

Community Emergency Preparedness Guide

We're Prepared. Are You?





Table of Contents

Know the Risks	2
Stay Informed	2
Before a Disaster Strikes	3
Prepare yourself and your family	3
Plan for transportation	7
Prepare your property	7
Prepare your finances	8
Know your Zone	9
During an Emergency or Disaster	14
Coming Home	19
Other Information You Should Know	20

Know the Risks

While you cannot always predict when a disaster strikes or how much damage it can cause, knowing and understanding the risks and hazards most relevant to Canmore and the wider Bow Valley will help you better prepare and plan for an emergency.

The most significant risks to Canmore are flooding from steep mountainous creeks, flooding from the Bow River, wildfire, and drought. Canmore is heavily developed in flood plains and well into the natural environment; as our community and lifestyles grow and extend further into forested areas, we are increasingly vulnerable to our most significant risks.

Canada is also warming much faster than the rest of the world, influencing the frequency and intensity of natural hazards, including floods, wildfires, droughts, severe storms, and extreme heat events.

You can stay up to date on the current risk levels of Canmore's hazards by visiting canmore.ca/hazard. Hazards are monitored weekly during the peak hazard season (March – October)



Stay Informed

Go to canmore.ca/emergencypreparedness and sign up for Voyent Alert! to receive emergency alerts from the Town of Canmore.

Download the Alberta Emergency Alert app on your phone and set your location to Canmore.

Visit emergencyalert.alberta.ca to find active alerts, archived alerts, and details about the alerting system.

To prepare before a disaster happens, visit:

getprepared.ca

alberta.ca/beprepared

canmore.ca/emergencypreparedness

Before a Disaster Strikes

Disasters affect us all. While local and provincial governments take steps to prepare for wildfires and other disasters, there are steps that you can take to prepare yourself and your household.



Prepare yourself and your family

Make an Emergency Plan: Planning ahead of time will help you cope with the stress of an emergency or disaster.

When building your plan, make sure that you think about:

- The risks in your area
- Safe exits from your home and neighbourhood
- Meeting places to reunite with family or roommates
- A designated person to pick up children or pets should you be unavailable
- Who you might contact in case of emergency (think about contacts who are close-by and those who are out-of-town)
- Health and insurance information
- Places for your pet to stay
- Location of your fire extinguisher, water valve, electrical panel, gas valve, sump pumps and floor drain

Looking for an emergency plan template? Visit getprepared.ca where you can build a plan online, print it, save it, and share it.



Build an Emergency Kit: Unexpected situations happen every day. Having supplies is one way you can help your household better manage disruptions whether they are big or small.

In an emergency, you will need some basic supplies, and you may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours.

You may have some of the items already, such as food, water, and a battery operated or wind-up flashlight. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark? Make sure your kit is easy to carry and everyone in the household knows where it is.

When you build your emergency kit, don't forget to include:

- Non-perishable food and a manual can-opener
- Water and liquids (4 litres per person, per day)
- Medical supplies, including glasses and/or contact lenses and solution
- Critical records, like copies of your birth certificate, passport, citizenship paper, and critical medical records and prescriptions
- First aid kit
- Sanitation supplies, like hand sanitizer or cleansing wipes
- Battery-powered or crank radio and flashlight, candles and matches or a lighter

If you have young children or people with disabilities in your life, consider including in your emergency kit an identification card on a lanyard that includes the name of the child or person, the names of their parents and/or caregivers, an emergency contact phone number, food/drug allergies and current medications, and a description of what makes them feel safe under stressful circumstances – this might include a list of topics of conversation or questions that first responders or supports can ask.

While disasters and emergencies affect everyone, their impact on people with disabilities is often compounded by factors such as reliance on electrical power, elevators, accessible transportation, and accessible communication – all of which can be compromised in emergency situations. For an Emergency Preparedness Guide for People with Disabilities, visit getprepared.ca

For tips on what to include in your emergency kit or what you can store at home if you have to shelter in place, visit alberta.ca/getsupplies



Self-Register for the MyAlberta Emergency Registration System (MAERS): Creating and verifying an account before an emergency occurs can help you navigate disruptions by getting you access to information on supports and services you may be eligible for.

Start by creating your free Alberta.ca account.

Once you have a verified Alberta.ca account, you can create an online MAERS profile for your household, including your pets. The information in your MAERS profile helps local emergency social services prepare to meet the needs of their community members during an emergency or disaster.

To register, visit emergencyregistration.alberta.ca.

This system streamlines the registration process for individuals, especially if no additional needs are identified. Albertans can register from any location using their cell phone, computer or tablet.



Prepare for your Pets: Pets are an important part of many families, and preparing for your pet in the event of an emergency can help keep them safe and lead to a timely reunion if you are separated.

During an emergency or disaster, you may be directed to shelter in place or ordered to evacuate.

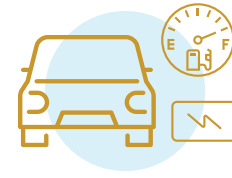
If authorities direct you to shelter in place, it is a good idea to have enough pet supplies on hand to last a minimum of 7 days.

If authorities order you to evacuate, plan to take your pet with you and include pet supplies in your emergency kit. If you are directed to a reception centre, temporary housing, or placing your pet in care, you may need some or all of the following items, which you can put together in your pet's emergency kit:

- Active pet licence information. If you are separated, this will assist in their return.
- Sturdy pet carrier or crate (labelled)
- Pet first-aid kit and guidebook
- 7-to-14-day supply of food and water
- Food and water bowls
- Liquid dish soap, disinfectant, and paper towels
- Garbage bags/waste bags for clean-up
- Extra collar or harness and an extra leash
- Blankets, towels, toys, or other comfort items
- Manual can-opener (for wet food)
- Recent photo of you and your pet together (proves ownership)
- 14-day supply of medications (stored in a waterproof container)

Set up a buddy system to make sure you have a pet-friendly neighbour, friend, or family member you can rely on to pick up your pet(s) if you are unable to return to get them.

To learn more about pet preparedness and building an emergency kit for your pet, visit alberta.ca/pet-preparedness.



Plan for Transportation

Hazards, emergencies, and disasters can strike at any time and in any weather. If you have a vehicle, keep your gas tank full or battery charged in case fuel stations lose power or close. **If you are ordered to evacuate, you may not have time or access to fuel up or charge up.** Drivers should have an emergency kit in their vehicle before travelling. Vehicle breakdowns, poor weather, and traffic accidents can create difficult situations. These situations are easier to manage when you are prepared.



Prepare Your Property

To help protect your property from the threat of wildfire, you can apply FireSmart principles to reduce the amount of fuel for embers, surface fires, and large flames. The Canmore Fire-Rescue department offers free FireSmart home assessments to help determine what steps you can take to prepare your home. Visit canmore.ca/firesmart to learn more.

You can further protect your property by:

- Removing items that can burn from within 1.5 metres (5 feet) of your home, such as:
 - › Dried Branches
 - › Leaves
 - › Lawn Furniture
 - › Firewood
 - › Debris
- Installing smoke detectors and carbon monoxide alarms on every floor and near sleeping areas.
- Keeping a sprinkler in an easy to access location.



Prepare your Finances

Disasters can be costly, but being financially prepared can reduce stress when they occur. Take the following steps to prepare yourself and your household:

- Speak to an insurance agent about your specific needs.
- Know your insurance options and policy limits. Make sure your home, vehicle, business, and belongings are protected. Talk to your insurance agent to learn about what is not covered in your insurance policy.
- If possible, consider an emergency savings account to cover temporary expenses while you are out of your home.
- If you can, keep emergency cash handy in case banking services are unavailable.
- If you are evacuated, keep all receipts for additional expenses.
- Prepare a detailed list of all your belongings.
- Know how to make a home insurance claim.



Know Your Zone

During an emergency or disaster, parts of the community may be impacted differently than others. The Town of Canmore has been divided into zones to help direct evacuations, specific instructions and messaging, and safety. Know which zone you live in and which zone you work in. If you have dependents in your life, like children or elderly family members, know the zones in which they live or go to school.



[View zone map on page 10 - 11](#)

Not everyone will have a vehicle or access to a vehicle during an emergency. To help get you to safety during an emergency, be familiar with the assembly points and community shelters near you.

Assembly Points are designated outdoor areas within Canmore that are used to provide a safe area for people who are waiting for emergency personnel or who are waiting for transportation to a reception centre.

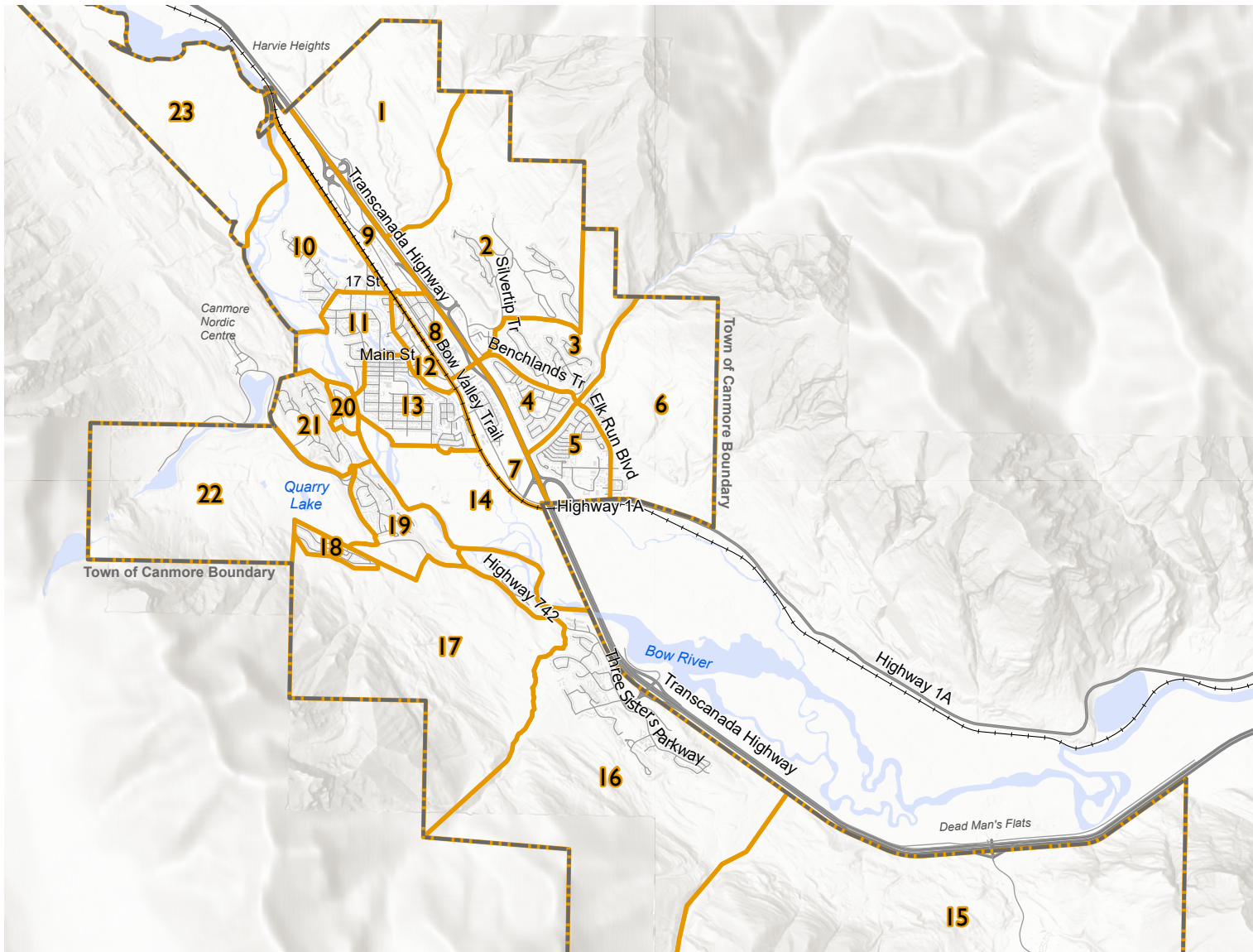
Community Shelters are resilient spaces that provide shelter for people who are waiting to evacuate. These spaces serve as pick-up points for transportation to reception centres.

Reception Centres are locations designated as a safe gathering place for people displaced from their homes because of an emergency or disaster, and where they can register to receive emergency social services, such as food, clothing, and/or lodging.



[View assembly points and community shelters map on pages 12 - 13](#)

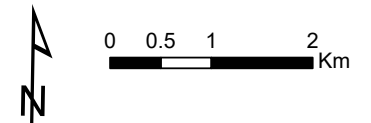
Evacuation Zones



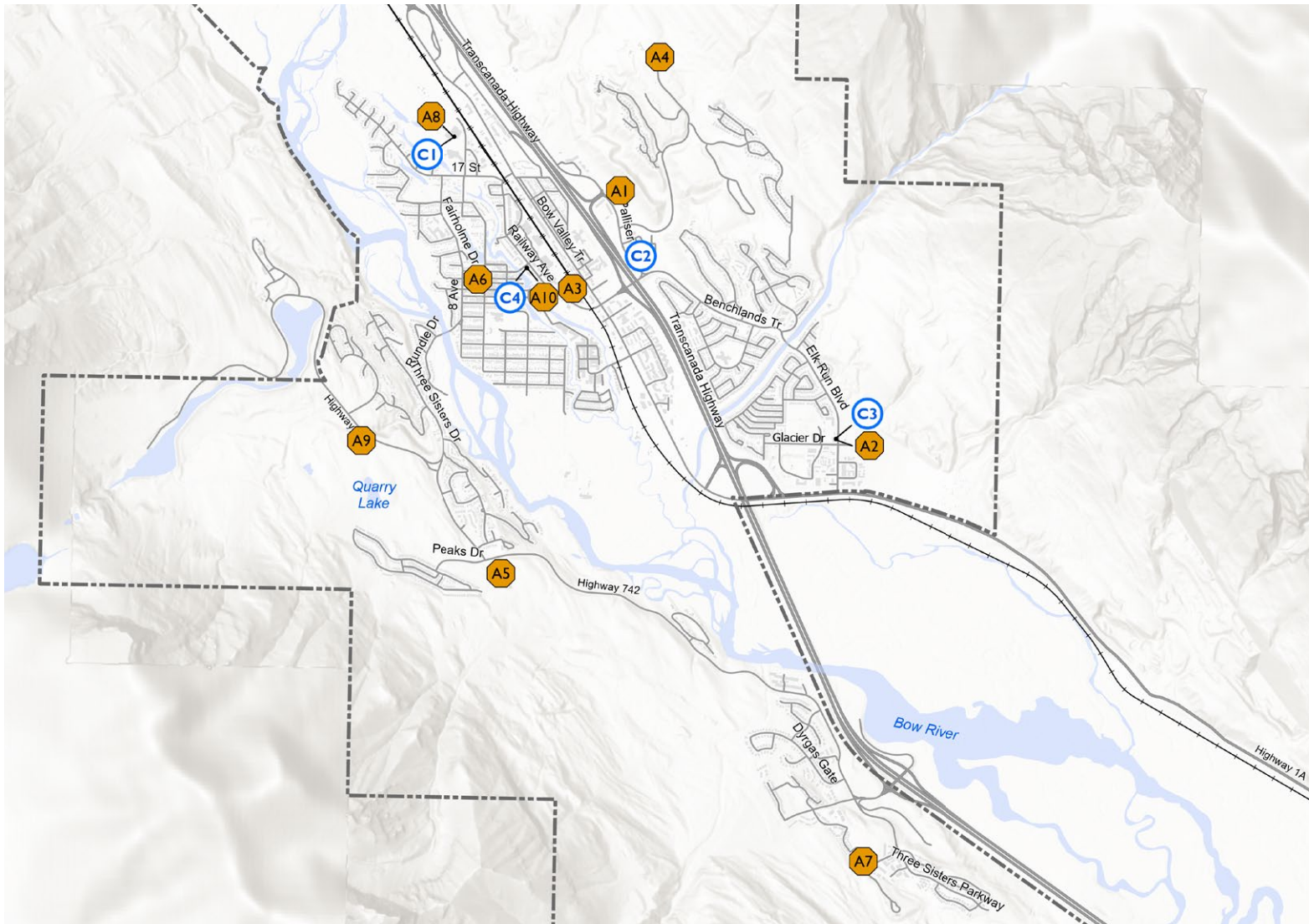
LEGEND

01 Evacuation Zone

1. Cross-Zee Ranch/Old Ranger Station
2. Silvertip/Palliser Trail
3. Benchlands Terrace/Eagle Terrace
4. Cougar Creek West
5. Cougar Creek East
6. Canyon Ridge/Bow Meadows/Alpine Club
7. Bow Valley Trail South (Kananaskis Way)
8. Bow Valley Trail Central (Teepee Town)
9. Bow Valley Trail North (Mountain Ave)
10. Larch
11. Fairholme
12. Gateway (Railway Ave)
13. Town Centre/South Canmore/Spring Creek
14. Water Treatment Plant
15. Smith Creek/George Biggy
16. Cairns/Three Sisters/Stewart Creek
17. Three Sisters Village
18. Peaks of Grassi
19. Homesteads/Prospect
20. Mineside
21. Rundleview
22. Rundle Forebay/Quarry Lake
23. Georgetown



Assembly Points and Community Shelters



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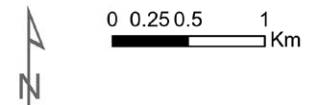
- ⓐ Assembly Points
- ⓐ Community Shelter

Assembly Points

- A1 Palliser Trail Bus Stop
- A2 Canmore Public Works Building
- A3 Elevation Place
- A4 Silvertip Golf Course Clubhouse
- A5 Worldmark Resort
- A6 Town Centre Bus Stop
- A7 Our Lady of the Snows School
- A8 Recreation Centre
- A9 Quarry Lake
- A10 Protective Services Building

Community Shelters

- C1 Recreation Centre
- C2 Canmore Fire Station
- C3 Canmore Public Works Building
- C4 Protective Services Building



Stay up to date on the most significant hazards in your community by visiting canmore.ca/hazard.



During an Emergency or Disaster

If Canmore is experiencing an emergency or disaster, or the potential for either, you will be informed of all hazard warnings, evacuation information, and any other important emergency information on:

- canmore.ca/emergency
- [Facebook \(facebook.com/townofcanmore\)](https://facebook.com/townofcanmore)
- [Voyent Alert!](#)

Public notifications and information may also be issued through one or more of the following:

- [Alberta Emergency Alert](#)
- Radio
- Town of Canmore Public Call-Centre
- Community email or contact lists
- Door knocking

Voyent Alert! is an emergency alerting system used by the **Town of Canmore, Town of Banff, and the MD of Bighorn**. If the Town of Canmore is under an emergency or disaster watch, or if there is an active emergency or disaster, communications about what you need to know and what you need to do will be issued through Voyent Alert!

Voyent Alert! is free, but you must register to get alerts.

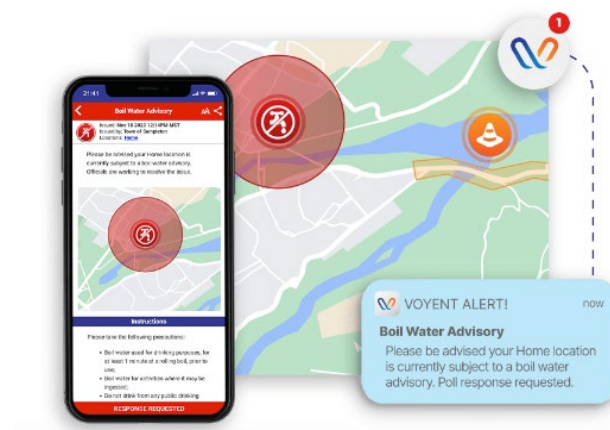
For Mobile App Alerts: Download and install the **Voyent Alert!** app from the Apple or Google Play app stores.

For Email, Text Message or Voice Call Alerts: go to canmore.ca/emergencypreparedness

Voyent Alert! is different than an Alberta Emergency Alert

When there is an immediate threat to human life, a broadcast intrusive Alberta Emergency Alert (AEA) will be issued. A broadcast intrusive alert will interrupt mobile phones, television, and radio. If an emergency event requires immediate public action, the public will be notified immediately regardless of the time of day or night.

Voyent Alert! allows the Town of Canmore to send targeted information to neighbourhoods and zones. While an Alberta Emergency Alert provides critical evacuation information, more detailed information—including information about emergency social services—will be issued through Voyent. **Voyent Alert!** has more notification capabilities than an Alberta Emergency Alert as subscribers can receive alerts as phone calls (including to a landline) and/or as emails.



Be prepared in case an evacuation order is called for your zone or for the entire community. You may be evacuated to another area within town, or you may be evacuated to another community. You will be informed of potential evacuations as early as possible.

Know the difference between public notices:



Evacuation Alert: You should prepare to evacuate soon if the situation deteriorates. An alert can lead to an evacuation order.

- Evacuation alerts help you prepare to leave on short notice.
- Take the actions directed, be prepared to go quickly, and monitor trusted sources of information for updates.



Evacuation Order: You must evacuate now. Always obey an evacuation order if one is issued. Failing to do so puts your life and the lives of first responders at risk.

- Evacuation orders are issued when you are in danger.
- Emergency situations can change rapidly and prompt an immediate evacuation order.
- Evacuate immediately if you are located inside an order's boundaries and directed to evacuate.
- Delaying your departure can put your life at risk and hinder emergency response efforts.
- Follow the specific instructions provided by your local authorities during an evacuation.
- Always prioritize your safety and the safety of those around you.



Shelter in place: Find a safe location indoors and stay there. A recommendation to shelter-in-place may be used when an evacuation is not necessary or would pose a greater safety risk.

If you are ordered to evacuate, your evacuation order will include details about what you need to know, what you need to do, and where you should evacuate. While some evacuees will seek shelter with relatives and family, or in alternative accommodations like hotels, others—including tourists, visitors, or those who are unhoused—will require some form of assistance from the Emergency Social Services team(s) in reception centre facilities.

If you are ordered to evacuate, make sure that you register yourself as an evacuee with the reception centre even if you do not go there. Personnel at the reception centre will link your evacuee status with your MyAlberta Emergency Registration System (MAERS) to connect you quickly to the emergency supports you might need. Contact information for the reception centre will be provided in the evacuation order.

If you are ordered to evacuate, secure your home before you leave.

- Close all windows and doors.
- Turn off utilities if instructed to do so.
- Unplug electrical appliances to reduce the risk of fires caused by power surges.
- Lock up your house.

Emergencies and disasters can force people to evacuate without their pets, and reuniting with them can be difficult.

If you must leave your pet, increase the chances of their survival by:

- Not confining them
- Not tethering them
- Leaving out lots of food and accessible water (such as a full bathtub or large storage bin)
- If time permits, leave a note on your door indicating the date and time you left, a number you can be reached at, and the type and number of pets that have been left behind inside.

Licensing your pets adds them to a database that emergency responders use when the pet management plan is activated. The database helps identify homes where pets may need to be rescued, and it provides emergency responders with the contact information for owners when their pets are found.

Evacuation teams will identify the evacuation status of homes using easily visible flagging on or near the door facing the front street. If there is no response at a home, it will be considered occupied until confirmed otherwise. Evacuation teams are aware of areas within Canmore that are zoned for secondary suites so that they can check for separate entrances at the front and back.

Flagging Colour	Evacuation Status
Green	Confirmed vacant
Yellow	Unknown – Re-visit Required
Red	Confirmed Occupied

The RCMP is the primary agency for traffic control, access control, and for the security of the evacuated zones. RCMP may use resources from other agencies to meet the access control and security needs as required.

Getting out of town if there is an evacuation order: The Town of Canmore is prepared for traffic management during a disaster or emergency and is equipped with evacuation routes and maps. Because routes will shift depending on the nature of a disaster, its location, and its severity, guaranteed routes cannot be promised in advance.

Evacuation routes will be included as part of evacuation orders. Stick to the routes specified and avoid shortcuts or unfamiliar roads that may pose additional dangers.

In an emergency or disaster, Alberta Transportation may close the TransCanada Highway and/or Highway 1A to reduce or eliminate traffic heading toward a hazard. In a situation where additional lanes of traffic will help with evacuation, Alberta Transportation may reverse traffic flow (known as contraflow) on one or more travel lanes of a highway. Contraflow will be considered in the early stages of a disaster.



Coming Home

If you are ordered to evacuate, you cannot return to your home and/or your community until authorities have declared it safe to do so. Consistent, accurate, and clear messaging will be provided to evacuees and impacted community members with information on re-entry and timelines.





Other Information You Should Know

Emergency preparedness is a shared responsibility.

You should be prepared to be self-sufficient for the first 72 hours of an emergency so that first responders can focus on those in urgent need.

School boards have comprehensive emergency plans.

If there is an emergency, parents will be notified, and the school will release children based on their emergency protocols to ensure that each student is safe and accounted for.

If you require help to evacuate during an emergency, or if you know someone who may need help, contact emergency personnel. Contact information for personnel will be included in evacuation order details.

Know your neighbour, especially your older neighbours who may need your support. Your strongest resource during an emergency event, large or small, is your neighbours. Building relationships with your neighbours will help you form strong networks and cope during an emergency. Strong and connected neighbourhoods and communities are more resilient and recover more quickly following emergencies.





902 7 Avenue, Canmore, AB T1W 3K1

canmore.ca/emergencypreparedness