



The Ice Storm Review 2017 Action Plan is a complex document, with 95 separate recommendations incorporating three review documents. Recommendations affect all government departments.

We will:

- **Take a geographic approach to emergency management** (Multiple Recommendations)
 - Through planning and governance, focus less on orders of government and boundaries, and focus more on planning and responding collaboratively for the emergencies that happen where people live, work and travel

- **Improve governance about emergency management by:**
 - being transparent and accountable by making public risks, plans, reviews and action plans (Recommendations 2, 25, 26)
 - making better links between government policy and emergency management risks, like climate change adaptation, infrastructure and cybersecurity, through the Deputy Ministers Security and Emergency Management Committee (Recommendations 1, 3, 11, 15, 24, 29)
 - clarifying the roles and relationships between and amongst ELG, NBEMO, and Region Service Commissions (Recommendations 5, 7, 8)
 - partnering with First Nations and the federal government to build capacity and good relationships (Recommendations 16, 17)
 - supporting municipalities and local authorities to improve readiness and coordination with the province and First Nations (Recommendations 6, 8, 10, 13)

- **Improving individual and local resiliency**
 - Improve the awareness of New Brunswickers to what their responsibilities are before and during emergency events (Recommendations 18, 20, 21, 22, 23, 27, 28, 32, 47)
 - Increase actions by New Brunswickers to prepare and reduce barriers to do so, through incentives, partnerships with industry, awareness, and governance (Recommendation 31)
 - increasing training and capacity for all governments, critical infrastructure, first responders and community partners (Recommendation 12, 14, 45, 46)

- **Taking care of New Brunswickers**
 - Ensure that effective capacity exists to shelter and care for New Brunswickers in time of emergency, in both official languages (Recommendations 34, 35, 36, 37, 41)
 - Clarifying the roles and responsibilities of the Department of Social Development, NBEMO and the Canadian Red Cross (Recommendation 33)
 - Ensure the public knows how, where and when to access shelter (Recommendation 38)

- Improve the ability to know and share information about our most vulnerable citizens (Recommendations 39, 40)
 - Improve capacity and coordination of planned and spontaneous voluntarism (Recommendations 42, 43, 44)
 - Improve the coordination of Disaster Financial Assistance services (Recommendation 48, 49)
- **Public awareness and communications** (Multiple Recommendations)
 - Improve public awareness of how to prepare, what to do and what to expect during emergency events (Recommendations 19, 30)
 - Improve public awareness of how to access services during events, like shelter, information and emergency help
 - Ensure a coherent communications approach integrating governments at all levels, critical infrastructure and response agencies (Recommendations 50, 51)

Lead departments will be asked to contribute to a multi-year plan to formalize ongoing work and charter future work for approval by Deputy Ministers.

Implementation of Ice Storm Action Plan – Status

Objective	Action	Timings
01 Continue efforts identified in the province’s Climate Change Action Plan (2017) regarding mitigation and adapting to risks associated with extreme weather events.	Government will implement the Action Plan and provide an annual review of actions taken.	COMPLETE Annual reporting from Climate Change Secretariat
02 After-action reports of events to be made public and response actions to be reported upon annually.	After-action reports will be placed on the NBEMO website once completed and reviewed by government.	COMPLETE The new design on NBEMO was made public on 5 Nov 2018
03 & 04 The Deputy Minister Security and Emergency Management Committee must reconvene and take a more active role in emergency services, including monitoring the actions taken on recommendations included in the 2017 Ice Storm Report.	A committee of deputy ministers will meet on a quarterly basis to review emergency preparedness.	COMPLETE Committee meets quarterly to monitor progress and provide direction.
05 Implement a local government emergency management framework. Clarify roles of Regional Service Commissions in emergency	The Department of Public Safety and the Department of Environment and Local Government will consult with Regional Service Commissions to provide an ongoing	UNDERWAY

Objective	Action	Timings
management	forum on emergency management and build capacity by aligning priorities on regional basis as part of a local government emergency management framework.	
06 & 07 Develop an approach for ongoing community engagement in New Brunswick's emergency management system to support communities, First Nations and local authorities to improve readiness and coordination.	The Department of Environment and Local Government and the Department of Public Safety will consult with municipal and local authorities to develop an engagement approach. The Aboriginal Affairs Secretariat will be included in this process.	UNDERWAY
08 & 09 Implement a local government emergency management framework. Define roles of Local Services Managers within emergency management within the local government framework.	Local services managers will act as the lead municipal emergency management officials for each LSD to mitigate, prepare, respond and recover from emergencies. Local Service Managers will participate in the work of Regional Services Commissions related to emergency management.	UNDERWAY
10 & 11 The Deputy Minister Security and Emergency Management Committee should reinforce NBEMO's authority to hold municipalities, government departments and external stakeholders to account with respect to their legislated, delegated and/or contracted requirements regarding emergency measures planning and implementation.	Municipalities, government departments and external stakeholders will be reminded of the roles and obligations for emergency management.	FOR FUTURE CONSIDERATION
12 NBEMO should revisit its training regime to increase accessibility to local and regional officials. NBEMO and DELG should take steps to ensure that orientation for new municipal mayors and councilors includes an emergency measures component.	A model for conducting training for local and regional responders will be developed. Training will also take place at the June 2020 orientation for elected municipal officials.	UNDERWAY
13 NBEMO should increase the number of Regional Emergency Management Coordinators (REMCs) to ensure operational capacity for emergencies and to assist with more rigorous and standardized emergency planning.	NBEMO will review training and personnel requirements to improve emergency planning and operations.	COMPLETE
14 The Government of New Brunswick could increase the funding for emergency services to cover costs associated primarily with adding emergency resources at the regional level and the better training for local and regional responders.	NBEMO will determine the best model to deliver training.	COMPLETE
15, 16 & 17 GNB to engage in a dialogue with First Nations communities and Indigenous Services Canada to formalize coordination and communications in emergencies, and to discuss the feasibility of entering into a formal agreement for the integration of emergency services similar to the Indigenous and Northern Affairs Canada agreement with P.E.I.	An emergency services agreement will be developed to engage with First Nations communities and coordinate emergency planning and response.	UNDERWAY
18 Citizens must take greater responsibility for the preparedness of themselves and their families, and not assume that institutional	Government will support efforts to engage citizens in taking greater responsibility for preparedness. These efforts will complement marketing initiatives.	COMPLETE

Objective	Action	Timings
services (i.e., government or other relief organizations) will be in place as quickly as desired to maintain their safety and comfort.	Government will support efforts to engage citizens in taking greater responsibility for preparedness through the use of a new updated website, ongoing marketing, and promotion of 72-hour preparedness.	UNDERWAY
19 Governments and relief organizations should analyze the disconnect between the consistent communications on the 72-hour emergency preparedness message and the inaction of citizens to heed this advice. This is recommended with a view to increasing the percentage of New Brunswickers who take action to better prepare themselves from an emergency.	A promotion campaign will be undertaken to encourage residents to prepare for emergencies. Public opinion polling will be conducted to obtain baseline information about citizen preparedness and awareness.	UNDERWAY
20 Efforts to communicate messages about 72-hour preparedness must continue, and creative steps need to be taken to motivate people to action. Ideas that could be considered include: permanent reminders or lists (e.g., magnets, stickers) that can be displayed in the home, inclusion of reminders in storm forecasts and media reports, enhanced use of social media, inclusion of the material at community events, or programming for the sponsorship of emergency kits or part of kits.	An official week will be held to promote emergency preparation for individuals and families. Promotional items will be provided as part of a revamped social marketing campaign. NBEMO will consider presentations at home shows and other community events.	COMPLETE UNDERWAY
21 Develop a program to incorporate emergency awareness training for our youth in school curriculums and communities.	Government will investigate opportunities to instill essential habits and among young people to influence adults and future behaviours.	UNDER CONSIDERATION
22 NBEMO and associated responder organizations should have contingency plans to address the issue of people not wanting to leave their homes because they fear it might be broken into, contributing to the complexity of keeping the general population safe and comfortable.	The Department of Public Safety will investigate mechanisms to ensure the safety of the public by having uniformed agencies conduct wellness checks.	COMPLETE
23 Citizens' expectations should not be raised with respect to governments' and responder organizations' abilities to ensure safety and security on a highly individualized basis.	This recommendation to be addressed as part of the response to Recommendation 20.	UNDERWAY
24 The Deputy Minister Security and Emergency Management Committee to review and monitor actions identified in NB Power's after-action report.	Recommendations from the NB Power after-action report will be considered by the Security and Emergency Management committee of Deputy Ministers at their October 2017 meeting.	COMPLETE
25 NB Power's messaging about the anticipated length of power outages should set out worst-case scenarios that should be considered when the estimates are being relied on to make decisions about both response requirements and personal safety.	NB Power will produce accurate restoration timelines for planning and operational response requirements. NBEMO will be conservative when considering technical projections from critical infrastructure partners, including NB Power.	COMPLETE
26 To maintain public confidence with respect to the continuity and	NB Power to publicize efforts to explore alternative ways to build greater resilience	COMPLETE

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reliability of electrical power, NB Power should communicate: a) the work it is doing to build greater resiliency into the grid as climate change impacts our weather; and b) the discussions taking place at the national level with respect to the standards required to ensure that power infrastructure can withstand increasingly frequent and damaging weather incidents, especially in vulnerable areas.	into the power grid in areas vulnerable to extreme weather impacts; and of engineering standards used to guide decision-making to storm-harden infrastructure in areas prone to severe weather.	
27 & 28 NBEMO and NB Power should work with responder organizations and regional/local governments and local planners to consider the feasibility of developing and including in their emergency plans the strategic acquisition and positioning of generators to optimize spending while ensuring critical and social services can be maintained during emergencies.	Government will ensure regional and municipal plans incorporate back-up power generation considerations for critical infrastructure, reception centres and shelters. Incentive programs will be considered to purchase and install generators in case of extended outages.	UNDER CONSIDERATION
29 Federal, provincial and local governments should consider how funding could be made available over the coming years to assist in the acquisition of emergency generators, particularly as it relates to climate change adaption and local government infrastructure.	The federal government will be engaged to allocate emergency preparedness funding to include the opportunity for the purchase of emergency equipment, with an emphasis on generators, and to enhance the resilience of all communities.	UNDER CONSIDERATION
30 NBEMO and the Department of Health should collaborate on the production and distribution of emergency-based messaging that is both simple to understand and in a form that will encourage the retention of the material in the home for reference as required. This information should include messaging associated with the safe use of gas- and propane-powered appliances during power outages.	Public awareness efforts will be undertaken to highlight the risks of unsafe use of fuel-based appliances.	COMPLETE
31 The Government of New Brunswick should, in collaboration with the private and non-profit sectors, identify ways to encourage the purchase and installation of carbon monoxide detectors through education and, where affordability is an issue, through rebate, donation or other form of cost-reduction.	Public awareness efforts will be undertaken to highlight the risks of unsafe use of fuel-based appliances.	COMPLETE
32 The Government of New Brunswick should study the impact and implications of making the installation of carbon monoxide detectors mandatory in buildings in a manner similar to what is required for new construction under the National Building Code 2010.	The Department of Public Safety will study the impact and implications of making installation of carbon monoxide detectors mandatory in existing buildings in a manner similar to that required for new construction under the National Building Code 2010.	UNDER CONSIDERATION
33 Clarify roles and responsibilities associated with the provision of emergency social services (ESS) to regions and municipalities	The Department of Social Development, the Canadian Red Cross and NBEMO will collaborate with Regional Service Commissions, municipal associations and municipalities to clarify responsibilities, enhance regional and municipal planning	UNDERWAY

Objective	Action	Timings
	efforts, and develop ways to incorporate best practises at the community level.	
34 Revise the 2011 Memorandum of Understanding with the Canadian Red Cross to ensure compliance with section 30 of the <i>Official Languages Act</i>	The Department Social Development will revise the 2011 Memorandum of Understanding with the Canadian Red Cross to ensure compliance with section 30 of the <i>Official Languages Act</i> when dealing directly with the public on behalf of the Government of New Brunswick.	UNDERWAY
35, 37 & 38 Incorporate reception centres and shelters into regional and municipal emergency plans	Working with NBEMO, Red Cross, regions and municipalities, the Department of Social Development will make the inclusion of reception centres and/or shelters as a key component of local and regional emergency plans.	UNDERWAY
36 Regional emergency plans to include a process for transporting stranded residents to Reception Centres or Shelters.	Working with Social Development, NBEMO will to ensure regional emergency plans consider ways to transport residents to reception centres or shelters when roads are impassable or residents lack transportation.	FOR FUTURE CONSIDERATION
38 When communicating the locations of warming/reception centres and shelters, information should include details such as hours of operation, services to be offered, and even advice about securing one's home if moving to a shelter.	NBEMO will develop a comprehensive list of community centres and shelters which can be made available online even before emergencies happen. Government will also explore technological solutions to include details about warming and reception centres.	UNDER CONSIDERATION
39 Create a self-reported register at the regional and municipal levels of vulnerable persons who may require assistance in times of emergency.	The Department of Environment and Local Government, in concert with NBEMO and the Department of Social Development, will consider creating and maintaining a self-reported register of vulnerable persons at the Regional and Municipal levels.	UNDER CONSIDERATION
40 Provide first responders with personal information of SD clients during emergencies for the purposes of assisting in providing emergency aid.	The Department of Social Development will initiate a process to proactively obtain consent from clients, sharing their personal information with responders during emergencies to assist in providing emergency aid.	COMPLETE
41 Require operators of adult residential facilities (special care homes) to create emergency preparedness plans.	The Department of Social Development will initiate a review of the requirements for emergency preparedness for special care homes and prepare a proposal for the phase-in of backup power generation or alternate arrangements in the event of extended power outages.	UNDERWAY
42 & 43 GNB to determine best practices to make best use of trained, untrained, government and spontaneous volunteers in emergency response efforts. Consideration should be given to establishing databases of volunteers, trained and security vetted as appropriate.	As part of the provincial, regional and municipal planning processes, NBEMO will review best practices for organizations to incorporate spontaneous volunteers during an emergency response.	UNDER CONSIDERATION
44 Establish a program, through the Red Cross, to develop a volunteer emergency support worker capability with government public servants.	Government, with the Canadian Red Cross, will explore the development and maintenance of a partnership to enhance the emergency volunteer capabilities of public servants across the province through awareness and training.	UNDER CONSIDERATION

Objective	Action	Timings
<p>45 NBEMO and the Deputy Minister Security and Emergency Management Committee should work together to bring a higher level of awareness to senior civil servants, politicians and political staff as it relates to the mechanics of large-scale emergency management and how each can best contribute to a successful emergency effort.</p>	<p>NBEMO will develop a process to ensure senior civil servants, politicians and political staff are regularly informed of the response to large-scale emergency events.</p>	<p>UNDERWAY</p>
<p>46 During emergencies, a liaison position should be established to serve as a conduit between government representatives and NBEMO to follow up on the citizen concerns that are directed to government officials and politicians who are not in the NBEMO direct chain of command.</p>	<p>NBEMO will collaborate with Government to develop and maintain a mechanism to provide a liaison for information to be collated and channeled to the Provincial Emergency Operations Centre for appropriate action.</p>	<p>COMPLETE</p>
<p>47 Members of the general public need to better understand the implications of a state of emergency to avoid misunderstandings about its benefits and to be clear on the scope of authority held by the government and its agents should a state of emergency ever be required.</p>	<p>A factsheet and question-and-answer document explaining what a “state of emergency” means will be developed and shared with local government officials as an education tool.</p>	<p>COMPLETE</p>
<p>48 NBEMO and Service New Brunswick should explore how the disaster financial assistance administrative processes can be streamlined to launch a program and respond to citizens in need as quickly as possible.</p>	<p>NBEMO to review the disaster financial assistance administrative process to identify potential improvements to Government’s initiation of a program.</p>	<p>UNDERWAY</p>
<p>49 When it is anticipated that a DFA program is likely to be established, residents should be advised as early in the event as possible what types of records are likely to be required for the submission of a claim.</p>	<p>NBEMO will develop an information sheet/checklist of the types of receipts individuals should for reporting under the Disaster Financial Assistance program. Simplified messaging and social media messages will also be considered.</p>	<p>COMPLETE</p>
<p>50 The Deputy Minister’s Security and Emergency Management Committee should pursue, as a priority, the establishment of a recognizable and reliable emergency radio broadcast program for use as a primary source of information dissemination during emergencies.</p>	<p>NBEMO will explore the feasibility of this proposal and brief the committee of Deputy Ministers on its findings to obtain direction.</p>	<p>UNDER CONSIDERATION</p>
<p>51 NBEMO should continue to promote the use of Sentinel or other such warning systems, in the emergency planning phases, and partner with municipalities which will choose to use such systems to encourage self-registry by citizens.</p>	<p>NBEMO will continue to promote the use of warning systems such as Sentinel.</p>	<p>COMPLETE</p>
<p>NBEMO 37 Elected officials and the emergency management network should be educated on the use of military resources. The military may not be advantageously employed during emergencies for the following reasons: they are not available due to deployments or higher priority tasks; they are not suitable for a wide range of tasks; they need considerable mobilization time; and by doctrine are considered “the</p>	<p>NBEMO and the Canadian Forces liaison officer to NBEMO will develop a briefing for elected officials on the subject of military assistance.</p>	<p>COMPLETE</p>

Objective	Action	Timings
force of last resort.”		
<p>NBEMO 40 A process should be developed to collect information that can be used to support news conferences by the Premier or other senior elected leaders. The process should identify the type and depth of the information required, identify the person/organization to provide it, and the delivery time. If specialists are required to support a news conference, they should not be frontline workers, but senior personnel. Consideration should be given to asking the specialists to speak within their area of expertise. For example, the Chief Medical Officer of Health and/or the Fire Marshal could have been called on to address the carbon monoxide threat.</p>	<p>A plan will be developed to identify appropriate regional spokespersons for news conferences. Training will be identified to ensure a greater pool of spokespersons and communications staff to assist in times of crisis, particularly in regions.</p>	COMPLETE
<p>NBEMO 41 When the PEOC is activated, the assigned communications director be accountable only to the NBEMO director for the development and distribution of emergency public information. It is also recommended that the Executive Council Office communications staff support the Premier's news conferences, and minimize their demands on the communications director assigned to NBEMO. The requirement to coordinate the public messaging within government and with other stakeholders does not change.</p>	<p>ECO corporate communications staff assigned to NBEMO will continue to work in close partnership with the NBEMO director when the PEOC is activated. Corporate communications staff will be identified to provide additional support during an emergency.</p>	COMPLETE
<p>NBEMO 51 The NBEMO offices and the PEOC are located in the basement floor of a very old building in the St. John River flood plain, which has flooded in the past. The potential for complete loss of this facility has been reported in the past. Although the PEOC was judged to be effective, the location of the centre remains a major concern. The PEOC facility is vulnerable to technical failure. With the large number of personnel working at the PEOC during this event, there was inadequate dedicated space for planning functions, briefings, and breakout rooms for meetings of senior officials. There are inadequate washrooms available, and insufficient food preparation and rest areas.</p>	<p>The process of identifying options and deciding on a new location for the PEOC will be accelerated, as an immediate priority.</p>	UNDERWAY