

NSEMO Alert Ready Policy & Standard Operating Procedures

Nova Scotia
Emergency
Management
Office

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Policy Statement

The Nova Scotia Emergency Management Office (NSEMO) established a provincial public alerting program, NS Alert Ready, which will be used to notify and alert the people of the province when emergency events are emerging or occurring.

This document will outline the authorities and establish responsibilities which will govern the operational requirements of the NS Alert Ready program, incorporating identified national standards. The province will oversee the NS Alert Ready program utilizing set standards which will remain in effect for the province wide implementation.

Rationale

NSEMO wants to ensure that all partners in the NS Alert Ready program clearly understand their responsibilities, authority, and the processes for issuing public alerts in Nova Scotia.

Policy Objectives

This document details stakeholder roles and responsibilities and standard operating procedures required to deliver the program, along with other important information. The objectives of this document are the following:

1. To establish a policy model that ensures the consistent notification of the public during emergencies;
 - To guide the process to effectively and efficiently support the Alert Ready program; and
 - To ensure stakeholders clearly understand and support their roles within the program through a combination of written guidance, training, and exercising.

History

The National Public Alerting initiative was first proposed in 2008. A Federal, Provincial and Territorial roundtable chaired by Public Safety Canada, the Senior Official Responsible for Emergency Management (SOREM), deemed a mass notification system critical. This group oversees the overall governance of Alert Ready in Canada.

A competitive tender process was launched and Pelmorex won the bid to build, operate and manage the national alerting system (NAAD).

Alert Ready Process

Organizations and jurisdictions with a legislative mandate for public alerts can request an alert. Some organizations are trained and equipped to issue certain alerts themselves.

The flowchart below outlines the process for requesting an Alert Ready message. The process is comprised of a trigger, the Alert Ready request, the creation of an Alert

Ready message, and the approval of issuing an Alert Ready message. These steps often occur at the same time, acknowledging the potential urgency and timeliness of the message.

References and Authorities

The Emergency Management Act: Section 8 subsection (d): The Department may, subject to the approval of the Minister, (f) conduct public information programs relating to the prevention and mitigation of damage during an emergency.

Previous policies and/or standard operating procedures

Once approved as in force, this document replaces any previous policies or standard operating procedures regarding public alerting in Nova Scotia.

Definitions

Alert Ready: Is the public facing name of the National Alert and Aggregation Dissemination (NAAD) system and supporting national initiative.

Authorized Government Agencies (AGAs): Government agencies that have entered into a formal agreement with Pelmorex Communications to access the NAAD System and make their alerts available to LMDs. AGAs could include federal, provincial, territorial, and municipal governments and agencies.

Common Alerting Protocol - Canadian Profile (CAP-CP): The CAP-CP is a set of rules and managed lists of values that are standardized. They were defined in support of automated translation and message composition, as well as routing, filtering, and validation of alert originator rights. All NAAD System users must follow this format.

Jurisdictions: Any geographical area governed by elected officials. Examples: Rural Municipalities, First Nation communities, towns, villages.

Last Mile Distributor: Last Mile Distributors are responsible for making Alert Messages available to the public. They include cable TV and direct-to-home satellite service providers, TV and radio stations, wire-line and wireless telecommunications carriers, and Internet service providers. On August 24, 2014, the Canadian Radio-television and Telecommunications Commission (CRTC), by way of Broadcasting Regulatory Policy CRTC 2014-444, made the distribution of emergency alert messages a condition of their broadcasting license.

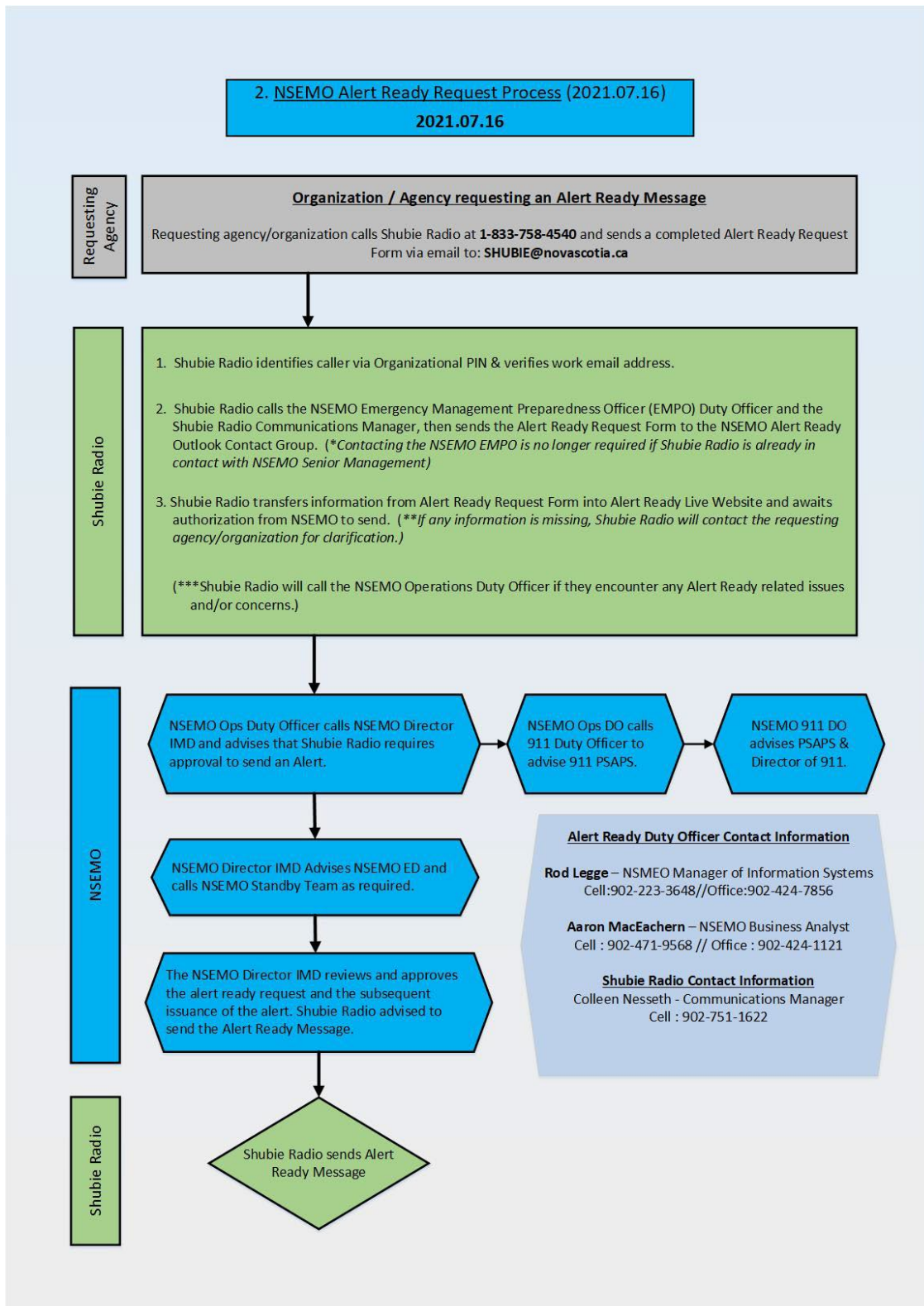
Organizations: A group of people who work together in an organized way for a shared purpose. Each user belongs to an organization. Examples: RCMP, Fire detachment, government department.

National Alert and Aggregation Dissemination system (NAADs): Is a secure infrastructure that enables public safety messages from Authorized Government Agencies to be made available to Broadcasters or Last Mile Distributors to issue across the air notifying people of emergency situations.

Commonly Used Acronyms

Abbreviation	Definition
CAP-CP	Common Alerting Protocol – Canadian Profile
CRTC	Canadian Radio-television and Telecommunications Commission
DMAH	Department of Municipal Affairs and Housing
LTE	Long-Term Evolution
NAADS	National Alert and Aggregation Dissemination System
NSEMO	Nova Scotia Emergency Management Office
SOP	Standard Operating Procedure
TWN	The Weather Network
WPA	Wireless Public Alerting

Flow Chart Nova Scotia Alert Ready Process:



For additional information specific the public alerting process as well as the approval process, see:

- Standard Operating Procedure - Options for Participating in NS Alert Ready program
- Standard Operating Procedure - Requesting an Alert
- Standard Operating Procedure - Generating an Alert, Alert Updating, and Cancelling
- Standard Operating Procedure - Types of Alerts That Warrant an Alert

Alert Ready Approvals and Delegated Authority

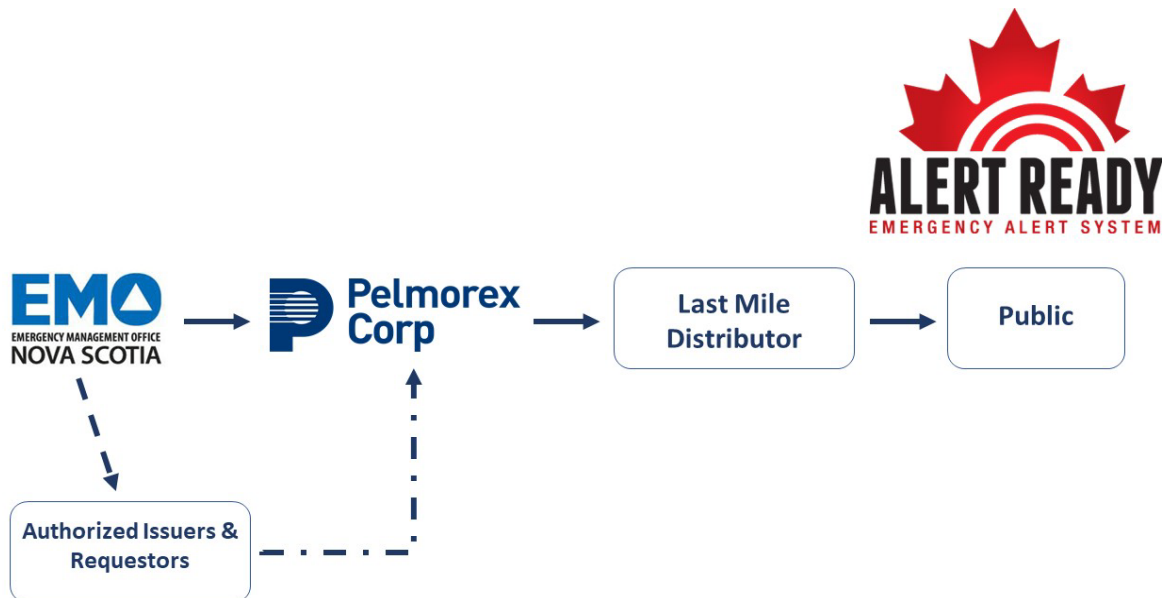
Alert Ready messages are disseminated by Public Safety Field Communications' Shubenacadie Dispatch Office. Requests for an Alert Ready message from an Authorized Requestor are approved by NSEMO's Director of Incident Management Division (IMD) or delegate. Given the urgency of a Broadcast Intrusive (BI) Alert, NSEMO has developed a notification sequence to mitigate against the risk of not being able to reach the Director of IMD for approval to send the Alert.

For additional information on the Nova Scotia Alert Ready approval process, see:

- Standard Operating Procedure – Alert Ready Approvals and Delegated Authority.

Roles and Responsibilities

The following are the roles and responsibilities of the stakeholders involved with Alert Ready.



There are five primary roles within the NS Alert Ready program that are illustrated in the graphic above. Four of the five responsibilities of key stakeholder have been incorporated into SOPs.

Emergency Management Office (NSEMO)

NSEMO is the Authorized Government User of Alert Ready for Nova Scotia. In this role, NSEMO:

- Oversees and manages authorized Alert Ready issuers and requestors
- Administers the NAADs platform for all Nova Scotia authorized users
- Offers a training program for authorized requestors and issuers
- Develops and maintains the Nova Scotia Alert Ready Request Form

For information about NSEMO as the Authorized Government Agency, see SOP 1 - Authorized Government Agency Responsibilities.

Authorized Issuers and Requestors

As the Authorized Government Agency for Alert Ready, NSEMO may delegate the authority to issue and request public alerts. An Authorized Issuer is an organization that has received training to send Alert Ready messaging. An Authorized Requestor is an organization that has received training to request Alert Ready messaging.

For information about Authorized Issuers and Requestors, see:

- Standard Operating Procedure – Options for Participation in NS Alert Ready
- Standard Operating Procedure - NS Alert Ready Participant Responsibilities
- Standard Operating Procedure - NS Alert Ready Training Requirements

Pelmorex

Pelmorex owns and manages the National Alert Aggregation and Dissemination (NAAD) System. They do not issue any types of alerts. Their responsibility is to ensure the NAAD system is ready and available for authorized alerts issuers to create and disseminate emergency alerts. They provide a limited level of technical support for the NAAD platform.

For information about Pelmorex's scope of responsibility, see:

- Standard Operating Procedure - Authorized Government Agency Responsibilities
- Standard Operating Procedure - When Assistance is Required.

Last Mile Distributors

Last Mile Distributors are responsible for making Alert Messages available to the public. They include cable TV and direct-to-home satellite service providers, TV and radio stations, wire-line and wireless telecommunications carriers, and Internet service providers. On August 24, 2014, the Canadian Radio-television and Telecommunications Commission (CRTC), by way of Broadcasting Regulatory Policy CRTC 2014-444, made the distribution of emergency alert messages a condition of their broadcasting license. The role of the Last Mile Distributors is to maintain, repair, and replace the Emergency

Alert Receivers and to participate in the alerting program by delivering the alerts when required.

Public

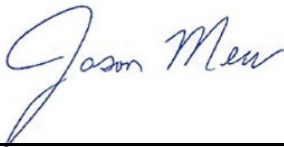
The public is the intended audience of a public alert. Their role is to receive the alert and follow the instructions provided with the alert.

Review and updating of this policy

This policy will be reviewed and updated as required at a minimum of every two years.

Approval

Approved by:



Jason Mew
Director of Incident Management

Date: July 28, 2021

Annex 1: Standard Operating Procedures

Standard Operating Procedure – Requesting an Alert

This standard operating procedure only applies to authorized requesting agencies. Authorized issuing organizations are out of scope for this SOP.

Requesting Agency:

The Authorized Requestor calls Nova Scotia's Public Safety Field Communications Shubenacadie Dispatch Office (hereafter referred to as Shubie Radio) at 1-833-758-4540 and submits a completed Alert Ready Request Form via email to SHUBIE@novascotia.ca

NOTE: Acknowledgment of a request for an Alert will not occur until a completed Alert Ready request form with proof of approval is received.

Shubie Radio:

- Identifies Requestor via organizational PIN.
- Confirms work email address from Alert Ready Request Form submission.
- Calls the NSEMO Alert Ready Duty Officer and relays all information, including Requestor contact information and Alert Ready Request Form via email to the NSEMO Alert Ready Outlook Contact Group.

Note: Shubie Radio calls the Alert Ready Duty Officer if they encounter any Alert Ready issues or concerns.

Nova Scotia Emergency Management Office:

Note: These steps are not exclusively sequential, some steps occur concurrently to reflect the urgency and timeliness of an Alert.

- NSEMO Alert Ready Duty Officer calls NSEMO Director of IMD
- NSEMO Director IMD advises 911 Duty Officer to advise 911 PSAPs.
- NSEMO 911 Duty Officer advises 911 PSAPs and Director of 911.
- NSEMO Director of IMD advises NSEMO Executive Director.
- NSEMO Director of IMD activates the NSEMO Standby Team (as required)
- NSEMO Executive Director notifies Department of Municipal Affairs and Housing senior leadership (DMAH).
- NSEMO Director of IMD advises Shubie Radio to send the Alert Ready Message.
- Shubie Radio sends Alert Ready Message.

Standard Operating Procedure – Generating an Alert, Updating an Alert, and Cancelling an Alert

- Actual alerts for emergency situations will be created and issued through the NAAD system LIVE interface and all training and practice alerts will be created in the NAAD system TRAINING interface.
- An Authorized Alert Issuer needs to determine if the alert is a Broadcast Immediate (BI) Alert or a Non-Broadcast Immediate (NBI) Alert.
- To generate an alert correctly the Authorized Alert Issuer should follow the directions outlined in the document titled *Directions to Generate an Alert* (see Annex 3).
- If the Alert Request Form does not reflect the emergency situation accurately, the Authorized Alert Issuer should follow-up with the requesting organization to clarify the situation and details necessary for messaging.
- An Actual Alert can be updated, should the emergency situation change. If an update is required, then follow the directions in the document titled *Updating an Alert*. (see Annex 3).
- If an alert or update has been issued for an emergency situation that alert or update should be cancelled once the emergency is over or there is no longer a threat to the public. The recommended way to cancel an alert/update is outlined in the document *Cancelling an Alert*. (see Annex 3).

Standard Operating Procedure – Alert Ready Approval and Delegated Authority

Requests for an Alert Ready notifications are submitted by Authorized Requestors for public dissemination. Before being disseminated to the public, requests are reviewed for completion, compliance with the NAADs platform and approval from the appropriate head of agency.

Should Public Safety Field Communications' Shubenacadie Dispatch staff not be able to reach the intended NSEMO Alert Ready Duty Officer, the following notification sequence should be initiated:

1. Call the NSEMO Director of Incident Management Division (IMD)
2. If no answer, call NSEMO Executive Director
3. If no answer, call Manager for Information Systems
4. If no answer, call NSEMO Business Analyst
5. If no answer, contact a NSEMO EMPO who will review the request and confirm the requestor's mandate, authority, and jurisdiction. They will then seek approval to send the Alert from NSEMO/DMAH Senior Management if possible. They are to adhere to the NSEMO Alert Ready Request Notification Sequence and NSEMO Alert Ready Policy and only authorize and/or disseminate critical and potentially life-saving alerts to Nova Scotians when requested.

Standard Operating Procedure - Authorized Government Agency Responsibilities

NSEMO is the province's Authorized Government Agency recognized by Pelmorex as being the provincial authority to promote compliance with approved Alert Ready National Initiatives and National Alert and Aggregation Dissemination System (NAADS) operating policies and standards as they pertain to generating emergency alerts for Nova Scotia.

Pelmorex owns and manages NAADS. They do not issue any types of alerts. Their responsibility is to ensure the NAAD system is ready and available for authorized alerts issuers to create and disseminate emergency alerts.

NSEMO will utilize the NAAD system to create, generate and disseminate emergency alerts following the provincial public alerting program, NS Alert Ready, policies and operating procedures.

NS Alert Ready will be managed and maintained by NSEMO who will educate and promote the provincial requirements of the Ready Alert program with all participants.

Alerts will be generated in the NAAD system by Authorized Alert Issuers. NSEMO has the authority to designate other organizations and jurisdictions as participants who will have the ability to request and/or issue Alert Ready messages.

NSEMO will offer a training program for both Authorized Alert users to support their participation level in the NS Alert Ready program when requested. A distributed or train the trainer framework will be adopted where (a) representative(s) from an Authorized Issuing and/or Requesting organization or jurisdiction receives training from NSEMO, then provides that training to approved users within their respective organization or jurisdiction.

NSEMO will determine and assign applicable levels of alerting authority to Authorized Alert Issuers as they are defined by the Common Alerting Protocol – Canadian Profile (CAP-CP) and further standardized in the Nova Scotia's Alert Ready Requestor by Legislated/Authorized Lead (Appendix 1).

Standard Operating Procedure - Options for Participation in NS Alert Ready

The expectation is that Authorized Alert Issuers and Requestors of NS Alert Ready will at all-times "act with good faith and intention" when generating an emergency alert.

Authorized Issuers

- NSEMO will delegate the authority to issue Alert Ready messages to the organizations and jurisdictions that can demonstrate the ability to respond to 24/7 requests and the capacity to maintain training requirements.
- All Authorized Alert Issuers will have the same alerting permissions assigned as it pertains to locations and event codes. This will allow for one Authorized Alert Issuer within an organization or jurisdiction to generate an alert and a different Authorized Alert Issuer within the organization or jurisdiction the ability to update or cancel that alert allowing greater flexible alert administration.

Authorized Requestors

- Organizations and jurisdictions who have a mandated responsibility of emergency situations that could affect the public, can request alerts for their respective emergency events. (see Nova Scotia's Alert Ready Requestor by Legislated / Authorized Lead in Appendix 1)

Standard Operating Procedure – NS Alert Ready Participant Responsibilities

Issuing Organization or Jurisdiction

Any organization or jurisdiction external to the provincial government wanting to become an NS Alert Ready Authorized Alert Issuer must complete a User Agreement with NSEMO.

It is the responsibility of the Authorized Issuing Organization or Jurisdiction to decide who they are going to identify as their Authorized Alert Issuers. NSEMO will not identify specific positions that must be trained to be Authorized Alert Issuers.

The Authorized Issuing Organization or Jurisdiction is responsible to keep current their list of Authorized Alert Issuers. If there are any changes to the status of an Authorizer Issuer, (e.g., name change, left jurisdiction, and/or no longer associated with organization or jurisdiction), it is the responsibility of the organization or jurisdiction to notify NSEMO immediately.

Any usernames and passwords given to Authorized Alert Issuers will be their own unique identifiers and the responsibility to keep this information secure lies solely with that individual. Under no circumstances should usernames and passwords be shared. Should discovery be made that user names and passwords are being shared, it will result in immediate deactivation as an Authorized Alert Issuer.

It is the responsibility of the Authorized Issuing Organization or Jurisdiction to establish a train the trainer model for internal training as well as a mechanism to track training and exercise recommendations for all individual issuers within that organization or jurisdiction.

It is the responsibility of the Authorized Issuing Organization to report to NSEMO any lessons learned from Alert Ready events on a semi-annual basis.

It is the responsibility of the Authorized Issuing Organization to develop, train and maintain a standard operating procedure to address the accidental issuance of a public alert.

Requesting Organization or Jurisdiction

It is the responsibility of the requesting organization or jurisdiction to communicate to every authorized user the process and reporting requirements for requesting an Alert Ready message.

It is the responsibility of the requesting organization or jurisdiction to establish a train the trainer model for internal training as well as a mechanism to track training requirements for all individual users.

It is the responsibility of the requesting organization or jurisdiction to report to NSEMO any lessons learned from Alert Ready events on a semi-annual basis.

Standard Operating Procedure - Training Requirements

It is the responsibility of NSEMO to provide training on the rules, responsibilities, principles, and system use for requesting and issuing Alert Ready messages.

NSEMO will utilize a train the trainer approach for NS Alert Ready training. Representatives from individual organizations or jurisdictions will receive training from NSEMO, are expected to train identified Alert Ready users within their organization or jurisdiction.

The NS Alert Ready training program is comprised of two parts:

1. Module 1 - Theory
2. Module 2 - Practical

All individuals that have been identified to be Authorized Alert Issuers must successfully complete the training requirements outlined for participation.

All Individuals that have been identified to be Authorized Alert Requestors will be offered an introductory training course.

Module 1 Theory Training Requirements:

Module 1 - Theory is comprised of but not limited to the NS Alert Ready process, training on policies and standard operating procedures, types of alerts issued and principles of alerting.

NSEMO will offer this module for individuals who will take on the train the trainer model within their organization.

The module will take approximately 3 to 4 hours to complete.

Successful completion of this module will include an examination. The minimum pass mark is 60 per cent.

Organizations offering training to their staff or members via a train the trainer model will be required to track and report on participation levels.

Module 2 Practical Training Requirements:

This training is limited to individuals who have been identified as Authorized Alert Issuers.

NSEMO will offer this module as an instructor led session for individuals who will take on the train the trainer model within their organization.

The module will take approximately 3 to 4 hours to complete and will have exercises built into the course material.

Before an Authorized Alert Issuer can participate in Module 2 - Practical training, they must successfully complete Module 1, the Introductory portion of NS Alert Ready training.

Prior to beginning Module 2 – Practical training, login credentials for the National Alert and Aggregation Dissemination (NAAD) system will be provided to access the NAAD training site.

Training sessions for the Module 2 Practical training will be held at NSEMO offices. Any associated costs (wages, per-diems, mileage) to attend the training by trainees will be the responsibility of their organization.

National Alert and Aggregation Dissemination (NAAD) System Training Requirements:

NS Alert Ready is part of the National Public Alerting Initiative and utilizes the National Alert and Aggregation Dissemination (NAAD) System to create and disseminate all alerts that are required for the province.

NAAD has two separate alerting interfaces: the training interface and the live interface. Extreme care must be taken not to confuse the two alerting interface websites.

Individuals will be given access to the NAAD system training interface so they can login to NAAD and create required training and practice alerts.

To be activated in the LIVE alerting side of NAAD and set to “ACTUAL” status Authorized Alert Issuers must complete the following:

1. Complete the NS Alert Ready Theory Module 1 – Introduction to NS Alert Ready and Module 2 - Practical training sessions; and
2. Once both base practice alert sets are completed at the end of Module 2, NS Alert Ready NAAD Administration will check the alerts and reply by email, which will include (if the alerts are done correctly), the web link to the live alerting interface and your updated account information.
3. Authorized Alert Issuers who have been set to “ACTUAL” status will have ability to issue live alerts in the NAAD system.

If you requested an Alert with incorrect information, you MUST IMMEDIATELY re-submit a request to update the original alert with the following information/corrections:

- In Message Type – select UPDATE
- Headline – Start with UPDATE and then leave the rest of the headline as is
- Event Description – This is to advise the alert issued for (emergency event name) for the (area) was issued through human error (by Jurisdiction Name that issued it). There is NO (emergency event name) occurring in (community name).
- Remove all instructions
- Put in expiry date (current date) and time (1/2 hour later than current time)
- Notify the NSEMO Duty Officer immediately

If you included incorrect information in a public alert or you logged into the LIVE NAADs platform when you intended to send a TRAINING public alert, you MUST IMMEDIATELY:

- In Message Type – select UPDATE
- Headline – Start with UPDATE and then leave the rest of the headline as is
- Event Description – This is to advise the alert issued for (emergency event name) for the (area) was issued through human error (by Jurisdiction Name that issued it). There is NO (emergency event name) occurring in (community name).
- Remove all instructions
- Put in expiry date (current date) and time (1/2 hour later than current time)
- Notify the NSEMO Duty Officer immediately

Standard Operating Procedure - Types of Alerts and Emergency Events that Warrant an Alert

The NS Alert Ready program allows for two levels of alerts to be generated

Broadcast Immediate Alert (BI)

Definition – An emergency situation where life and safety are under immediate threat and time is critical.

Non-Broadcast Immediate Alert (NBI)

Definition – An Non-Broadcast Immediate Alert is generated when an emergency is occurring or has the potential to occur that can affect the decisions people need to make as the situation has the potential to affect life and safety, protection of their property and or the environment.

Broadcast Immediate Alert and Non-Broadcast Immediate Alert:

- Both levels of alerts can be requested by an organization or jurisdiction for emergencies within their area(s) of responsibility.
- When an alert is generated, the responsibility to maintain the alert from start to finish including required updates and alert cancellations are the responsibility of the requesting organization.
- When an alert is generated, updated, or cancelled, the requesting organization will notify the NSEMO Operations Duty Officer.

Emergency Events that Warrant an Alert:

- Emergency alerts can be requested by a jurisdiction or organization that has the mandated responsibility for that emergency event.
- All situations that would warrant an emergency alert to be issued are identified in the Common Alerting Protocol Standards– Canadian Profile (CAP-CP).
- The emergency situations listed in Nova Scotia Alert Ready Requestor by Legislated / Authorized Lead Agency highlight which organization(s) and jurisdiction(s) has/have the legislated mandate and/or authority to request an Alert Ready message.
- When a situation occurs where an emergency alert can be generated and the responsibility to issue the alert could fall to more than one organization or jurisdiction the following should be applied:
- Broadcast Immediate Alert (BI): Based on the critical nature of a broadcast immediate alert, whoever knows about the situation first should take immediate action to generate the alert.
- Non-Broadcast Immediate Alert: These alerts are less critical in nature and should be generated by the Jurisdiction or Organization that is in the position to best maintain the ongoing requirements of the alert and who has the mandated responsibility.

Generating an Alert, Alert Updates and Cancelling an Alert

- Actual alerts for emergency situations will be created and issued through the NAAD system LIVE interface and all training and practice alerts will be created in the NAAD system TRAINING interface.
- An Authorized Alert Issuer needs to determine if the alert is a Critical Broadcast Immediate Alert or a Non-Broadcast Immediate Alert.
- To generate an alert correctly the Authorized Alert Issuer should follow the directions outlined in the document titled Directions to Generate an Alert (see Appendix 2).

- If the Alert Request Form does not reflect the emergency situation accurately, the Authorized Alert Issuer should follow-up with the requesting organization to clarify the situation and details necessary for messaging.
- An Actual Alert can be updated, should the emergency situation change. If an update is required, then follow the directions in the document titled Updating an Alert. (see Appendix 3).
- If an alert or update has been issued for an emergency situation that alert or update should be cancelled once the emergency is over or there is no longer a threat to the public. The recommended way to cancel an alert/update is outlined in the document Cancelling an Alert. (see Appendix 4).

Standard Operating Procedure - Receiving an Alert

There are several communication platforms in which an emergency alert can be received by the public. The communication platform the alert is received on will be dependent on the level and type of alert that has been issued.

Broadcast Immediate Alert (BI):

BI alerts will be sent through all communication platforms.

Television and Radio – All broadcasters licensed to operate in Canada have been mandated by the Canadian Radio-television and Telecommunications Commission (CRTC) that they must issue all Critical Broadcast Immediate alerts that have been created in the NAAD system, as a condition of their continued licensing.

The Weather Network app (TWN) - Individuals who download TWN app can receive alerts for their specific area depending on how they configure their app setting.

Added to TV, and Radio, Broadcast Immediate Alerts will also be sent to cell phones and wireless devices that are compatible with Wireless Public Alerting (WPA). In order for emergency alerts to be received on a wireless device, three conditions must be met. The wireless device must be:

1. An LTE-device like a smartphone (LTE is commonly referred to as “4G LTE”)
2. Wireless public alerting (WPA)-compatible
3. Connected to an LTE cellular network at the time the emergency alert is issued.

NOTE: These types of alerts when sent to your phone will be short with only critical information

Non-Broadcast Immediate Alert:

These types of alert will be sent through the following communication platforms.

The Weather Network app - Individuals who download TWN app can receive alerts for their specific area depending on how they configure their app setting.

Non-Broadcast Immediate alerts will not be disseminated by TV, Radio or to your Cell Phone by Text. Some radio broadcasters may issue the alerts, or at the very least include the alert information on their regular news segment but doing so is their choice.

Standard Operating Procedure - When Assistance is Required

When assistance is required to issue an **ACTUAL LIVE ALERT**:

Technical difficulties:

The Pelmorex NAAD Service Desk is available to assist an issuer with technical difficulties with the NAAD platform. They provide assistance only if you are experiencing system issues, such as the following examples:

- You enter your login credentials, and nothing happens, it “sits and spins”
- You get logged in and your screens are not displaying properly
- You create your alert and try to validate it, and the system only sits and spins

The Pelmorex NAAD Service Desk can be reached at:

Telephone: 1-877-390-1911

Email: support-publicalerting@pelmorex.com

If an Authorized Alert Issuer is experiencing difficulties developing an Alert Ready request on the NAAD platform, s/he/they can request assistance in generating an Alert for an emergency situation that is occurring or about to occur by calling Shubie Radio:

1-833-758-4540 and asking for the NSEMO Alert Ready Duty Officer.

Broadcast Immediate Alert and Non-Broadcast Immediate Alert:

- Assistance will be provided to an Authorized Alert Issuer by troubleshooting difficulties, and if required, generating, and issuing an alert on their behalf.
- When an Authorized Alert Issuer calls the number above, they will need to provide the following:
 - The organization they represent
 - Their name
 - Their organization PIN
 - The issue they are experiencing (e.g. locked out of account, error message)
- If the issue cannot be resolved in a timely fashion, the alert can be generated on behalf of the Authorized Alert Issuer via the NS Alert Ready Request Form. The original Authorized Issuing organization will now become the requesting organization and will prepare and submit an NS Alert Ready Request Form to the new Issuing Organization.
- If an Alert is generated on behalf of an Authorized Alert Issuer, the Issuer is now responsible to provide follow-up to update and/or cancel the Alert. The requesting organization will provide the necessary information via an NS Alert Ready Request Form to prepare and issue alerts. The requestor is also responsible for notifying the NSEMO Alert Ready Duty Officer.

When assistance is required to correct your personal information or reset a password:

NS Alert Ready NAAD Administration

If you need to have your password reset, check your standing of alerts, submit new forms, have a general inquiry, etc. call NSEMO at 1-902-424-5620 or email nsalertreadyadmin@novascotia.ca during business hours, or Shubie Radio at 1-833-758-4540 after hours.

Note: If a password reset is prohibiting you from issuing an Alert, contact 1-833-758-4540 immediately.

When assistance or questions arise on NS Alert Ready Policy or Program Direction:

Email NS Alert Ready Management Administration at:
nsalertreadyadmin@novascotia.ca

Annex 2: NSEMO Strategic Emergency Management Plan – Legislated Leads¹

Planning for Specific Hazards

Like most emergency management organizations, the Nova Scotia Emergency Management Office (NSEMO) uses an all-hazards emergency preparedness approach. It is also helpful to identify and plan for the initial response to certain hazards. This may be because they occur frequently, or because they require specific approaches and processes.

For each hazard in this document, NSEMO has identified:

- Legislated/regulated lead agency, government body/bodies;
- Potential supporting or affected organizations;
- Likely activation triggers and activation levels for the Provincial Coordination Centre (PCC);
- Organizations that may be required to send a representative to the PCC for each activation level; and
- The protocols and processes for issuing a public alert through Alert Ready.

Note: Partners that are not required at the PCC in person (municipalities, departments, critical infrastructure stakeholders) still receive information during NSEMO activations through WebEOC, Situation Reports, notifications, and teleconference calls.

The specific hazards planned for in this annex are as follows:

Canso Causeway closure	Cyber Attack	Drinking water
Drought	Earthquake	Environmental contamination – land
Environmental contamination – sea	Extreme cold	Extreme heat
Flood	Food contamination	Fuel shortage
Hurricane / Tropical Storm	Mass evacuation at sea	Pandemic / Epidemic
Power outage	Radiological (nuclear)	Severe snow or ice storm
Sporadic disease outbreak	Storm Surge	Supply chain disruption
Tantramar Marsh (NB-NS land connection) closure	Telecommunications outage	Terrorist Act
Tornado (severe weather)	Transportation Corridor	Transportation disaster
Tsunami	Wildland Fire	

Public Alerting

¹ Annex A: Legislated Leads from NS Strategic Emergency Management Plan as at June 3, 2022.

NS Alert Ready is Nova Scotia's emergency public alerting program that provides critical information about emergencies in real-time so individuals can take action to protect themselves, their families, and their property.

The Nova Scotia Emergency Management Office (NSEMO) is the Authorized Government Agency (AGA) for Public Alerting in Nova Scotia.

The RCMP and Halifax Regional Police can issue alerts directly for policing matters. If any other lead agency wishes to request an Alert Ready message in Nova Scotia, they must Call Shubie Radio: 1-833-758-4540 (monitored 24/7/365) and fill out an Alert Ready Request Form with the details of the incident. Requests must be approved by a Chief of Police, Deputy Minister, Mayor/CAO or designate.

Each hazard described below outlines the lead agency or agencies. These are the organizations that would be responsible for issuing a public alert should an emergency occur within their mandate that they determine requires such action.

NSEMO Contact Information

DUTY OFFICER: To reach NSEMO's duty officer 24/7 call **1-833-758-4540**.

Regular Business: NSEMO's regular business line (1-866-424-5620 or 902-424-5620) is answered between 8:30 and 4:30 on weekdays. It is not monitored after-hours, on weekends, or on holidays. To reach a duty officer after hours, please call the number listed above.

Email: During activations, NSEMO's email address is pcc@novascotia.ca . NSEMO's general information email address is emo@novascotia.ca . It is not monitored after-hours.

Canso Causeway Closure

Description: The provincial department of Public Works (PW) manages the province's highways and key road transportation infrastructure, including the Canso Causeway. It is not uncommon for the causeway to be closed for short periods severe during storms, or when the swing bridge is operating, to allow marine vessels through. A prolonged closure may require an emergency management response to ensure public safety is maintained.

Lead Agency/ies: Municipal emergency management officials and/or policing agencies are the lead for public safety matters that arise from a prolonged closure of the Canso Causeway. Public Works is the legislated lead for service restoration.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities • Police, fire, paramedics • NSEMO • Canadian Red Cross • Environment and Climate Change Canada (ECCC) (if weather-related) • Communications Nova Scotia (CNS) 	<ul style="list-style-type: none"> • Indigenous Services Canada (ISC) - First Nations • Fisheries and Aquaculture • Education & ECD • Labour, Skills & Immigration • Advanced Education • Joint Task Force Atlantic Provincial Liaison Officer (JTFA PLO) • Public Safety Canada • Service NS & Internal Services - Business Continuity (SNS-IS BCM) • NS Natural Resources and Renewables 	<ul style="list-style-type: none"> • Health and Wellness • Marine Atlantic • Halifax International Airport Authority • Sydney Airport Authority • Justice • Community Services • CN Rail • Port of Halifax • Port of Sydney • Fuel companies • Canadian Coast Guard (Canal) • Food Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Public Highways Act</p>	<p>When would NSEMO activate the PCC? NSEMO may be asked to assist for longer closures, where municipalities need support, or if critical infrastructure partners become affected beyond normal business continuity processes.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Canso Causeway Closure continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Public Works ARep* • SNS-IS Business Continuity
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Canadian Red Cross ARep (Shelters) + DCS ARep • Communications NS staff • Joint Task Force Atlantic Provincial Liaison Officer (JTFA-PLO) • Natural Resources and Renewables (ICS support) • Public Safety Canada & other federal partners • Health and Wellness
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Critical Infrastructure partner AReps

*AREp = The designated Agency Representative for an organization

Canso Causeway Closure – Alert Ready	
Alert Ready requesting Agency:	NS Dept. of Public Works
Required Approval Level	Provincial Department at Deputy Minister Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form for Public Works. RCMP has the authority to issue public alerts directly.
Alert Category (ies)	Roadway Closure; Bridge Closure
Notes:	If the threat to public safety increases, RCMP can issue a Broadcast-Immediate Civil Emergency alert directly.

Note: Non-BI = a Non-Broadcast-Immediate alert / BI = Broadcast-Immediate alert

Cyber Attack

Description: Cyber security is predominantly a federal and is monitored and threats mitigated by Public Safety Canada, CSIS, the RCMP and the Canadian Centre for Cyber Security. Nova Scotia has laws, regulations, and policies focusing on data protection by public bodies and securities companies. Nova Scotia does not legislate or regulate cyber security in private organizations, and NSEMO does not have a role in preventing cyber security attacks among its partners. NSEMO shares bulletins, educational materials, and training opportunities provided by federal partners with its provincial critical infrastructure network.

Lead Agency/ies: Service Nova Scotia and Internal Services (SNS-IS) is the lead agency for the provincial government’s computer networks and internal government cyber security. Individual organizations including critical infrastructure partners, municipalities, and businesses, are responsible for their own cyber security measures and practices.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Service NS & Internal Services - Business Continuity (SNS-IS BCM) • Municipalities • NSEMO • Canadian Red Cross • Communications Nova Scotia (CNS) 	<ul style="list-style-type: none"> • Indigenous Services Canada (ISC) - First Nations • Joint Task Force Atlantic Provincial Liaison Officer (JTFA PLO) • Public Safety Canada • NS Natural Resources and Renewables 	<ul style="list-style-type: none"> • Energy sector • Provincial government departments • Transportation sector • Municipalities
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Nova Scotia Securities Commission *</p> <p>Freedom of Information and Protection of Privacy Act and Regulations</p> <p>Part XX of the Municipal Government Act</p> <p>Personal Health Information Act and Regulations</p> <p>Personal Information International Disclosure Protection Act</p> <p>Federal:</p> <p>Personal Information Protection and Electronic Documents Act (PIPEDA)</p> <p>Protecting Canadians from Online Crime Act</p> <p>Canadian Criminal Code</p> <p>CASL (Amends several acts)</p>	<p>When would NSEMO activate the PCC?</p> <p>NSEMO would activate the Provincial Coordination Centre to support a response to the consequences of a cyber attack (power outage, disruption of essential services) that pose a threat to life/safety or to the continued operation of key critical infrastructure, or upon the request of an AREP or municipality.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

* Policies on cyber security for investment (securities) companies.

Cyber Attack continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> NSEMO staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> SNS-IS ICTS AREP SNS-IS Business Continuity
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> Affected CI partners Public Safety Canada JTFA Liaison Officer RCMP AREP

*ARep = The designated Agency Representative for an organization

Cyber Attack – Alert Ready	
Alert Ready Requesting Agency or Agencies:	<ul style="list-style-type: none"> Critical Infrastructure Owner/Operator (could be a provincial department or municipality)
Required Approval Level	Provincial Department at Deputy Minister Level, municipal CAO, Private Organization CEO/Owner
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form
Alert Category (ies)	Civil Emergency (BI); Terrorism (BI)

Note: Non-BI = a Non-Broadcast-Immediate alert / BI = Broadcast-Immediate alert

Drinking Water Supply Contamination

Description: Public drinking water supplies are regulated by Nova Scotia Environment and Climate Change. The water system operator must ensure the water is safe and tested according to provincial requirements. The operator is responsible for public notification regarding do not drink or boil orders. Individual wells are the responsibility of homeowners.

Lead Agency/ies: Water supply owner or operator. [Note: If the water contamination is through a deliberate act, the Terrorist Act hazard information below may be relevant.] Nova Scotia Environment and Climate Change monitors owner/operator responses to issues affecting the safety and availability of water through their water supplies.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Nova Scotia Environment and Climate Change (NSE) 	<ul style="list-style-type: none"> • NSEMO • CNS 	<ul style="list-style-type: none"> • Health and Wellness • Community Services • Public Works
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Nova Scotia Environment and Climate Change Act</p> <p>Nova Scotia Environment and Climate Change Emergency Regulations</p>	<p>When would NSEMO activate the PCC?</p> <p>Most of the time, NSEMO would not be required to coordinate a provincial response.</p> <p>The PCC would be activated if the water contamination is severe or prolonged, or upon the request of a provincial department, municipality, critical infrastructure or another emergency management partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Drinking Water Supply Contamination continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • NSE ARep
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • Municipal Emergency Management Coordinator(s) (virtually) • Natural Resources and Renewables (ICS support) • Health and Wellness • SNS-IS Business Continuity
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Critical Infrastructure partner AReps

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Drinking Water Supply Contamination – Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • NS Environment and Climate Change • Municipality
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form for Public Works.
Alert Category (ies)	Drinking Water (BI)

Drought / Drinking Water Shortage

Description: Primary responsibility for drinking water supply lies with the owner/operator of a public supply or with individual homeowners on wells. In cases of widespread water shortages, municipalities may choose to offer bottled water to residents. NSEMO may provide support to municipalities for large-scale responses.

Lead Agency/ies: Water supply owner or operator or individual homeowners (wells).

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities 	<ul style="list-style-type: none"> • NS Environment & Climate Change (water safety) • NSEMO • CNS • Health and Wellness • Public Works • Natural Resources and Renewables • Education and ECD 	<ul style="list-style-type: none"> • Health and Wellness • Transportation • Food Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Halifax Regional Municipality Charter</p> <p>Municipal Government Act *</p> <p>Crop and livestock insurance program</p> <p>Animal Health and Protection Act</p> <p>Federal crop damage program</p> <p><i>* 2017 MGA amendment allows municipalities to lend funds to homeowners to drill wells, and the money is paid back over time</i></p>	<p>When would NSEMO activate the PCC?</p> <p>Most of the time, NSEMO would not be required to coordinate a provincial response. The PCC would be activated if the water shortage is widespread or prolonged to the point municipalities require support. The PCC would activate upon the request of a department, municipality, critical infrastructure or another emergency management partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Drought / Drinking Water Shortage continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Municipal EMC (virtually)
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • SNS-IS Business Continuity • Natural Resources and Renewables ARep • NS Environment ARep • Health and Wellness ARep • Public Works ARep • Affected Critical Infrastructure Partner ARep • Indigenous Services Canada – First Nations • Education and Early Childhood Development
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	Additional representatives as required.

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Drought/Drinking Water Shortage – Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • NS Environment and Climate Change • Municipality
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Water Supply (Non BI)

Earthquake

Description: Earthquakes of a magnitude that would cause serious impacts are rare in Nova Scotia, but one could happen. There are processes in place for a provincial response should a severe earthquake occur.

Lead Agency/ies: Municipalities / first responders

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • NSEMO • Natural Resources Canada – tracks and reports earthquakes • Insurance Bureau of Canada • Communications Nova Scotia • Environment/Climate Change Canada 	<ul style="list-style-type: none"> • Public Safety Canada • Joint Task Force Atlantic - PLO • ISC – First Nations • Provincial departments • Medical Examiner’s Office (fatalities) 	<ul style="list-style-type: none"> • Nova Scotia Power • Canadian Red Cross • Transportation sector • Fuel sector • Food sector • Health sector • Information and telecommunications sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p>	<p>When would NSEMO activate the PCC?</p> <p>The PCC would be activated if the earthquake caused damage requiring a provincially-coordinated response, or upon the request of a department, municipality, critical infrastructure, or another emergency management partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Earthquake continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> NSEMO staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> Communications NS staff Natural Resources and Renewables ARep SNS-IS Public Safety Field Communications SNS-IS Business Continuity Environment and Climate Change Canada
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> NS Environment ARep Health and Wellness ARep Public Works ARep Affected Critical Infrastructure Partner AREps Indigenous Services Canada – First Nations Education and Early Childhood Development ARep JTFA PLO Public Safety Canada Canadian Red Cross

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Earthquake – Alert Ready	
Alert Ready requesting Agency:	NSEMO or Municipality
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form (Municipality)
Alert Category (ies)	Earthquake (BI); Civil Emergency (BI)

Environmental Contamination: Land

Description: Police and local fire departments or the nearest fire department HAZMAT team are first to respond to most hazardous material spills on land, particularly on roads (vehicle accidents). The polluter is expected to clean up the hazard or engage private contractors to clean up the spill. The federal government is responsible for environmental emergencies on federally-owned land or First Nations.

Lead Agency/ies: The polluter is expected to ensure the hazard is cleaned up and the area remediated. Nova Scotia Environment and Climate Change regulates this process and intervenes if necessary.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities / first responders • Private contractors 	<ul style="list-style-type: none"> • Environment/Climate Change Canada • ISC – First Nations • Natural Resources and Renewables 	<ul style="list-style-type: none"> • Municipalities • Any CI sector that may cause an environmental emergency • Any CI sector that may be involved in spill cleanup / remediation
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Nova Scotia Environment and Climate Change Act</p> <p>Nova Scotia dangerous goods management regulations</p> <p>Nova Scotia Environment and Climate Change Emergency Regulations</p> <p>Federal Transportation of Dangerous Goods Regulations</p> <p>Federal Environmental Emergencies Plan</p>	<p>When would NSEMO activate the PCC?</p> <p>The PCC would be activated for an environmental emergency requiring a provincially-coordinated response, or upon the request of a department, municipality, critical infrastructure or another emergency management partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Environmental Contamination: Land continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • NS Environment & Climate Change ARep
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • SNS-IS Public Safety Field Communications • Environment and Climate Change Canada • Affected CI AReps
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Health and Wellness ARep • Public Works ARep • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada • Community Services • Canadian Red Cross

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Environmental Emergency - Land – Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • NS Environment and Climate Change • Municipality
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Drinking Water (BI); Hazardous Materials (BI); Chemical Hazard (BI), Biological Hazard (BI); Drinking Water (Non-BI)

Environmental Contamination: Spill at Sea

Description: Oil spills at sea are federal jurisdiction. Nova Scotia has no authority or involvement in the cleanup unless materials reach the province's shore.

Lead Agency/ies: The Canadian Coast Guard is the lead agency for hazardous material spills at sea. In most cases, NSEMO would not be involved in this type of incident unless a threat to the shoreline became evident.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Polluter responsible for spill or company contracted to lead cleanup • Transport Canada • Environment and Climate Change Canada • Private contractors • Department of Fisheries and Oceans Canada 	<ul style="list-style-type: none"> • NSEMO • Municipalities • NS Natural Resources and Renewables • NS Fisheries and Aquaculture • ISC/First Nations 	<ul style="list-style-type: none"> • Halifax Port Authority • Sydney Port Authority • Nova Scotia Power • Transportation Sector • Fuel Sector • Food Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Federal Transportation of Dangerous Goods Regulations</p> <p>Federal Environmental Emergencies Plan</p> <p>Canada Shipping Act</p> <p>Federal information on spills at sea</p> <p>Federal Fisheries Act</p>	<p>When would NSEMO activate the PCC?</p> <p>The PCC would be activated for an environmental emergency at sea that poses an imminent threat to shoreline. EMO would also activate the PCC at the request of a department, municipality, critical infrastructure or another emergency management partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Environmental Contamination: Spill at Sea continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Natural Resources and Renewables ARep • Canadian Coast Guard ARep • NS Fisheries and Aquaculture ARep
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • SNS-IS Public Safety Field Communications • Environment and Climate Change Canada
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Health and Wellness ARep • Public Works ARep • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada • NSE (if issue impacts coastlines and further inland)

*AREp = The designated Agency Representative for an organization

Environmental Emergency: Spill at Sea – Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • Canadian Coast Guard (DG) if there is a threat to the Nova Scotia coastline.
Required Approval Level	Federal Department Director General
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Chemical Hazard (BI); Biological Hazard (BI)

Extreme Cold

Description: Cold weather is normal during the winter months in Nova Scotia and individuals are normally responsible to prepare for and respond to frigid temperatures. NSEMO may activate in situations where existing or predicted conditions are extreme and pose an elevated risk to the public and municipalities required provincial support for their response.

Lead Agency/ies: Municipalities are the first line of response to extreme cold events. If the extreme cold is accompanied by widespread or prolonged power outages, municipalities may be asked to activate their emergency plan and open comfort centres for warming.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • ECCC - weather • Health and Wellness • Communications Nova Scotia • Public Works • Public Service Commission • Canadian Red Cross 	<ul style="list-style-type: none"> • Education and Early Childhood Development • Labour, Skills & Immigration • ISC – First Nations • Municipal Affairs & Housing • Community Services • Non-profits serving vulnerable populations 	<ul style="list-style-type: none"> • Nova Scotia Power • Telecommunication companies • Transportation Sector • Food sector • Health sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p> <p>NS Health Protection Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC at the request of any municipality, provincial department, or critical infrastructure partner to assist with a provincially-coordinated response to the extreme cold emergency.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Extreme Cold continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Nova Scotia Power ARep • Environment and Climate Change Canada
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • Public Service Commission ARep • SNS-IS Public Safety Field Communications • SNS-IS Business Continuity
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Provincial Department AReps • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada • Health Canada Representative

*AREp = The designated Agency Representative for an organization

Extreme Cold – Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • Municipality • NSEMO
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Cold Wave (Non-BI); Wind Chill (Non-BI)

Extreme Heat

Description: Hot weather is expected during the summer in Nova Scotia and individuals are normally responsible to prepare for and respond to the conditions. Environment and Climate Change Canada issues public advisories for extreme heat, and Nova Scotia Health and Wellness has adopted a Heat Alert Response System. Provincial coordination is rarely required, but NSEMO monitors the alerts and is ready to assist if needed.

Lead Agency/ies: Municipalities are the first line of response to extreme heat events. If the extreme heat is accompanied by widespread or prolonged power outages, municipalities may be asked to activate their emergency plan and open comfort centres for cooling.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • ECCC - weather • Health and Wellness • Communications Nova Scotia • Public Works • Public Service Commission • Canadian Red Cross 	<ul style="list-style-type: none"> • Education and Early Childhood Development • Labour, Skills & Immigration • ISC – First Nations • Municipal Affairs & Housing • Community Services • Non-profits serving vulnerable populations 	<ul style="list-style-type: none"> • Nova Scotia Power • Telecommunication companies • Transportation Sector • Food sector • Health sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p> <p>Health Protection Act</p>	<p>When would NSEMO activate the PCC?</p> <p>NSEMO would activate the PCC at the request of any municipality, provincial department, or critical infrastructure partner to assist with a provincially-coordinated response to the extreme heat emergency.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Extreme Heat continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Environment and Climate Change Canada • Health and Wellness ARep
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Nova Scotia Power ARep • Communications NS staff • Public Service Commission ARep • SNS-IS Public Safety Field Communications • SNS-IS Business Continuity
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Provincial Department AReps • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada • Health Canada Representative

*AREp = The designated Agency Representative for an organization

Extreme Heat– Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • NS Environment and Climate Change • Municipality
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Heat Wave (Non-BI); High Heat and Humidity (Non-BI)

Flooding

Description: Several communities in Nova Scotia experience seasonal flooding, but storms with heavy rainfall or rapid snow melt can cause flooding nearly anywhere at any time. Nova Scotians need to be prepared for floods and know what to do should flooding occur.

Lead Agency/ies: Municipalities are the first line of response to floods, managing street closures, evacuations, and cleanup. NSEMO is available to offer support if flooding is severe enough to require a provincially-coordinated response.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • NSEMO • Insurance Bureau of Canada • Public Safety Canada • Environment and Climate Change Canada • Communications Nova Scotia • SNS-IS Business Continuity • Public Works 	<ul style="list-style-type: none"> • NS Agriculture • NS Fisheries and Aquaculture • NS Natural Resources and Renewables • Municipal Affairs and Housing • Community Services • Canadian Red Cross • SNS-IS Public Safety Field Comms. • Education/Early Childhood Dev. • Labour, Skills & Immigration • Medical Examiner's Office • NS Justice • NS Environment & Climate Change 	<ul style="list-style-type: none"> • Nova Scotia Power • Telecommunication companies • Transportation Sector • Food sector • Health sector
<p>Guiding legislation, regulation(s) and/or policies: Emergency Management Act Civic Emergency Regulations (EM Act) State of Emergency Forms Regulations Emergency Social Services Regulations</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC at the request of any municipality, provincial department, or critical infrastructure partner to assist with a provincially-coordinated response.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Flooding continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Environment and Climate Change Canada
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • Public Service Commission ARep • Public Works ARep • SNS-IS Public Safety Field Communications • SNS-IS Business Continuity
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Provincial Department AReps • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada

*ARep = The designated Agency Representative for an organization

Flooding – Alert Ready	
Alert Ready requesting Agency:	Municipality
Required Approval Level	Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Storm Surge (BI); Dam Overflow (BI); Flash Flood (BI), High Water Level (Non-BI); Overland Flow Flood (Non-BI).

Food Contamination

Description: Food contamination can be unintended or deliberate. The Canadian Food Inspection Agency is responsible for food inspection and issuing warnings or recalls. NSEMO is normally not requested to assist in food contamination issues.

Lead Agency/ies: The Canadian Food Inspection Agency and Health Canada are the lead agencies for contaminated food products.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Health and Wellness • NSECC – food safety inspectors • NSEMO 	<ul style="list-style-type: none"> • Provincial Departments that oversee facilities that serve food (Justice, Community Services, Education & Early Childhood Development, etc.) • Agriculture • Fisheries and Aquaculture • Communications Nova Scotia • Medical Examiner’s Office • Health and Wellness 	<ul style="list-style-type: none"> • Food sector • Public Safety sector • Health sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>CFIA Act and Regulations</p> <p>Health Protection Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC at the request of any municipality, provincial department, or critical infrastructure partner to assist with a provincially-coordinated response.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Food Contamination continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Health and Wellness ARep • NS Environment ARep • Communications NS staff • SNS-IS Business Continuity • Canadian Food Inspection Agency ARep • Health Canada ARep
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Provincial Department AReps • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada

*AREp = The designated Agency Representative for an organization

Food Contamination – Alert Ready	
Alert Ready requesting Agency:	Canadian Food Inspection Agency and/or Health Canada
Required Approval Level	Federal Department at the Director General Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Food and Drug Supply (Non-BI)

Fuel Shortage

Description: Fuel is an essential product, as there are interdependencies between many critical infrastructure sectors and fuel supply. For this reason, NSEMO tracks the shipments and supply of motive fuel on a weekly basis. Two providers supply gasoline and diesel to the province, primarily through shipping. Propane is also an essential fuel for industries including agriculture, fisheries and aquaculture, and other CI sectors, and it is brought into the province through rail and ground shipments. A prolonged shortage of any of these fuels would likely require provincial coordination and NSEMO would activate the PCC.

Lead Agency/ies: Private fuel companies.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • NSEMO • Communications Nova Scotia • SNS-IS Business Continuity 	<ul style="list-style-type: none"> • Municipalities • Public Works • Agriculture • Fisheries and Aquaculture • Health and Wellness • Justice • ISC-First Nations • Natural Resources and Renewables • Other provincial departments that rely on vehicles or fuel 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>NS Fuel Shortage Report Emergency Management Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC at the request of any municipality, provincial department, or critical infrastructure partner to assist with a provincially-coordinated response to a fuel shortage.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Fuel Shortage continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Fuel Company AReps • SNS-IS Business Continuity • SNS-IS Public Safety Field Communications • Public Works ARep • Justice ARep • Health and Wellness ARep
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Nova Scotia Power AReps • Telecommunications company AReps • Other affected Provincial Department AReps • Other affected Critical Infrastructure Partner AReps • JTFA PLO • ISC – First Nations • Public Safety Canada

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Fuel Shortage – Alert Ready	
Alert Ready requesting Agency:	NSEMO
Required Approval Level	Provincial Department at Deputy Minister Level
Requesting Method	NSEMO has direct issuance authority.
Alert Category (ies)	Diesel Supply (Non-BI); Gasoline Supply (Non-BI); Heating Oil Supply (Non-BI); Natural Gas Supply (Non-BI).

Hurricane / Tropical Storm

Description: The highest risk of a tropical storm or hurricane affecting Nova Scotia is between the months of June and November. These storms can bring damaging winds, storm surge, and heavy rains that can produce localized flooding. NSEMO activates the Provincial Coordination Centre if a severe storm is expected to affect Nova Scotia.

Lead Agency/ies: Nova Scotia Emergency Management Office

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Environment & Climate Change Can. • Municipalities • Nova Scotia Power • Telecommunications Companies • Communications Nova Scotia • SNS-IS Business Continuity • SNS-IS PS Field Communications • Public Safety Canada • Joint Task Force Atlantic • Natural Resources and Renewables 	<ul style="list-style-type: none"> • TIR • Health and Wellness • Justice • Community Services • Canadian Red Cross 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p> <p>Emergency Health Service Regulations</p> <p>Nova Scotia Health Protection Act</p>	<p>When would NSEMO activate the PCC?</p> <p>Environment & Climate Change Canada/The Canadian Hurricane Centre monitor tropical systems approaching Canadian waters/land. They notify NSEMO in advance of a potential tropical storm affecting Nova Scotia. The PCC would activate ahead of the storm's arrival to coordinate the provincial preparation, response, and recovery.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Hurricane / Tropical Storm continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Environment and Climate Change Canada • Communications Nova Scotia Staff • SNS-IS Business Continuity • Telecommunications company AReps • Nova Scotia Power AReps
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	<p>(Additional resources to those listed above)</p> <ul style="list-style-type: none"> • SNS-IS Public Safety Field Communications • Health and Wellness ARep • Public Works ARep • Community Services ARep • Canadian Red Cross ARep • Natural Resources and Renewables • SNS-IS Public Safety Field Communications
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	<p>(Additional resources to those listed above)</p> <ul style="list-style-type: none"> • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • Indigenous Services Canada – First Nations • JTFA PLO • Public Safety Canada

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Hurricane – Alert Ready	
Alert Ready requesting Agency:	NSEMO
Required Approval Level	Provincial Department at Deputy Minister Level
Requesting Method	NSEMO has authority to issue alerts directly.
Alert Category (ies)	Hurricane (BI)

Mass Evacuation at Sea

Description: A coordinated response is required across several agencies and government bodies if a marine vessel is evacuated while at sea. Several factors determine the response, including whether there are non-Canadian passengers, where in Nova Scotia they are taken, and whether there are casualties or fatalities. The foremost concerns include providing for medical and psychosocial needs of passengers/crew, registration/reunion services, and emergency shelter.

Lead Agency/ies: Marine vessel owner (notifies authorities of emergency), Joint Rescue Coordination Centre (rescue from vessel, notification of NS authorities).

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities • NSEMO • Canadian Border Services Agency (international - at Port of Entry) • Royal Canadian Mounted Police (int'l - at non-Port of Entry) • Health and Wellness • Canadian Red Cross • Coast Guard • Public Health Agency of Canada (illness of passengers/crew, health protocols) 	<ul style="list-style-type: none"> • Medical Examiner's Office • Community Services • Transportation Safety Board • Transport Canada 	<ul style="list-style-type: none"> • Government sector • Transportation sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergencies Act (federal) Canada Shipping Act Immigrant and Refugee Protection Act NS Emergency Welfare Services Fatalities Investigation Act Emergency Management Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the Provincial Coordination Centre if the magnitude of evacuation requires a whole-of-government response, or at the request of any municipality, provincial department, or federal partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Mass Evacuation at Sea continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Community Services ARep • Canadian Red Cross ARep • Health and Wellness ARep • Public Safety Canada ARep • Public Health Agency of Canada ARep
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Canadian Border Services Agency ARep • RCMP ARep • Communications Nova Scotia
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • JTFA PLO • Health Canada • Private and NGO service providers as required

*ARep = The designated Agency Representative for an organization

Mass Evacuation at Sea – Alert Ready	
Alert Ready requesting Agency:	Joint Rescue Coordination Centre NSEMO
Required Approval Level	Federal Director General Level and/or Provincial Deputy Minister Level.
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Nautical Incident (Non-BI)

Pandemic/Epidemic

Description: An epidemic is an outbreak of disease that attacks many people at the same time and may spread through one or more communities. A pandemic occurs when an epidemic is spread throughout the world (Example: COVID-19, SARS).

Lead Agency/ies: Nova Scotia Health and Wellness has the legislated authority for epidemics and pandemics under the *Health Protection Act*. In severe outbreaks at State of Emergency may also be declared to support *Health Protection Act* orders. The Minister of Municipal Affairs and Housing and/or Premier’s Office may lead the response for a pandemic, with support from NSEMO for consequence management and assisting municipalities, critical infrastructure partners and other departments as required.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Health Canada/Public Health Agency of Canada • Public Safety Canada • NSEMO • Service NS-Internal Services (BCMP) • Public Service Commission • CNS • Municipalities 	<ul style="list-style-type: none"> • NS Natural Resources and Renewables • Justice • Public Works • ISC/First Nations • Medical Examiner’s Office • Nova Scotia Environment and Climate Change 	<ul style="list-style-type: none"> • Nova Scotia Power • Telecommunication companies • Transportation sector • Food sector • Energy sector • Water sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>NS Health Protection Act</p> <p>Guide to Health Protection Act and Regulations</p> <p>Canadian Department of Health Act</p> <p>Canadian Pandemic Influenza Preparedness guide</p> <p>Emergency Health Service Regulations</p>	<p>When would NSEMO activate the PCC?</p> <p>NSEMO would activate the PCC if requested by the Department of Health and Wellness or if a State of Emergency is declared, to support to the provincially-coordinated response. It may also activate the PCC at the request of any municipality, provincial department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Pandemic / Epidemic continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Health and Wellness ARep*
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • SNS-IS Business Continuity • NS Environment ARep • JTFA PLO • Public Safety Canada
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Provincial Department AReps • Affected Critical Infrastructure Partner AReps • Health Canada Representative • SNS-IS Public Safety Field Communications • Environment and Climate Change Canada

* In the event of an epidemic/pandemic, the PCC may operate virtually or partially virtually to reduce the number of people coming and going from NSEMO headquarters. Protocols have been developed to ensure the safety of any representatives attending the PCC in person during a pandemic.

Pandemic/Epidemic – Alert Ready	
Alert Ready requesting Agency:	NS Department of Health and Wellness
Required Approval Level	Provincial Department at Deputy Minister Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Infectious Disease (Non-BI)

Power Outage

Description: Day-to-day outages are usually handled by utility provider(s) without assistance from NSEMO. Outages become a Provincial concern when they affect a large population of the province, are expected to be of a long duration, or are accompanied by severe weather conditions that may threaten public safety.

Lead Agency/ies: Utility Provider(s)

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • NSEMO • ECCC – weather • Communications Nova Scotia • Municipalities • SNS-IS Business Continuity 	<ul style="list-style-type: none"> • Public Service Commission • Education & Early Childhood Development • Labour • Advanced Education • Community Services • Municipal Affairs and Housing • ISC – First Nations • NS Environment & Climate Change (food safety issues) 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Public Utilities Act</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p> <p>Nova Scotia Health Protection Act (Part 2)</p>	<p>When would NSEMO activate the PCC?</p> <p>NSEMO activates the PCC whenever Nova Scotia Power activates its Emergency Operations Centre (EOC), or at the request of any municipality, provincial department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Power Outage continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Nova Scotia Power ARep • Communications Nova Scotia
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Telecommunications Company AReps • SNS-IS Business Continuity • Health and Wellness ARep • SNS-IS Public Safety Field Communications • Public Works
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • Indigenous Services Canada – First Nations • JTFA PLO • Public Safety Canada

*AREp = The designated Agency Representative for an organization

Power Outage – Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • NSEMO • Municipality
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Electricity Supply (Non-BI)

Radiological (Nuclear) Release

Description: Canada’s Federal Emergency Nuclear Plan, and Nova Scotia’s annex, outline responses for different types of radiological release. The Province would be notified by its federal partners of a release and would respond collaboratively with Health and Wellness, NSEMO, affected municipalities and federal partners.

Lead Agency/ies: The federal government has on-site authority for releases that happen in Canada. The specific lead department depends on the type of release (facility vs. vessel). If a release requires an emergency response in Nova Scotia, NSEMO would activate its Provincial Coordination Centre to collaborate with lead partners including Health and Wellness (public health), affected municipalities (local response), and federal partners.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Canadian Nuclear Safety Commission • Health Canada/Public Health Agency • PSC/GOC • Natural Resources Canada • ECCC • Joint Task Force Atlantic • Agriculture & Agri-Food Canada • Fisheries and Oceans Canada • Atomic Energy of Canada Ltd. • NS Health and Wellness • NSEMO 	<ul style="list-style-type: none"> • Municipalities • Medical Examiner’s Office • Community Services • Canadian Red Cross • Communications Nova Scotia • Fisheries and Aquaculture • ISC – First Nations • NS Environment and Climate Change (food safety issues) 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Canadian Radiation Regulations</p> <p>Federal Nuclear Emergency Plan</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>Health Protection Act</p>	<p>When would NSEMO activate the PCC?</p> <p>NSEMO would activate the PCC if a coordinated provincial response is required, or at the request of any municipality, provincial department, federal partner, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Radiological (Nuclear) Release continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • ECCC
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Health and Wellness ARep • JTFA PLO • SNS-IS Business Continuity • SNS-IS Public Safety Field Communications
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • Lead federal agency reps • ISC – First Nations • Public Safety Canada

*ARep = The designated Agency Representative for an organization

Radiological Release – Alert Ready	
Alert Ready requesting Agency:	Public Safety Canada NSEMO
Required Approval Level	Federal Director General Level or Provincial Department at Deputy Minister Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Radiological Hazard (BI)

Severe Snow or Ice Storm

Description: Winter storms are a reality in Nova Scotia, and most storms do not require NSEMO to activate. Severe storms involving snow and ice (and likely power outages) may prompt NSEMO to activate its Provincial Coordination Centre to support response and recovery efforts.

Lead Agency/ies: Nova Scotia Emergency Management Office

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • ECCC • Municipalities • Nova Scotia Power • Telecommunications Companies • Communications Nova Scotia • SNS-IS Business Continuity 	<ul style="list-style-type: none"> • Public Works • Health and Wellness • Justice • Community Services • Canadian Red Cross • SNS-IS PS Field Communications • Public Safety Canada • Joint Task Force Atlantic • Natural Resources and Renewables • ISC – First Nations 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p> <p>Emergency Health Service Regulations</p> <p>Health Protection Act</p>	<p>When would NSEMO activate the PCC? Environment & Climate Change Canada would notify NSEMO in advance of a potential severe snow or ice storm. NSEMO would activate the PCC ahead of the storm's arrival to coordinate the provincial preparation, response, and recovery.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Severe Snow or Ice Storm continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • ECCC • Communications Nova Scotia Staff • SNS-IS Business Continuity • Telecommunications company AReps • Nova Scotia Power AReps • Public Works ARep
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • SNS-IS Public Safety Field Communications • Health and Wellness ARep • Community Services ARep • Canadian Red Cross ARep • Natural Resources and Renewables ARep
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • Indigenous Services Canada – First Nations • JTFA PLO • Public Safety Canada

*ARep = The designated Agency Representative for an organization

Severe Snow or Ice Storm – Alert Ready	
Alert Ready requesting Agency:	<ul style="list-style-type: none"> • NS Environment and Climate Change • Municipality
Required Approval Level	Provincial Department at Deputy Minister Level or Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Drinking Water (BI); Hazardous Materials (BI); Chemical Hazard (BI), Biological Hazard (BI); Drinking Water (Non-BI)

Sporadic Disease Outbreak

Description: Normal disease outbreaks - mumps, measles, flu, etc. would not usually require NSEMO activation. If health officials request support, NSEMO would provide a provincially coordinated response.

Lead Agency/ies: Nova Scotia Health and Wellness.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • NSEMO • CNS • SNS-IS Business Continuity 	<ul style="list-style-type: none"> • Public Service Commission • Advanced Education • Education & Early Childhood Development • Municipalities • ISC/First Nations 	<ul style="list-style-type: none"> • Health sector • Safety sector • Government sector (Severe outbreaks could affect all 10 critical infrastructure sectors)
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>NS Health Protection Act</p> <p>Guide to Health Protection Act and Regulations</p>	<p>When would NSEMO activate the PCC?</p> <p>NSEMO would activate the PCC if requested by the Department of Health and Wellness to support a provincially-coordinated response, or at the request of any municipality, provincial department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Sporadic Disease Outbreak continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Health and Wellness ARep
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • Public Service Commission ARep • SNS-IS Business Continuity ARep • Advanced Education ARep • Education & Early Childhood Development ARep
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Other affected Provincial Department AReps • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada

*AREp = The designated Agency Representative for an organization

Sporadic Disease – Alert Ready	
Alert Ready requesting Agency:	NS Health and Wellness
Required Approval Level	Provincial Department at Deputy Minister Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Infectious Disease (Non-BI)

Storm Surge

Description: A storm surge is a rise of seawater level caused by a storm (winter storm, hurricane, tropical storm). Sea level increases can flood coastal communities, pose a safety risk to people on the coast, and destroy important infrastructure such as wharves, roads, and buildings on the shoreline.

Lead Agency/ies: Municipalities.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • NSEMO • Insurance Bureau of Canada • Public Safety Canada • NS Fisheries and Aquaculture • Department of Fisheries and Oceans (Canada) • Environment and Climate Change Canada • Communications Nova Scotia • Public Works • Canadian Coast Guard • Transport Canada 	<ul style="list-style-type: none"> • SNS-IS Business Continuity • NS Agriculture • NS Natural Resources and Renewables • Community Services • Canadian Red Cross • SNS-IS Public Safety Field Comms. • NS Environment and Climate Change 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Government sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p>	<p>When would NSEMO activate the PCC?</p> <p>NSEMO would activate the PCC at the request of any municipality, provincial department, or critical infrastructure partner to assist with a provincially-coordinated response.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Storm Surge continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Environment and Climate Change Canada
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications NS staff • Public Works ARep • SNS-IS Public Safety Field Communications • SNS-IS Business Continuity
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Affected Provincial Department AReps • Affected Critical Infrastructure Partner AReps • JTFA PLO • Public Safety Canada • Department of Fisheries and Oceans Canada • Canadian Coast Guard

*ARep = The designated Agency Representative for an organization

Storm Surge – Alert Ready	
Alert Ready requesting Agency:	Municipality
Required Approval Level	Municipal CAO
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Storm Surge (BI); High Water Level (Non-BI)

Supply Chain Disruption

Description: A supply chain disruption is usually caused by another event or emergency such as a weather or event affecting transportation, global circumstances (availability of product), or other conditions. Most disruptions are handled through routine business continuity plans. In the event of a widespread or prolonged supply chain disruption that puts the safety of Nova Scotians at risk, NSEMO would assist in a coordinated response with workarounds or mitigating supply shortages, where possible. (Note: Prolonged labour disruption and fuel shortages are covered separately).

Lead Agency/ies: Affected business(es) or sector(s), depending on the nature of the disruption.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Ground transport providers • NSEMO • Public Works • Retail Council of Canada 	<ul style="list-style-type: none"> • Communications Nova Scotia • Affected provincial departments 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Emergency Management Act</p> <p>Civic Emergency Regulations (EM Act)</p> <p>State of Emergency Forms Regulations</p> <p>Emergency Social Services Regulations</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC if the supply chain disruption required a provincially-coordinated response, or at the request of any municipality, provincial department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Supply Chain Disruption continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> NSEMO staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> SNS-IS Business Continuity Communications Nova Scotia Affected provincial department AReps Affected business or sector AReps Affect critical infrastructure partner AReps
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> JTFA PLO Public Safety Canada

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Supply Chain Disruption – Alert Ready	
Alert Ready requesting Agency:	NSEMO
Required Approval Level	Provincial Department at Deputy Minister Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Food and Drug Supply (Non-BI)

Tantramar Marsh – (NB-NS land connection) Closure

Description: The provincial department of Public Works manages the province’s highways and key road transportation infrastructure. This includes Highway 104, which crosses the NS-NB border on the Chignecto Isthmus/Tantramar Marsh. This area is especially vulnerable to flooding, storm surge, and closures from severe wind or winter weather. The border crossing has also been blocked by protestors. (See Transportation Corridor Closure for other highways.)

Lead Agency/ies: Nova Scotia Public Works (natural causes, damage), RCMP (protest blockades/deliberate acts).

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities • Police Agencies / First responders • NSEMO • Environment and Climate Change Canada (ECCC) (if weather-related) • Communications Nova Scotia (CNS) 	<ul style="list-style-type: none"> • Community Services • Canadian Red Cross • Agriculture (dyke/berm system) • JTFA PLO • Public Safety Canada • SNS-IS BCMP • NS Natural Resources and Renewables • CN Rail • Department of Justice 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Public Highways Act</p> <p>Criminal Code of Canada (C46 - blocking a highway)</p>	<p>When would NSEMO activate the PCC? NSEMO may be asked to assist for longer closures, where municipalities need support, or if critical infrastructure partners become affected beyond normal business continuity processes.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Tantramar Marsh (NB-NS Land Connection) Closure continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Public Works ARep* • SNS-IS Business Continuity • RCMP (if deliberate act is involved) • Municipal Emergency Management Coordinator(s) (virtually) • Affected Critical Infrastructure Partner AReps
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Nova Scotia Power ARep • Telecommunications Company AReps • Community Services ARep • Canadian Red Cross ARep (Shelters) • Communications NS staff • Health and Wellness ARep • SNS-IS Public Safety Field Communications
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Natural Resources and Renewables (ICS Support) • Other affected provincial department AReps • JTFA-PLO • Public Safety Canada

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Tantramar Marsh Closure (NB-NS Border Crossing) – Alert Ready	
Alert Ready requesting Agency:	Municipality RCMP
Required Approval Level	Municipal CAO Level RCMP has Direct Issuer Authority
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Roadway Closure (Non-BI); Roadway Delay (Non-BI) Civil Emergency (BI)

Telecommunications Outage

Description: Service providers are the lead agency for telecommunications outages affecting land lines, cellular service, or the internet.

Lead Agency/ies: Privately-owned telecommunications providers (phone, internet, mobile) are the lead for all outages. Given the broad impacts of widespread or prolonged outages, NSEMO often activates to support consequence management and service restoration efforts as required. Note: Satellite phones are a tool that may be used during incidents, but they are operated and managed by Public Safety Field Communications (SNS-IS), not NSEMO.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • NSEMO • ECCC – weather • Communications Nova Scotia • Municipalities • SNS-IS Business Continuity • SNS-IS Public Safety Field Communications (satellite phones, TMR) • Municipalities • Public Safety Answering Points for 911 • Dispatch service providers • First responders 	<ul style="list-style-type: none"> • Public Works • Natural Resources and Renewables • Other provincial departments and agencies • ISC – First Nations • Private business / non-profit organizations 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Federal Telecommunications Act</p> <p>Canadian Radio Television-telecommunications Commission Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC in the event of a widespread telecommunications outage requiring a provincially-coordinated response, or at the request of any municipality, provincial department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Telecommunications Outage continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Communications Nova Scotia
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Telecommunications Company AReps • SNS-IS Business Continuity • Health and Wellness ARep • SNS-IS Public Safety Field Communications (satellite phones, TMR)
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • Indigenous Services Canada – First Nations • JTFA PLO • Public Safety Canada

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Telecommunications Outage – Alert Ready	
Alert Ready requesting Agency:	NSEMO
Required Approval Level	Provincial Department at Deputy Minister Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Cable Service (Non-BI); Internet Service (Non-BI); Telephone Service (Non-BI); 911 Service (BI); Civil Emergency (Non-BI).

Terrorist Act

Description: The Canadian Criminal Code defines terrorism as an act committed “in whole or in part for a political, religious or ideological purpose, objective or cause” with the intention of intimidating the public “with regard to its security, including its economic security, or compelling a person, a government or a domestic or an international organization to do or to refrain from doing any act”.

Lead Agency/ies: Public Safety Canada

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • CSIS • Police agencies • Medical Examiner’s Office – fatalities • SNS-IS Business Continuity • Municipalities • NSEMO • Communications Nova Scotia • SNS-IS Security • SNS-IS ICTS 	<ul style="list-style-type: none"> • All provincial departments • Canadian Red Cross • SNS-IS PS Field Communications • Public Safety Canada • JTFA - PLO • ISC – First Nations 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies: Federal Emergency Management Act Criminal Code section 83.01 CSIS Act Department of Public Safety and Emergency Preparedness Act Police Act NS Emergency Management Act Civic Emergency Regulations (EM Act) State of Emergency Forms Regulations (EM Act) Emergency Social Services Regulations (EM Act)</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC if the federal Government Operations Centre were activated, or at the request of any provincial or federal department, municipality, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Terrorist Act continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications Nova Scotia Staff • SNS-IS Business Continuity • SNS-IS Public Safety Field Communications • Affected provincial department AReps • Public Safety Canada • Police AReps • Health and Wellness ARep
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Other affected provincial department AReps • Affected Critical Infrastructure Partner AReps • Indigenous Services Canada – First Nations • JTFA PLO

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Terrorist Act – Alert Ready	
Alert Ready requesting Agency:	Public Safety Canada NSEMO RCMP
Required Approval Level	Federal Government Director General Level; Provincial Department at Deputy Minister Level; RCMP has Direct Issuance Authority.
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Terrorism (BI); Civil Emergency (BI); Electricity Supply (Non-BI); or other potential categories based on type of attack and impacts.

Tornado (Severe Weather)

Description: Severe weather can happen without warning, such as damaging lightning, hail, or tornados. Severe weather would not normally require NSEMO’s involvement, however, should damage be widespread and require provincially-coordinated support, NSEMO would activate its Provincial Coordination Centre.

Lead Agency/ies: Nova Scotia Emergency Management Office

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • ECCC • Municipalities • Nova Scotia Power • Telecommunications Companies • Communications Nova Scotia • SNS-IS Business Continuity 	<ul style="list-style-type: none"> • Public Woks • Health and Wellness • Justice • Community Services • Canadian Red Cross • SNS-IS PS Field Communications • Public Safety Canada • Joint Task Force Atlantic • Natural Resources and Renewables • ISC – First Nations • NS Environment & Climate Change (food safety) 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies: Nova Scotia crop and livestock insurance Federal Crop Damage Program Emergency Management Act Civic Emergency Regulations (EM Act) State of Emergency Forms Regulations Emergency Social Services Regulations Health Protection Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC if severe weather impacts are widespread, or at the request of any municipality, provincial department, federal partner or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Severe Weather (Other) continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • ECCC • Communications Nova Scotia Staff • SNS-IS Business Continuity • Telecommunications company AReps • Nova Scotia Power AReps
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	<p>(Additional resources to those listed above)</p> <ul style="list-style-type: none"> • Public Works ARep • SNS-IS Public Safety Field Communications • Health and Wellness ARep • Community Services ARep • Canadian Red Cross ARep • Natural Resources and Renewables ARep
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	<p>(Additional resources to those listed above)</p> <ul style="list-style-type: none"> • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • Indigenous Services Canada – First Nations • JTFA PLO • Public Safety Canada

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Tornado (Severe Weather) – Alert Ready	
Alert Ready requesting Agency:	Environment and Climate Change Canada
Required Approval Level	ECCC has Direct Issuer Authorization for Tornadoes
Requesting Method	ECCC has Direct Issuer Authorization for Tornadoes
Alert Category (ies)	Tornado (BI).

Transportation Corridor Closure

Description: The provincial department of Public Works manages the province’s highways and key road transportation infrastructure. (See also: Canso Causeway Closure and Tantramar Marsh (NB-NS Border) Closure).

Lead Agency/ies: Nova Scotia Public Works but if a highway were blocked deliberately by people it is a criminal offense, so the RCMP is the lead agency.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities • Justice • First responders • NSEMO • Environment and Climate Change Canada (ECCC) (if weather-related) • Communications Nova Scotia (CNS) 	<ul style="list-style-type: none"> • Community Services • Canadian Red Cross • JTFA PLO • Public Safety Canada • SNS-IS Business Continuity 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Public Highways Act</p> <p>Criminal Code of Canada (C46 - blocking a highway)</p>	<p>When would NSEMO activate the PCC? NSEMO may be asked to assist for longer closures, where municipalities need support, or if critical infrastructure partners become affected beyond normal business continuity processes.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Transportation Corridor Closure continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Public Works ARep* • SNS-IS Business Continuity • RCMP ARep (if criminal act involved)
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	<p>(Additional resources to those listed above)</p> <ul style="list-style-type: none"> • Community Services ARep • Canadian Red Cross ARep (Shelters) • Communications NS staff • Health and Wellness ARep • SNS-IS Public Safety Field Communications
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	<p>(Additional resources to those listed above)</p> <ul style="list-style-type: none"> • Natural Resources and Renewables (ICS Support) • Affected Critical Infrastructure Partner AReps • Other affected provincial department AReps • JTFA-PLO • Public Safety Canada

*AREp = The designated Agency Representative for an organization

Transportation Corridor Closure – Alert Ready	
Alert Ready requesting Agency:	Municipality RCMP
Required Approval Level	Municipal CAO Level RCMP has Direct Issuer Authority
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Roadway Closure (Non-BI); Roadway Delay (Non-BI) Civil Emergency (BI)

Transportation Disaster

Description: Transportation disasters can involve a plane, train, ship, truck, or even a pipeline. Police, fire, and ambulances are usually the first to act in the event of a disaster. Airports, ports, and municipalities are also likely to be involved in the earliest response. NSEMO’s support is rarely requested for minor and even moderate incidents. However, NSEMO may be called upon to offer support in coordinating a response in the event of a major or severe disaster.

Lead Agency/ies: Police are in command initially, then the Transportation Safety Board assumes command to investigate the incident.

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Airport or port (If applicable) • Municipalities • First responders • NSEMO • Medical Examiner’s Office • NS Health system • Health and Wellness 	<ul style="list-style-type: none"> • Community Services • Canadian Red Cross • JTFA PLO • Canadian Coast Guard • Public Safety Canada • SNS-IS Public Safety Field Communications 	<ul style="list-style-type: none"> • Safety sector • Transportation sector • Health sector • Government sector
<p>Guiding legislation, regulation(s) and/or policies: Federal Environmental Emergencies Plan Canadian Transportation Accident Investigation and Safety Board Act Emergency Management Act Civic Emergency Regulations (EM Act) State of Emergency Forms Regulations Emergency Social Services Regulations Fatality Investigations Act NS Health Protection Act</p>	<p>When would NSEMO activate the PCC? NSEMO would likely be asked to assist for large-scale disasters, where provincially-coordinated supports are requested by federal authorities. NSEMO would also activate the PCC at the request of any municipality, provincial or federal department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Transportation Disaster Continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> NSEMO Staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> Community Services ARep Canadian Red Cross ARep (Shelters) Communications NS staff Health and Wellness ARep SNS-IS Public Safety Field Communications Transportation sector AReps as required Safety sector AReps as required
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> Natural Resources and Renewables (ICS Support) JTFA-PLO Public Safety Canada

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Transportation Disaster – Alert Ready	
Alert Ready requesting Agency:	RCMP Municipality Airport
Required Approval Level	RCMP has Direct Issuer Authority Municipal CAO Level Airport – CEO Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form; RCMP has Direct Issuer Authority.
Alert Category (ies)	Civil Emergency (BI); Aircraft Crash (Non-BI); Airport Closure (Non-BI)

Tsunami

Description: Tsunamis are long, high sea waves caused by an earthquake, submarine landslide or other disturbance. They are rare but have occurred in Atlantic Canada in the past.

Lead Agency/ies: Public Safety Canada’s Government Operations Centre (GOC)

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities • NSEMO • US National Tsunami Warning Center • Communications Nova Scotia 	<ul style="list-style-type: none"> • Department of Fisheries and Oceans • NS Fisheries and Aquaculture • ISC – First Nations 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies:</p> <p>Federal Emergency Management Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC if a provincially-coordinated response is required, or at the request of any municipality, provincial or federal department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Tsunami Continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Communications Nova Scotia Staff • SNS-IS Business Continuity • Telecommunications company AReps • Nova Scotia Power AReps • Environment and Climate Change Canada • SNS-IS Public Safety Field Communications • Health and Wellness ARep • Public Works ARep • Community Services ARep • Canadian Red Cross ARep • Natural Resources and Renewables
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • Indigenous Services Canada – First Nations • JTFA PLO • Public Safety Canada

*ARep = The designated Agency Representative for an organization

Tsunami – Alert Ready	
Alert Ready requesting Agency:	Public Safety Canada NSEMO Municipality
Required Approval Level	Federal Department Director General Level Provincial Department at Deputy Minister Level Municipal CAO Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Tsunami (BI)

Wildland Fire

Description: Nova Scotia has experienced wildland fires that have destroyed homes, businesses, and forest habitats. Many recent Canadian and international examples underscore how quickly these fires can spread and pose a threat to communities and the people in them.

Lead Agency/ies: Nova Scotia Natural Resources and Renewables

Principal supporting organizations	Possible supporting or affected government bodies or organizations	Likeliest critical infrastructure partner or sector impacts
<ul style="list-style-type: none"> • Municipalities • NSEMO • First responders • Environment and Climate Change Canada • Communications Nova Scotia 	<ul style="list-style-type: none"> • Health and Wellness • ISC – First Nations • Canadian Interagency Forest Fire Centre • Community Services • Canadian Red Cross • Public Works • NS Environment • Office of the Fire Marshal 	<ul style="list-style-type: none"> • Food sector • Safety sector • Manufacturing sector • Transportation sector • Health sector • Government sector • Information and communication technology sector • Finance Sector • Water sector • Energy and Utilities Sector
<p>Guiding legislation, regulation(s) and/or policies: Forests Act Forest Fire Regulations State of Emergency Forms Regulations Emergency Social Services Regulations Fire Marshal Act</p>	<p>When would NSEMO activate the PCC? NSEMO would activate the PCC if Natural Resources and Renewables requires support, or at the request of any municipality, provincial or federal department, or critical infrastructure partner.</p>	<p>AREPS, EMCs, or NSEMO partners can reach the duty officer 24/7 by calling 1-833-758-4540.</p>

Wildland Fire continued

Provincial Coordination Centre (PCC) Activation

Activation Level and description	May be required to attend the PCC
<p>Level 1: Monitoring NSEMO would activate the PCC at Monitoring level if a coordinated response is required, or at the request of any department, municipality, critical infrastructure, or emergency management partner.</p>	<ul style="list-style-type: none"> • NSEMO staff • Communications Nova Scotia
<p>Level 2: Partial Activation NSEMO would escalate the PCC activation level if the complexity of the response and the number of agencies / departments / partners increases.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Natural Resources and Renewables ARep • SNS-IS Business Continuity ARep • Environment and Climate Change Canada • SNS-IS Public Safety Field Communications ARep • Health and Wellness ARep
<p>Level 3: Full Activation The PCC may be opened at Full Activation if more complex and coordinated assistance spanning several agencies and organizations is required, or if real or anticipated impacts are widespread or severe.</p>	(Additional resources to those listed above) <ul style="list-style-type: none"> • Public Works ARep • Community Services ARep • Canadian Red Cross ARep • Telecommunications company AReps • Nova Scotia Power AReps • Other affected provincial department AReps • Other affected Critical Infrastructure Partner AReps • ISC – First Nations • JTFA PLO • Public Safety Canada

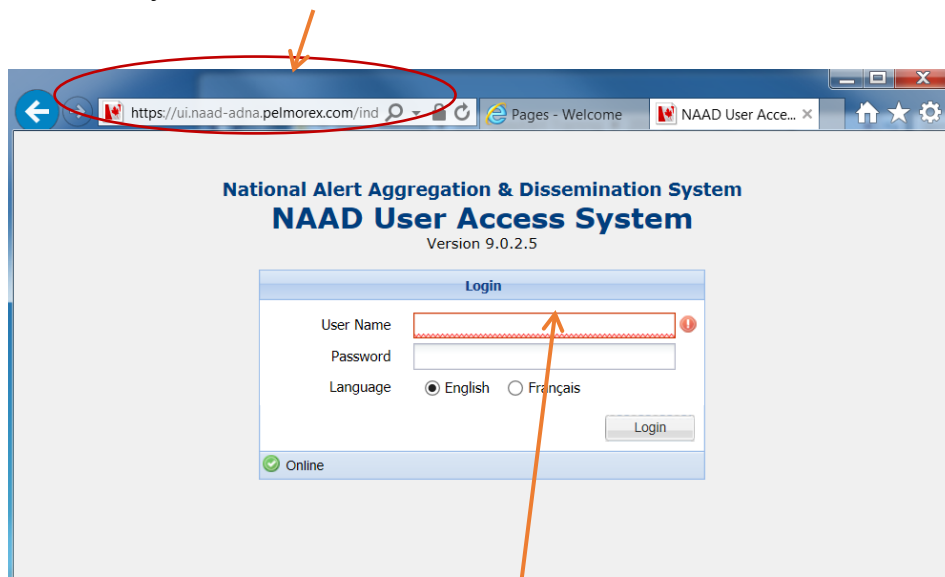
*ARep = The designated Agency Representative for an organization

Wildland Fire – Alert Ready	
Alert Ready requesting Agency:	Municipality Natural Resources and Renewables
Required Approval Level	Municipal CAO Level Provincial Deputy Minister Level
Requesting Method	Phone call to 1-833-758-4540 & complete Alert Ready Request Form.
Alert Category (ies)	Wildfire (BI); Forest Fire (BI).

Annex 3: Generating, Updating and Cancelling an Alert

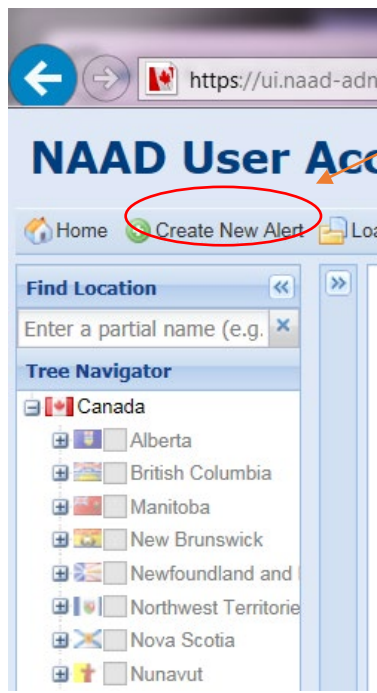
Directions to Generate an Alert

1. Access the alerting website through the Web Address Tool Bar – the alerting system works in internet explorer.
 1. **URL Address is: <https://ui.naad-adna.pelmorex.com>**
 2. **Do not try to use a search engine such as Google or bring to find the website, you must use the web address tool bar.**



2. Login to the alerting system with your username and password
 1. Make sure that you type username and password in exactly as identified with caps and numbers as the system is very case sensitive
 2. You have 5 attempts to get logged into the system, if you have not logged in after 5 attempts you will be prompted to contact your administration manager. When issuing an actual live alert, if you lock yourself out, call the NSEMO Duty Officer to have the alert issued for you. To get your account unlocked, contact the NS Alert Ready Administration during regular business hours. If you require immediate access to your account, call the NSEMO Duty Officer.
3. Once you have accessed the NAAD Live website these are the navigation rules you need to remember:
 1. Use your mouse to navigate between fields
 2. Do not hit your enter key
 3. Do not use your back arrow (blue circle with a white arrow – top left corner) to go back a screen
 4. If you need to go back from the create alert screen use the home button (picture of a house) on the left-hand side.

To create an Actual Live Alert



1. Click on “Create New Alert” button (green circle left side)
NOTE*** Any field that has a **RED Asterisks** beside it or a **Red Box** around it, means that it is a required field and information must be included in this area. If information is missed your alert will not be sent.
2. Using the submitted NS Alert Ready Request Form, start at the top and work your way down filling in all areas as identified. Once all the information from the form is entered, validate the alert.

3. Validate the Alert:

1. Click on the validate alert button and if all the required fields are filled in you will have a pop-up window titled CAP-CP XML show up on your screen.
2. If you have missed filling in one or more of the fields, you will have a pop-up window come up on your screen telling you that you need to complete areas.
 1. Click ‘Ok’ and you will go back to your alert where you will need to complete missing areas. The missing area will be identified in **red**, or if missing a location, the pop-up window will refer to a GEO code missing.
3. Once completed, then click ‘validate alert’.

4. CAP-CP XML Screen:

1. If you have entered all required fields in your alert and the CAP-CP XML screen opens, then you will see three buttons:
 1. Save as a template – **Do Not** use this button.
 2. Submit Alert – Click this button to send your alert to the next step
 3. Close – chose this button if for any reason you have decided not to send the alert

5. Password Verification Screen:

1. After you have clicked the 'submit alert' button, the password pop up screen will open.
2. Type in your password – this is the password that you use to log into the NAAD Live system. Note: you are issued two passwords, one for the training site and the other for the live site. Make sure to use the password for the live site.
3. Once you have entered your password, click on the confirm button.
4. If you typed in your password correctly, then you will be taken to the next screen. If you did not type in your password correctly, then you will be prompted to re-enter a valid password.
5. Try your password again. Make sure that your caps lock is not on and you are entering the password correctly.
6. Once your password is entered correctly a success message appears and you will be re-directed back to the home page where your alert will appear under "Our Organizations Alerts" tab.

Reminders for Updates and Cancellations to your Alerts:

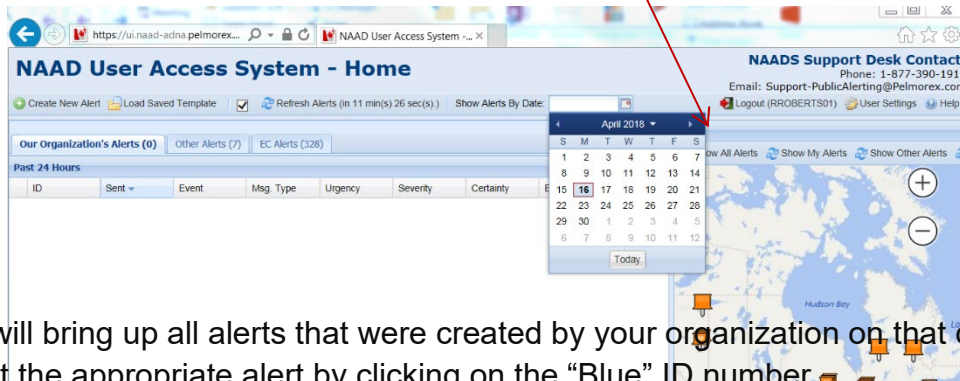
1. Follow directions in the documents titled:
 2. Updating an Alert
 3. Cancelling an Alert
1. Always remember that alerts only stay visible on the home page for 24 hours and then they are archived. If you need to update or cancel an alert, you will need to search for the date it was created. See Updating an Alert section for detailed instructions.
2. All alerts that are created should be cancelled when they are over, even though an expiry date and time is entered. The reason for this is to notify the public that the emergency is over.
3. If you are unsure about anything prior to generating an alert, please call to the NSEMO Duty Officer for assistance.

Updating an ACTUAL Alert

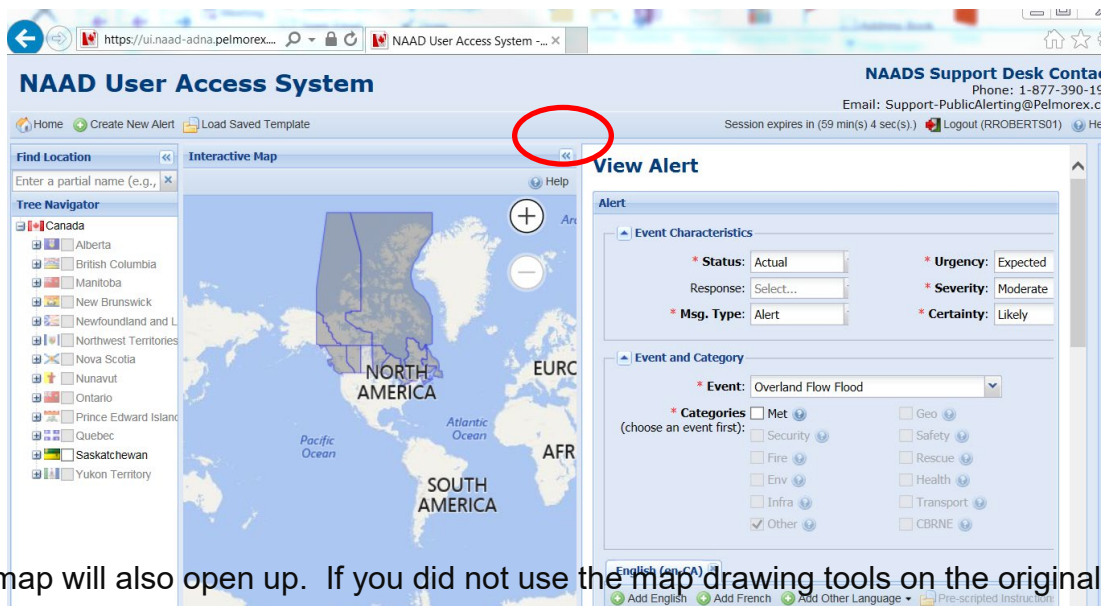
There are times when an issued alert will need to be updated and these instructions will assist you when an alert require updating.

Part 1: Steps Required for all Updates

1. Once an Authorized User has logged into the NAAD LIVE alerting side find the original alert by clicking the down arrow on the calendar. Click on the day the alert was originally created.



2. This will bring up all alerts that were created by your organization on that day.
3. Select the appropriate alert by clicking on the “Blue” ID number.
4. You will know that you are on the right screen as at the top of the page it will state **Update or Cancel**.



5. The map will also open up. If you did not use the map drawing tools on the original alert or if you did use the map drawing tools but do not need to change anything on the map; collapse the map by clicking on the two chevron arrows on the top right hand side.

Part 2: Steps Required to Complete a Regular Update: The level of Alert stays the same

Complete all the bullets in Part 1

1. If a location needs to be added or removed to the alert, do this first under “Find Location”.
2. Under Event Characteristics, **under Msg. Type**, select “Update”. Do not change anything else in Event Characteristics or Event or Category.
3. Be sure that the wording of an Alert is clear and descriptive. Make sure your words make sense.
4. Add to the beginning of the headline the word – **Update**. Example of how a headline would read: Update for the Precautionary Drinking Water Advisory issued for (*Jurisdiction Name*)
5. Event Description –Start off the event description area with word - **Update**. Example of how the first line to the event description area would read: Update for the Precautionary Drinking Water Advisory that was issued for (*Jurisdiction Name*). Make the required changes to the event description area to reflect the current status of the situation. **Anytime you do an update you need to change the Event Description**. Tell the public why you are updating the alert:
 1. Has the alert has been extended?
 2. Has the area been expanded?
 3. What in the emergency has changed?
 Example: Update for the Precautionary Drinking Water Advisory that was issued for (*Jurisdiction Name*). The advisory has been extended and will remain in effect until (date).
6. Instructions – Update the instruction area “if” the public is required to do something different or additional to stay safe. If there are no new instructions, then do not change this area.
7. Wireless Text – Update this area only if the alert was originally issued Broadcast Immediate and you are going to issue the update as Broadcast Immediate.
 1. Copy the information from the Alert Ready Form into this area.
 2. If you are issuing an update and it is a BI, you need to create an audio file. All BI alerts **MUST** an audio file, click yes and generate audio. Preview the clip and if acceptable, accept it. If the file is unacceptable change wording as needed and recreate.
3. Broadcast Text - Update this area only if the alert was originally issued Broadcast Immediate and you are going to issue the update as Broadcast Immediate.
 1. Copy the information from the Alert Ready Form into this area.
4. Area Description - will only change if you have added another location.
5. **Do not** enter anything into the Effective Date and Time and Onset Date and Time as the update will become effective as soon as the alert is submitted.
6. Expires Date and Time – only change if the alert is being extended.

Part 3: Steps to Complete a Change in Level Update: From Non-Broadcast Immediate to Broadcast Immediate Alert

Complete all the bullets in Part 1

1. If a location needs to be added or removed to the alert, do this first under “Find Location”.
2. Under Event Characteristics:

1. **under Msg. Type**, select “Update”.
 2. **Urgency**, select **Immediate**
 3. **Severity**, select **Extreme**
 4. **Certainty**, select **Observed**
5. Add to the beginning of the headline the word – **Update**.
 6. Event Description –Start off the event description area with word - **Update**. Make the required changes to the event description area to reflect the current status of the situation. **Anytime you do an update you need to change the Event Description**. Tell the public why you are updating the alert:
 1. Has the alert has been extended?
 2. Has the area been expanded?
 3. What in the emergency has changed?
 4. Instructions – Update the instruction area. If you are upgrading to a BI Alert, then you will be updating the instructions that people now need to follow.

Wireless Text – COMPLETE this area, as it must be filled in to issue a BI alert (total 600 characters).

 1. Copy the information from the Alert Ready Form into this area.
 2. You need to create an audio file. All BI alerts MUST an audio file, click yes and generate audio. Preview the clip and if acceptable, accept it. If the file is unacceptable change wording as needed and recreate.
 5. Broadcast Text - COMPLETE this area, as it must be filled in to issue a BI alert.
 1. Copy the information from the Alert Ready Form into this area.
 6. Area Description - will only change if you have added another location.
 7. **Do not** enter anything into the Effective Date and Time and Onset Date and Time as the update will become effective as soon as the alert is submitted.
 8. Expires Date and Time – only change if the alert is being extended.

Part 4: Steps to Complete A Change In Level Update:

From Broadcast Immediate Alert to Non-Broadcast Immediate

Complete all the bullets in Part 1

If an additional location needs to be added to the alert, select the location first under “Find Location”.

1. Under Event Characteristics:
2. **Under Msg. Type**, select “Update”.
3. **Urgency**, select **Immediate**
4. **Severity**, select **Moderate**

5. **Certainty**, select **Observed**
6. Add to the beginning of the headline the word – **Update**.
7. Event Description –Start off the event description area with word - **Update**. Make the required changes to the event description area to reflect the current status of the situation. **Anytime you do an update you need to change the Event Description**. Tell the public why you are updating the alert:
 1. Has the alert has been extended?
 2. Has the area been expanded?
 3. What in the emergency has changed?
4. Instructions – Update the instruction area. If you are downgrading from a BI Alert, then you will be updating the instructions that people now need to follow.
5. Wireless Text – Remove all information from this area
6. Broadcast Text - Remove all information from this area
7. Area Description will only change if you have added another location.
8. **Do not** enter anything into the Effective Date and Time and Onset Date and Time as the update will become effective as soon as the alert is submitted.
9. Expires Date and Time – only change if the alert is being extended.

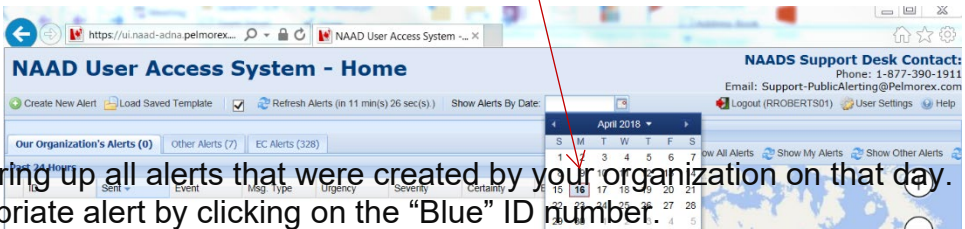
Part 6: Second Update Requirements

If you need to do a second update (or additional updates) for any of the above situations, the Authorized User will follow all the same steps outlined in the applicable part, except you need to choose the last updated alert, **NOT** the original alert. All updates must follow a sequence, so anytime a second (or more) update is being issued; the last updated alert will be the one that receives the new update.

Canceling an Alert

Steps Required for all Cancellations:

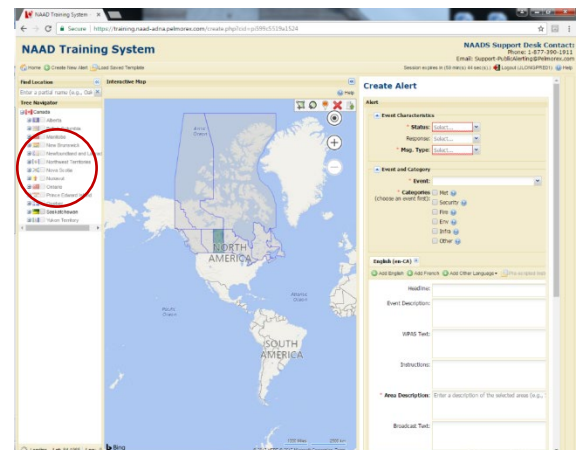
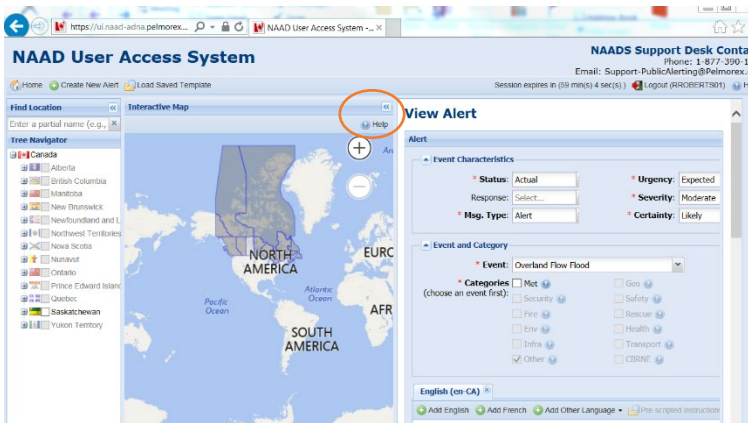
Once an Authorized User has logged into the NAAD LIVE Alerting side find the alert or last update to cancel by clicking the down arrow on the calendar. Click on the day the alert or last update was originally created. Remember all alerts and updates follow sequentially.



This will bring up all alerts that were created by your organization on that day. Select the appropriate alert by clicking on the “Blue” ID Number.

You will know that you are on the right screen as at the top of the page it will state **Update or Cancel**.

The map will also open. Collapse the map by clicking on the two chevron arrows on the top right-hand side.



Under Event Characteristics, **under Msg. Type**, select “Cancel”. Do not change anything else in Event Characteristics and Event and Category.

Add to the beginning of the headline the word – **Cancelled** change the headline so that it reads correctly.

Event Description –Start off the event description area with word - **Cancelled**. Identify in the Event Description area the reason why the alert is being cancelled. Make sure you are clear on why it is cancelled and that the emergency is safe.

Some examples are:

- The work has been completed
- The water is safe to drink again
- The emergency is over

Example: Cancelled the Precautionary Drinking Water Advisory (for the Jurisdiction).
The test results came back clear, and the water is now safe to drink again.

Instructions – Remove all instructions. Do not leave anything in the instruction area.

Wireless Text – Remove (if any) all information from this area

Broadcast Text – Remove (if any) all information from this area

Area Description will stay the same.

Do not enter anything into the Effective Date and Time and Onset Date and Time as the
cancellation will become effective as soon as it is submitted.

Expires Date and Time – put in a date and time closest to when the cancellation is
being submitted (about ½ hour).

Annex 4: Broadcast Intrusive Alert Types and Lead Agency

Broadcast Intrusive Alert Type	Lead Agency
Air Quality	Environment and Climate Change Canada
Civil Emergency	Police
Terrorism	Public Safety Canada
Dangerous Animal	NS Lands and Forestry
Wildfire	NS Lands and Forestry
Industrial Fire	Municipality
Urban Fire	Municipality
Forest Fire	NS Lands and Forestry
Storm Surge	Municipality
Flash Flood	Municipality
Dam Overflow	Municipality
Earthquake	Natural Resources Canada
Landslide	Natural Resources Canada
Magnetic Storm	Natural Resources Canada
Tsunami	Public Safety Canada
Meteorite	Canadian Space Agency
Lahar	Natural Resources Canada
Pyroclastic Flow	Natural Resources Canada
Pyroclastic Surge	Natural Resources Canada
Volcano Ash Cloud	Natural Resources Canada
Chemical Hazard	Municipality
Biological Hazard	Municipality
Radiological Hazard	Canadian Nuclear Safety Commission (facility) or Canadian Armed Forces (nuclear vessel)
Explosive Hazard	Municipality
Falling Object	Canadian Space Agency
Drinking Water	Municipality or public water supply operator
AMBER Alert	Police
Hurricane	NS Emergency Management Office
Thunderstorm	Environment and Climate Change Canada
Tornado	Environment and Climate Change Canada
911 Service	NS Emergency Management Office

* Note: Lead Agency is based on legislation, regulations, and policy. Depending on the nature of the emergency, the Lead Agency may authorize police, municipal officials, a First Nation, or NSEMO to issue a public alert.