

ERP INFORMATION

Components of Emergency Response

There are several components that make up an emergency response: gaining an understanding of the emergency, emergency response, contacting appropriate parties and the follow up action. Every Utilities Department employee should be aware of these components, given that anyone may be the first to be notified or come upon an emergency situation. Being familiar with an organized approach may save precious time.

Gaining an Understanding of the Emergency

The City will most likely be made aware of a potential emergency situation through phone calls from concerned citizens or from City staff during routine maintenance checks. The Utilities Department staff member who becomes aware of a potential emergency should make a primary assessment of the situation. The assessment is not to determine a remedy, but rather to determine the magnitude of the problem. A decision can then be made as to whether an emergency response or routine maintenance is required.

Emergency Response

Once an emergency has been triggered, the emergency plan for the specific situation should be implemented. All personnel should be familiar with their responsibilities and required actions during an emergency.

Contact Appropriate Parties

One of the first steps, should an emergency event occur, is to re-affirm the roles and establish clear lines of communication. In an emergency various people and organizations need to be contacted. (Section 2.3.1 Internal Communication and includes emergency contact information).

Follow Up Actions

Following control of the emergency, the clean up or repair may begin. Because the possible causes and thus remedies of an emergency are numerous, it is beyond the scope of the manual to describe specific repair procedures. It is likely that most repair procedures required of Utilities Department staff will be within the scope of their regular training. Depending on the cause and extent of the emergency, advice and direction from appropriately qualified specialists should be obtained.

There are, however, important actions that should be taken that are dependent on the type of emergency event. These actions may involve:

- conducting appropriate reporting to the City Administration and in some occurrences to regulatory agencies
- updating maintenance records
- determining cause of failure and taking steps to preclude a similar emergency from happening.