



What We Heard

LITH Regional Advisory Committee Meeting Summary

Wednesday, May 3, 2023, 5:00 – 8:00 pm

Banquet Hall A/B, Fort Saskatchewan Curling Club

On May 3, 2023, Life in the Heartland (LITH) hosted its Regional Advisory Committee (RAC) bi-annual meeting, facilitated by Shawna Bruce. LITH was pleased to have nine public members, representatives from 15 industry companies, the Executive Directors from Alberta's Industrial Heartland Association (AIHA), the Fort Air Partnership (FAP), Northeast Capital Industrial Association (NCIA), and Northeast Region Community Awareness Emergency Response (NRCAER), and guest presenter Deputy Gordon George of Strathcona County Fire in attendance.

Industry and public members engaged in a dinner discussion and activity ahead of the formal meeting, giving them an opportunity to learn more about each other, as well as safety operations and culture on-site at many of the companies in the Industrial Heartland. The meeting had a fulsome agenda discussing Emergency Management and Public Safety in the region. Brenda Gheran introduced the Northeast Region Community Awareness Emergency Response (NRCAER) organization, what they do, and where the public can access resources.

One of the main topics of interest to the public members was community evacuations. Deputy George explained the process for community evacuations during an emergency as well as the re-entry process post-emergency, and how municipalities and counties coordinate emergency efforts with industry. Wildfires have been happening across the province with communities needing to evacuate, so Deputy George's presentation was relevant and timely.

Industry members completed a pre-meeting survey on the topic of Emergency Management and Public Safety. The facilitator gave an overview of the survey responses and invited two companies to follow up with the group on some of their best safety practices and community engagement. The floor was opened for public members to ask questions to the industry representatives based on the information shared and discussions held during the meeting.

There were several items identified for future consideration. These are outlined in the Parking Lot section of the official meeting notes.

The next meeting is scheduled for Wednesday, October 11, 2023, from 5:00 - 8:00 pm at the Dow Centennial Centre (Lion's Mane Room) in Fort Saskatchewan.



LITH Regional Advisory Committee Meeting Notes

Wednesday, May 3, 2023, 5:00 – 8:00 pm

Banquet Hall A/B, Fort Saskatchewan Curling Club

Present:

Lana Santana, Public Member	Manoj Luthra, Pembina Pipeline	Brenda Gheran, NRCAER
Elizabeth Matthews, Public Member	Kenny Chijuka, Pembina Pipeline	Duane Seelochan, Shell
Dave Armbruster, Public Member	Alyssa Carson, Sherritt	Tim Duncan, Shell
Anne Ryan, Public Member	Greg Poholka, Sherritt	John Parfett, Keyera
Marg Booker, Public Member	Mark Ropchan, Nutrien	Kayode Southwood, Keyera
Colin Kerik, Public Member	Andrew Noeth, Chemtrade Logistics	Mark Rideout, Wolf Midstream
Vikki McLaren, Public Member	Paulo Azevedo, Chemtrade Logistics	Corey Payne, Wolf Midstream
Nevin deMilliano, Public Member	Amanda VanderBurg, MEGlobal	Chad Rothenburger, Aux Sable
Mark Plamondon, AIHA	Laurie Danielson, NCIA	Sheena Fitzpatrick, LITH
Karlee Conway, AIHA	Chantal Delfs, NCIA	Shawna Bruce, Facilitator
Don Cameron, Dow Canada	Roger Miller, NWR	Deputy Gordon George,
Michael Liu, Dow Canada	Karla Johnston, NWR	Strathcona County Fire
Stacey Heidbrink, Dow Canada	Nadine Blaney, FAP	

Call to Order:

The facilitator called the meeting to order at **5:55 PM**.

Welcome and Introductions:

- The facilitator welcomed the group and new public members. Each LITH partner and public member introduced themselves and where they live in the region.

Review of Agenda and Previous Meeting's Notes:

- Notes from the previous meeting were shared in advance, and the Facilitator invited everyone to refer to their copies of the agenda.



Safety Moment - Alberta Alert System App:

- The facilitator opened the meeting with a safety moment highlighting the Alberta Alert app. Timely enough, there have been several alerts in the last week due to brushfires, and evacuations in the region.
- The facilitator walked through the Alberta Alert app and the different scales of emergency notifications, the frequency of alerts, and how location and geographical locations can be managed. The facilitator encouraged everyone to download the app to their phones: <https://www.alberta.ca/about-emergency-alerts.aspx>

Emergency Management and Public Safety:

- The facilitator introduced Brenda Gheran, Executive Director of Northeast Region Community Awareness Emergency Response (NRCAER), to discuss emergency management in the Industrial Heartland.
- Brenda Gheran (NRCAER) gave an overview of NRCAER, the organization's role, why it's essential in the region, and what mutual aid entails.
- The topics discussed included the following:
 - *Regional emergency response:*
 - What mutual aid in the Industrial Heartland region looks like, the hazards that exist like the potential for a chemical release, train derailments, flooding from rivers, and more.
 - *Worst case scenarios:*
 - All industry members have hazard prevention plans in place.
 - Each site also has an emergency response plan and a mutual aid response plan.
 - Every industry member has existing plans for their worst-case scenarios.
 - In the event of a release, there is a scale to determine the level of hazard, which indicates the plan/protocol and response that will take place, and the safety zones.
 - *Community evacuation plans:*
 - Community safety plans are typically evacuation or shelter-in-place.
 - Brenda Gheran (NRCAER) shared what the typical protocol is for community notifications in the event of an emergency. She indicated that those who live in a municipality will be contacted by the municipality, who will inform them of what to do and where to go; the contact information of rural residents, who are near neighbours to industry, is collected by the companies and they contact those residents directly in the event of an emergency on-site.
 - New roadside dynamic messaging signs, a project with Alberta Transportation, are now active and part of the community messaging and emergency notification plan.
 - Brenda Gheran (NRCAER) shared the many initiatives and training that NRCAER are involved with; some best practices for emergencies, like



having a kit on hand that would allow you to shelter in place for 72 hours; knowing where to get information in the event of an emergency, and to find this out in advance of there being an emergency.

- Brenda Gheran (NRCAER) invited Deputy George (Strathcona County Fire) to discuss community evacuation and municipal response plans with the group.
 - Deputy George (Strathcona County Fire) detailed evacuation plans for specific emergencies (train derailments, transport truck incidents, residential fires, wildfires, etc...). He noted that evacuations are a last resort and that large-scale forced evacuations require huge oversight and enforcement.
 - Deputy George (Strathcona County Fire) detailed the role and responsibilities of emergency response teams: to inform communities on shelter-in-place protocols, and the reasoning for 72-hour preparedness. He also informed the group about how and where communities are placed during an evacuation, the phases that occur, and the plans for re-entry to the community post-emergency.
- The facilitator invited the group to ask questions to Brenda Gheran and Deputy George.
 - Public Member (1) noted that the dynamic messaging roadside signs should include the location/address of the physical sign (i.e. "You Are Here") so that those passing through or who are not familiar with the area will have a reference point of where the emergency is taking place if there's a notification on the sign.
 - Deputy George responded and explained that the technology is improving to capture specific location data of people in emergencies on cell phones and through the Alberta Alert app, which will better assist and notify emergency services where they are.
 - Laurie Danielson (NCIA) inquired how our regional emergency management compares to other industrialised pockets across Canada.
 - Deputy George responded that our region is advanced and seen as a leader in this area. For instance, Alberta is the only region that uses the Incident Command System (ICS); ICS is a standardized, on-scene, all-risk incident management concept. It allows its users to adopt an integrated organizational structure to match the complexities and demands of single or multiple incidents without being hindered by jurisdictional boundaries.
 - Brenda Gheran added that industry companies are experts in regard to preventing, responding to, and managing incidents at their sites/facilities. Deputy George agreed and said municipalities and counties have structural firefighters who partner with industry to aid them in an emergency and that many of the larger facilities have their own industry-trained firefighter teams directly on-site.
 - The facilitator also noted that many of the petrochemical companies in the area are Responsible Care (RC) companies. Therefore, to meet RC requirements and



receive their RC verification, they must enhance their safety culture by engaging with the community and communicating their emergency response/safety plans to the communities they operate in.

Company Survey Q&A:

- The facilitator introduced the industry pre-meeting questionnaire, gave an overview of the survey results, and opened the floor for questions.
 - The questionnaire included questions related to Industry Emergency Management and Public Safety.
- Public Member (2) asked if emergency information/Shelter-In-Place information has been translated into other languages and is distributed to newcomer communities.
 - Brenda Gheran (NRCAER) said that it has been translated into a few languages, but it is a good idea for emergency and safety information to be more accessible to newcomers.
 - Community collaboration is key.
- Public Member (1) asked what distance or radius determines a rural resident to be a near neighbour to industry.
 - Laurie Danielson (NCIA) and Roger Miller (NWR) responded that near neighbours are determined during a risk assessment and those within that defined radius are informed/visited directly by industry to let them know they're in the vicinity of the Emergency Planning Zone (EPZ)/are a near neighbour. So, if a company has not contacted someone, that would indicate they are not a near neighbour and reside outside of the EPZ.
- The facilitator noted that the number one way companies notify the public of an incident or that something is happening on-site that the public needs to know about, is through the NRCAER UpdateLine. The public can call 1-866-653-9959 24/7 and listen to messages and updates left by companies about something occurring on their site.
 - Public Member (3) followed up and asked how the UPDATELine is advertised or communicated broadly to the public, as he was unaware of it. Brenda Gheran (NRCAER) responded and said that it is promoted on the radio, through NRCAER school campaigns, on social media, through their members, Life in the Heartland, and by word of mouth.
 - The facilitator added that when incidents happen they are always reported by industry. There are strict and heavy regulations/protocols that industry follows, so although the public may not hear about something, it is being reported. Nothing goes unrecorded.
- Public Member (4) asked about the ramifications of a targeted attack on industry, what would happen in the immediate area or to people outside that area? She also asked if the carbon that is being captured underground is a hazard.
 - Laurie Danielson (NCIA) informed the group that the captured carbon is not a hazard as it's chemically altered once underground. He followed up by saying that in the event of a targeted attack, industry's response would not be much



different than the worst-case scenario plans they have in place. A significant event would be catastrophic locally, but to speculate on the total impact outside the area would depend on what the incident is; regardless, industry always plans for worst-case scenarios.

- Stacey Heidbrink (Dow Canada) noted that bomb threats are one of the emergency drills that they run regularly on their site.
- The facilitator invited two companies were invited to respond to specific questions they completed on the survey:
 - Pembina Pipeline (Manoj Luthra and Kenny Chijuka):
 - Question 1: Elaborate on how you reach or would reach, out to residents during an incident. What tools are you using to do this and why?
 - Manoj Luthra first shared what operations occur at their Pembina Pipeline Redwater site.
 - He then shared that they collect the contact information of all residents directly within their EPZ to notify and share ongoing information with them during on-site emergencies,
 - Pembina also has access to the NRCAER UPDATELine, and uses their website and social media for posting updates. They use multiple channels to get their message out to the public.
 - Question 2: Have you ever had to send an alert, and if so, what did you learn from it?
 - No; however, they run a combination of drills each year to ensure on-site staff are trained to know what to do if they needed to send an alert.
 - Chemtrade Logistics Canada (Paulo Azevedo and Andrew Noeth):
 - Question 1: Elaborate on your community engagement as a Responsible Care company.
 - Andrew Noeth discussed Chemtrade as a RC company, and what they do as part of their community engagement.
 - He presented and shared pamphlets with the group.

Feedback Forum:

- The facilitator invited the four table hosts to present and share the items and takeaways they discussed during the dinner activity.
 - Question 1: What is the safety culture like on your site, and how do you create safety awareness in the workplace?
 - Question 2: What recent safety training have you undergone on-site?
- Parking Lot items for future consideration. Follow up to be shared before the October meeting:
 - Curious about plans for major threats and worst-case scenarios



- What are other creative ways to get information out? Sharing about the UPDATELine for example?
- An info session for newcomers to the community on Emergency Response. We need more collaboration.
- What are the plans for companies as they expand? Bigger sites = Bigger Risks.
- What companies want to do more for Emergency Planning – Open Houses etc.
- What things are companies doing that can be shared to make people more comfortable?
- Where/how to find out if you're a near neighbour or in the EPZ/"risk" zone as a resident?
- Is the LITH Heartland 101 or information on Emergency Preparedness being shared broadly with the community?
- Dynamic Road Signs: Include the address and location of signs so that those passing through know where they are. "You are here."
- Is Emergency Information /Shelter-In-Place translated to other languages to distribute to the community for newcomers, where English is not their first language, to make them aware of the risks and what they should do to be more prepared and informed?

Emergency Preparedness Roundtable:

- During the emergency preparedness roundtable, the facilitator invited the public members to share one takeaway from tonight's meeting.
 - Three public members noted that their biggest takeaway from this evening was discovering the NRCAER UPDATELine.
 - Two public members stated that the information about community evacuations and the Albert Alert app was their takeaway.
 - Four public members explained that learning about the Shelter-In-Place procedure and having a home emergency kit and resources to last 72 hours was valuable to them.
 - One public member added that the information and resources shared tonight by NRCAER were very useful and should be communicated to other groups in the community who may not have access to social media, apps, etc...

Next Meeting:

- Closing out the formal agenda, the facilitator thanked everyone for attending this evening and asked that they all please complete a post-meeting survey before they leave.
- Next Meeting: Wednesday, October 11, 2023, 5:00 - 8:00 pm, Dow Centennial Centre (Lion's Mane Room).
 - Meeting Topic: Environment & Sustainability



Adjournment:

The facilitator adjourned the meeting at **8:10 PM.**