



TOWN POLICY

COUNCIL POLICY:

Emergency Communication with Citizens

POLICY NUMBER: C-16

RESOLUTION NUMBER: 15-49

ADOPTED: April 14, 2015

Policy Statement:

From time to time, the Town of Cardston finds it necessary to inform citizens of emerging events that may impact their lives or property.

The Local Emergency Notification System (LENS) is designed to provide critical and potentially life-saving information to citizens when emergencies or disasters occur. The Town will use LENS to warn residents about emerging situations that will potentially affect life and property and effectively advise residents about precautions and actions they should take. LENS is intended for urgent uses only and should not be used for routine communications.

Messages broadcast on the system must be reviewed, approved, and issued by the Chief Administrative Officer (CAO) or his/her appointed designate.

The purpose of this policy is to:

Establish guidelines to ensure that LENS is used appropriately and effectively to communicate urgent messages to the residents of the Town of Cardston.

Emergency Urgent Messages

Examples of emergency messages that merit the use of LENS include but are not limited to:

- Summer Weather (i.e. tornado);
- Flooding;
- Urban fire or wildfires that have the potential to affect Town Residents;
- Health (i.e. drinking water supply/water quality);
- Emergency or disaster warnings from the Province or other jurisdictions that are anticipated to directly impact the Town of Cardston;
- General or localized evacuations;
- Unplanned utility interruptions that may last more than **4 hours**.

Non-Emergency Urgent Messages

Since notifications can be sent out via text, email, or phone, it may be appropriate to utilize the notification options to send out less urgent but still important notifications to Town residents. This is an





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important aspect of delivering these types of important messages to large sections of town residents in a time sensitive manner.

Examples of important non-emergency messages that could merit the use of LENS could include but not be limited to:

- Planned utility interruptions;
- Snow removal after a snowfall of more than 2 feet;
- Street Closures;
- Localized mosquito/adulticide spraying.

