know where and how to receive important information.

During an evacuation, if you are aware of someone who requires assistance in leaving his or her home and you are unable to assist him or her, you are advised to contact the non-emergency police line [403-266-1234] to receive assistance if the need is not immediate.

The Calgary Police Service has created a database where people can register if they have a physical, mental, or medical condition that means they may require special attention in an emergency. The information provided will only be used by first responders to help you or your loved one when you are in danger.

For more information, or to register, visit: <http://www.calgary.ca/cps/Pages/Community-programs-and-resources/Diversity-resources/Vulnerable-Person-Self-Registry.aspx>, or contact 403-428-8150; vulnerablepersons@calgarypolice.ca.

Sheltering-in-Place:

If you are instructed to Shelter-in-Place, be sure to listen to further instructions on precautions required to ensure the safety of your home. Follow your household emergency action plan and locate your emergency kit.

Emergency-Specific Procedures

Some of the hazards identified to be of greater likelihood and consequence for Hillhurst Sunnyside have additional procedures that can be followed to reduce vulnerability or impact of such an event. These procedures are discussed below and in Appendices.

Flooding Emergency Procedures

In the event that localized flooding is observed, notify **3-1-1** immediately. If possible, also alert HSCA so that we can share the information with community members who may also be impacted via our social media accounts (403-283-0554; Jessica.C@hsca.ca; [f /hillhurstsunnyside](https://www.facebook.com/hillhurstsunnyside); [t @HillhurstSunny](https://twitter.com/HillhurstSunny)).

In the event of widespread flooding, there will more than likely be advanced notice of the situation. Follow the orders of the professional emergency responders that will also be shared by The City through a variety of mechanisms. For more information, see the **Appendix**.

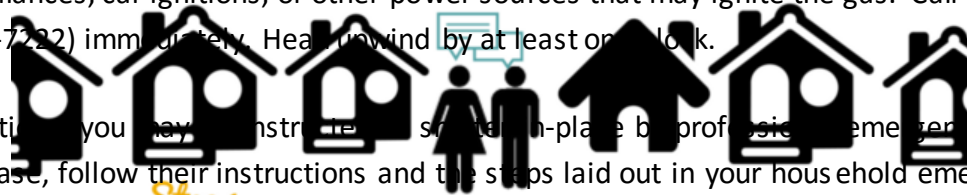
Ice Build-Up Emergency Procedures

In order to prevent hazards related to ice build-ups, be sure to regulate the maintenance of roads, alleyways and sidewalks around your home. On your property, use sand where necessary, and when possible, break up existing ice to prevent slips and falls. If you observe ice build-ups occurring on City property, notify 3-1-1 immediately.

Ice build-ups on trees can be very problematic. Be sure to maintain your trees prior to the winter by trimming and removing dead limbs. Notify 3-1-1 of any City trees that require being taken care of.

Gas Leak Emergency Procedures

If you smell natural gas – a pungent, rotten egg smell – leave immediately. DO NOT touch light switches, appliances, car ignitions, or other power sources that may ignite the gas. Call 9-1-1 or ATCO Gas (403-245-7222) immediately. Hear the wind by at least one block.



In some situations you may be instructed to shelter-in-place by professional emergency responders. If this is the case, follow their instructions and the steps laid out in your household emergency action plan for shelter-in-place scenarios.

Step 1 Get to know your neighbours!

Fire Emergency Procedures



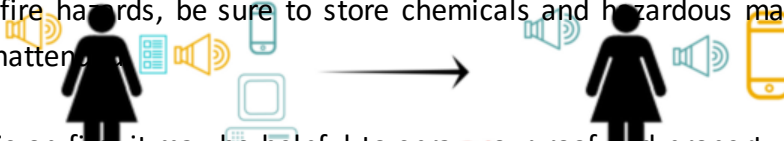
Step 2 Develop call/e-mail list

Step 3 Maintain neighbourly relationships

In the event of a fire get out of your house immediately. Follow your pre-determined evacuation routes outlined in your household emergency action plan, and wait for your household members at your pre-determined muster point.



In order to prevent fire hazards, be sure to store chemicals and hazardous materials safely. Do not leave open flames unattended.



Step 4 Share updates received with your list

Step 5 Help connect neighbours in need with resources available.

If a nearby building is on fire, it may be helpful to spray your roof and property with a water hose to reduce the likelihood of your home catching fire if the flames jump.

For more information on fire safety, visit the Calgary Fire Department's website:

<http://www.calgary.ca/CSPS/Fire/Pages/Safety-tips/Safety-tips-home/Home-escape-plan.aspx>.

Hillhurst Sunnyside Community Resiliency

In most emergencies, the first people on the scene after you and your family will be your neighbours. By taking the time to get to know those who live around us, we are building stronger, more resilient communities that are able to deal with crises and the fallout of disasters quickly and effectively.

Residents who are interested in becoming more actively involved in generating awareness and action on emergency preparedness are invited to join the Emergency Planning and Response Committee. These volunteers help facilitate emergency preparedness sessions for residents, organize events and/or community parties, and take on other projects that they feel would be useful for building and strengthening community resiliency in Hillhurst Sunnyside.

For more information call 403-283-0554.

Get to Know your Neighbours!

House # _____
Name _____
Phone # _____

House # _____
Name _____
Phone # _____

House # _____
Name _____
Phone # _____

House # _____
Name _____
Phone # _____



House # _____
Name _____
Phone # _____

House # _____
Name _____
Phone # _____

House # _____
Name _____
Phone # _____

House # _____
Name _____
Phone # _____

Emergency Communications

Knowing where to get information before, during, and after an emergency is critical. We've pulled together the most up-to-date information we have on where to get information when disaster strikes.

Pre-Event Communications

The Alberta Government has developed two useful tools that are highly recommended for receiving updates on potentially dangerous situations – Alberta Emergency Alerts and Alberta Rivers. Both tools are available as apps for iOS and Android devices. They are also available online through these websites: www.emergencyalerts.alberta.ca and www.programs.alberta.ca/16905.aspx.

Where possible, HSCA will share information via our website and/or social media accounts. We also have a community database that we will send messages to, which you can sign up for at www.hsca.ca. Our Facebook page is www.facebook.com/hillhurstsunnyside and our Twitter account is @HillhurstSunny.

For flood-specific updates, the City has created a special website and mailing list, which includes flood-specific alerts: www.calgary.ca/floodinfo.

During an Event

During an emergency event your main source of information should be from the City of Calgary. They will be sharing important and up-to-date information and instructions through a variety of media. Alerts will be made through traditional channels such as TV and Radio, as well as through their website and social media accounts. The homepage - www.calgary.ca - will have a banner that directs you to the emergency page with information on what actions you need to take, where you should go, etc. Their twitter feed will be visible here, which is accessible to people who do not have twitter accounts.

Alberta Emergency Alerts will also contain instructions on what to do during the emergency event, which comes directly from The City of Calgary. Remember to always follow the directions of the professional emergency responders first – they will have the most up-to-date information on the safety of the area.

Post-Event Communications

When a widespread event is over, the City's webpage will likely continue to hold information for a few days, particularly if a significant recovery effort is required. Hillhurst Sunnyside Community Association will share relevant information through our website, social media accounts.

To receive emergency alerts: www.emergencyalerts.alberta.ca

To receive river alerts: www.programs.alberta.ca/16905.aspx

For information on flood readiness: www.calgary.ca/floodinfo

For information during an emergency: www.calgary.ca

For information on Household Emergency Action Plans and on Personal Preparedness: www.calgary.ca/CSPS/cema/Pages/home.aspx

To register as a vulnerable person on the Calgary Police Department's Vulnerable Person Self-Registry: <http://www.calgary.ca/cps/Pages/Community-programs-and-resources/Diversity-resources/Vulnerable-Person-Self-Registry.aspx>.

For more information on community emergency management in Hillhurst Sunnyside: www.hsca.ca or call 403-283-0554.

Emergency Contact Numbers

For ALL Emergencies	9-1-1
Calgary Police Services (non-emergency line)	403-266-1234
Calgary Fire Department (non-emergency line)	403-264-1022
City of Calgary	3-1-1
Infrastructure-Related Emergency Numbers	
ATCO Gas (Natural Gas)	403-245-7222
Enmax (Electrical)	403-514-6100
Alberta One Call (Call before you dig)	1-800-242-3447
Alberta Transportation (Road Reports)	5-1-1
Health-Related Emergency Numbers	
Health Link Alberta (24/7 Health Advice)	8-1-1
Poison and Drug Information Centre	1-800-322-1414
Foothills Medical Centre (24/7 emergency line)	403-670-1315
Distress Centre (24-hour Crisis Line)	403-266-4357 (HELP) 1-800-784-2433 (SUICIDE)
Other Important Numbers	
Calgary Humane Society (Emergency Boarding Program)	403-205-4455
Hillhurst Sunnyside Community Association	403-283-0554

APPENDIX: Flood Preparedness for Residents

Knowing the Risks

Community Flood Maps

Certain parts of our community are more prone to flooding than others. The City of Calgary and Province of Alberta have developed flood maps to help identify these areas. Of most relevance to residents are the flood hazard maps which show where surface flooding occurs for a 1% design flood (1 in 100 year design flood). These maps are embedded in The City's Land Use Bylaw and for Provincial disaster relief applications. Inundation maps were developed for flood response planning, infrastructure design and environmental purposes, and may be a more useful reference at a community level. All maps can be found at <http://www.calgary.ca/UEP/Water/Pages/Flood-Info/Calgary-flood-maps/Flood-maps.aspx>.

Main Sources of Flooding in Sunnyside²

In Sunnyside, residents have reported that historically there have been three main sources of significant flooding:

Rain water from stormsewers	Bow River overflowing its banks	Failure of sanitary sewer pumping station
<ul style="list-style-type: none">• Issue: In the rare instance where significant rainfall occurs when storm sewer gates B48 and B48A are closed.• Scenario A: River High (30% or more of gates are covered by river)<ul style="list-style-type: none">• The City should automatically have pumps in place - if they aren't, contact 3-1-1 about getting pumps to the area. If your home is in the flood prone area, consider removing valuables from the basement.• Scenario B: River Low<ul style="list-style-type: none">• Gates should be open, but if they are not and storm water is backing into the area (likely from 7 St. or 5A St.), contact 3-1-1 and let them know what is happening.	<ul style="list-style-type: none">• Issue: Significant weather events have resulted in the river overflowing its banks and berms put in place by The City.• The City of Calgary's Water Services Department will activate their Emergency Response Manual which involves multiple pumps being allocated to the B47 and B48/B48A outfalls.	<ul style="list-style-type: none">• Issue: In the event of a power loss, flooding of, or other failure of the sanitary sewer station located at 3 St. and Memorial Drive, homes in East Sunnyside are at risk of seeing sanitary backup in their basements.• Contact 3-1-1 to notify them of the situation. An emergency lift station will be needed in the 3 St. keyhole to jump sanitary sewage from the local system to a trunk line.• Homes located in East Sunnyside (5A St. to 3 St. and 9 Ave. to Memorial Drive) should take this unique risk into consideration when developing your Household Emergency Action Plan.

APPENDIX: FLOOD PREPAREDNESS FOR RESIDENTS

Bow River Flood Triggers

Hillhurst Sunnyside is situated on the Bow River. The City of Calgary's Flood Readiness efforts include sharing information on Bow River Triggers and Reference Flow Rates, which have been included below. Knowing river flow rates and triggers can help you as you develop your own household

² This is the situation as of March 2016. Upgrades and changes are pending funding.

emergency action plan. It also provides insight at the community level of what to anticipate, when. Note that the 'effect' is generalized and does not necessarily reflect what would happen with flood protection infrastructure in place, like the Sunnyside berm. A useful resource for tracking current flow rates is the Alberta Rivers App, which can be found at: www.programs.alberta.ca/16905.aspx.

Flow rate (m3/s)	Chance of occurring in any given year	Effect
250 m3/s 70 – 400 Normal seasonal river flow (approximately May 15 to July)	> 50%	Riverside pathways impacted
550 m3/s 401 – 708 Higher than normal seasonal river flow	50%	Heritage Drive/Glenmore Trail underpass inundated with water
927 m3/s 700 Flow in excess of channel capacity	12%	Overbank flooding may reach some homes; Evacuation may begin (potentially Bowness, Hillhurst and Sunnyside); Temporary barrier construction is triggered; Prince's Island inundated with water

Figure 1: From The City of Calgary's website: <http://www.calgary.ca/UEP/Water/Pages/Flood-Info/Types-of-flooding-in-Calgary/Understanding-river-flow-rates.aspx>

Flood Proofing Your Home and Property³

Flood Proofing Your Home

1. If applicable, have a plumber install a backflow prevention device in the sewer service connection. This will prevent sewage that has backed up in the sewer mains from flowing into your home via the service connection.
2. If applicable, install a sump pit drainage system, which includes a pit, sump pump, and a pump discharge pipe. The pump discharge pipe should drain into an area of the yard that is able to absorb the water, or to a designated drainage area.
3. If you have sump pumps, ensure that they are cleaned and tested each spring. Preferably before May 15, the official start of the high water season.
4. Store important documents and irreplaceable personal belongings in a portable, fire proof, and waterproof container. If this is stored in your basement, take particular note of the Bow River triggers for basement flooding and be prepared to move your belongings as required.
5. Consider installing an external electrical power kill switch.

Flood Proofing Your Property

1. Ensure that your lot is graded to allow water to naturally drain away from the foundation and basement walls and into landscape features such as a rain garden, porous rock or a native plant garden. You should not be directing water onto neighbouring properties!
 - If the lot is not properly graded or the soil has settled, you can build up the ground around the house. Be sure to not plant within six feet of the backfilled area.

³ Modified from Town of Okotoks 2014. Flood Preparedness Resident & Business Handbook.

2. If weeping tiles or a drainage area is inadequate, consider building a rain capture tank. This will reduce the amount of water flowing onto the property.
3. Conduct a property scan at a minimum each spring.
 - Examine outside sidewalks, patios, decks, window wells, and driveways to ensure they have not settled to drain towards your home and that all debris is removed.
 - Ensure downspouts are directed away from the house and that water is not pooling beside the foundation or windows. Note that downspouts should not be connected to the home's weeping tile or sanitary sewer system.
 - Check your eaves troughs for debris regularly.
4. Check your garage and storage sheds and be sure that any potential contaminants (e.g. pesticides, fertilizers) are on a shelf or in a waterproof container. Other important or expensive equipment and tools should also be stored on shelves.

What to do During a Flood

When a community-wide flooding event is imminent or underway, you should first and foremost follow the directives provided by professional emergency responders and The City of Calgary. If the message is to evacuate, you should leave IMMEDIATELY. Grab your 72-hour kit(s) and head to your pre-determined household muster point, or the designated Community Support Centre.

If there is not yet an evacuation order in place, there are a number of steps you can take to reduce the impact of potential flooding in your home⁴:

- Secure your home. Move essential items to an upper floor and bring in outdoor furniture.
- Disconnect all electrical appliances and elevate any that are at ground level.
- If instructed by local authorities, turn off all utilities at the main power switch and close the main gas valve.
- Ensure that any chemicals that could contaminate the water are elevated.
- Avoid running taps, using toilets, running dishwashers, or anything that results in additional wastewater entering the system or straining the water treatment system.
- Ensure that everything in your garage is located on elevated shelves, and that if your vehicle is not at risk of being damaged should flooding occur.
- If an extended evacuation order is imminent, remove all food from your refrigerator and freezer that could spoil over the period.

APPENDIX: Flood Preparedness for Residents

Evacuation

If an evacuation order has been made, follow the directions of the professional emergency responders and The City of Calgary. Use the evacuation route that you have pre-determined as part of your Household Emergency Action Plan. This route may vary depending on the situation, so be sure to know multiple ways of leaving the community.

⁴ Modified from the Town of Okotoks. 2014. Flood Preparedness Resident & Business Handbook.

Hillhurst Residents: If possible, avoid using Memorial Drive and 10 St. as these are the only major roads accessible to Sunnyside residents.

Sunnyside Residents: If possible, avoid Memorial Drive. Move west via 7 Ave., 2 Ave., or 4 Ave. towards 10 St. and head north from there.

If you do not have a vehicle and public transportation is not available, you can head north via McHugh Bluff.

Upon your arrival at your destination, be sure to check in with your emergency contacts.

What to do After a Flood

When a community-wide flood event has occurred and The City of Calgary and professional emergency responders have granted permission for you to return to your home, there are a number of important steps that should be followed⁵.

1. Ensure the safety of your home before entering and using power, gas, toilets, or taps.

- a. Check the foundation, the roof, nearby trees or other overhangs to be sure they are intact. Contact a building inspector if there is damage.
- b. Have the power and gas supplies checked by a professional electrician or gas plumber before turning them back on. Check for sewage and water line damage prior to using toilets and taps.

2. Contact your insurance company.

- a. Inform the insurance company of any damage as soon as possible, and keep the receipts for any emergency repairs or clean up needed.
- b. Photograph and/or video tape the damage to support your insurance claims.

3. Clean up.

- a. Clean, disinfect, and dry all wet surfaces as soon as possible to prevent mould.
- b. Throw away any food, including canned goods, that has come in contact with floodwater.

HSCA will share information on supports available and how to access them, including if there is a community volunteer effort underway to help support clean up, via our website and social media.

⁵ Modified from the Town of Okotoks. 2014. Flood Preparedness Resident & Business Handbook.