



## Emergency Management Office of the Minister

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January 17, 2025

### **VIA EMAIL**

To: Mayors, CAOs and Wardens

### **Re: Moving towards Consistent and Impactful Emergency Response**

Over the last few years Nova Scotia has endured generational hurricanes, wildfires and floods that have had a devastating impact on our communities and the residents we serve. That is why in the Spring 2024 the Government established the Department of Emergency Management and the Nova Scotia Guard.

In the short time I have been in the role as Minister for the Department of Emergency Management, there have been two activations of the Provincial Coordination Centre (PCC). I have witnessed how important our emergency management planning and response is to the safety of our citizens. I also know the importance of reflecting on lessons learned after each event. To this end, I am requesting that municipalities put the following protocols in place during an emergency response.

#### **Activation of Emergency Operations Centres**

Effective emergency management requires a common tiered response across all levels of government to ensure roles and accountabilities are clear. With that in mind, I felt it would be helpful to highlight how the PCC supports its various emergency management partners through its different levels of activation.

- At level 1, the PCC is **monitoring** an emergency or developing situation that may move beyond the ability of local responders to address at the municipal level. We have key staff and partners engaged so that if needed we can respond to an emergency.
- At level 2, the PCC is at **partial activation** when there is a moderate event expected, or if a current situation escalates to the point where it involves more communities or a greater risk to the public.
- At level 3, the PCC enters **full activation** when a major event involving multiple locations is happening or anticipated. At this point, many agency and government representatives are involved.

To ensure a consistent response across the Province we are requesting the following:

#### **When the PCC activates to a level 2; municipalities in the affected area(s) also activate their local Emergency Operations Centres.**

- By doing so, we can ensure that municipalities and the province are well positioned to respond rapidly and effectively to unfolding events. Recent experience has demonstrated that cell



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phones and other means of communication can be interrupted during emergency events necessitating use of the redundant communications systems found in our emergency operations centres. Best practice dictates that activation at Level 2 cannot be virtual.

**When the EOC is activated, a monitored phone number is available to citizens for the duration of the activation**

- When a level 2 activations occurs, it means residents may be in greater need of support that is of an important but non-urgent nature. This may include requests for help with snow removal, receiving medications or checking in on loved ones. To support residents with these types of requests it is important that they have access to a 24-hour local municipal phone number during an emergency. Any requests that cannot be met at the local level can be elevated through a Request for Assistance through the PCC. The municipal emergency contact number will be shared with our partners at 211 Nova Scotia, in the event they receive requests, and can redirect them accordingly.
- Urgent requests for immediate threat to life and property (fire/police/medical) should continue to be directed to the provincial 911 system.

Over the coming months, the department will be opening Regional Emergency Operation Centres which will support municipal REMOs through collaborative planning, training, exercising and community outreach. By introducing the protocols above, we take a step forward in building a collaborative and enhanced emergency management response across the province. My staff are available to discuss the above points with you should you have questions.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kim Masland'.

Kim Masland  
Minister of Emergency Management