

DOC/2020/00448-03

February 27, 2020



Re: Your request for access to information under Part II of the *Access to Information and Protection of Privacy Act, 2015* [Our File #: MAE/014/2020]

On January 31, 2020, the Department of Municipal Affairs and Environment received your request for access to the following records/information:

“I am requesting a copy of the agenda, list of attendees, any handout materials, including powerpoint presentations, meeting minutes/official notes recorded, and any records arising from the debrief meeting concerning Stormageddon2020 held on or about January 30, 2020. This meeting was referenced by Minister Bragg on CBC radio during a radio interview today January 31, 2020.”

I am pleased to inform you that a decision has been made by the Deputy Minister to provide access to the requested information. In accordance with your request for a copy of the records, the appropriate copy is enclosed. For the initial debriefing meeting, there were no agenda or handout materials provided. During the meeting, a general discussion was held and attendees were asked what went well during the storm in terms of coordination of response and what needed improvement. Comments were recorded, which represented individuals' views and were not attributed to any particular party. Analysis has not yet been conducted to further refine the issues or to make recommendations. The notes for the meeting are provided in this package.

Please be advised that you may ask the Information and Privacy Commissioner to review the processing of your access request, as set out in section 42 of the *Access to Information and Protection of Privacy Act* (the *Act*). A request to the Commissioner must be made in writing within 15 business days of the date of this letter or within a longer period that may be allowed by the Commissioner.



The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner
 2 Canada Drive
 P. O. Box 13004, Stn. A
 St. John's, NL. A1B 3V8

Telephone: (709) 729-6309
 Toll-Free: 1-877-729-6309
 Facsimile: (709) 729-6500

You may also appeal directly to the Supreme Court Trial Division within 15 business days after you receive the decision of the public body, pursuant to section 52 of the *Act*.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five business days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Completed Access to Information Requests website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact me by telephone at 709-729-7183 or by e-mail at atippmae@gov.nl.ca.

Sincerely,

Desirée Newman

DESIREE NEWMAN
 ATIPP Coordinator
 Municipal Affairs and Environment

Snow Storm Debriefing Thurs Jan 28, 2020

Name	Organization	Attending (Y/N)	Means of attendance	In Attendance
David Neil	Environment & Climate Change Canada	Y	Telecom	Y
Jason Letto	Dept. Health & Community Services	Y	EOC	Y
Mitch Rumbolt	RNC	Y	EOC	Y
LCdr. Craig Luedee	Canadian Armed Forces	Y	EOC	Y
Crystal Kent	DFAA	Y	EOC	Y
Dawn Chaplin	Town of Torbay	Y	EOC	Y
Brian Winter	Town of Torbay	Y	EOC	Y
Joseph Sobol	Eastern Health	Y	EOC	Y
Peter Bickford	Eastern Health	Y	EOC	Y
Darren Reid	Eastern Health	Y	EOC	Y
Jason Collins	City of Mount Pearl			Y
Derek Tilley	FES	Y	Telecom	Y
David Day	City of St. John's	Y	EOC	Y
Della Gagnon	Public Safety Canada		EOC	Y
Danny Williams	RCMP	Y	EOC	Y
Joe Dunford	Transportation and Works		Telecom	Y
Derrick Bragg	MAE			N
Dion Tee	Transportation and Works			Y
Don Norman	AESL	Y	Telecom	Y
Erin Shea	MAE			N
Tina English	FES	Y	EOC	Y
Emily Thompson	MAE	Y	EOC	N
Chris Foster	FES			N
Sheri Ford	FES	Y	EOC	N
Blair Hogan	FES			Y
Judy Bond	FES	Y	Telecom	Y
Jim Barry	FES			Y
Tara Kelly	FES	Y	EOC	Y
Karyn Blackwood	FES	Y	EOC	Y
Kerry Power	NL 911	Y	Telecom	Y
Cynthia King	AESL			Y
Lynn Robinson	MAE			N
Dan Michielsen	MAE			N
Crystal Mirka	Public Safety Canada			Y
	Bonavista Archives			N
Richard Morissette	Bell	Y	Telecom	Y
Susan Squires	MAE	?	Telecom	N
Vashti Campbell	CSSD	Y	EOC	Y
Jillian Mallowney	Red Cross	Y	EOC	Y
Henry Kielley	CSSD	Y	EOC	Y
Ancel Lamgille	Red Cross			N
Rhonda Kenney	Red Cross	Y	Telcom	N
Ben Noseworthy	Town of Wabana	Y	EOC	Y
Derek Simmons	FES	Y	EOC	Y
Jim Sinott	English School District	Y	Telecom	N

Paul Peddle	FES	EOC	Y
Allyson Pittman	FES	EOC	Y
Pat Dornan	RCMP	EOC	Y
Brian Crowley	Town of CBS		Y
Michelle Coughlan	NL Power	Telecom	Y
Lisa Niblock	Town of Paradise	EOC	Y
Fred Hollett	Portugal Cove-St. Philip's Fire Department		N
Richard Murphy	Portugal Cove-St. Philip's Fire Department		N
Tony Pollard	Town of Portugal Cove-St. Philip's	EOC	Y

Snow Storm 2020 Debriefing

What went well	What needs improvement	Parking lot
<ul style="list-style-type: none"> • People worked well together toward common goal. • Ability to coordinate with others around the room. • Food availability/not having to leave to eat. • Virtual EOC • Regional cooperation • Communication regarding call centers (FES/311, etc.). • Conference call went out early. • Opportunity to identify vulnerabilities. • Openness & willingness to communicate. 	<ul style="list-style-type: none"> • Network for conf. calls • Getting early piece out would be important (72hrs) • A list of contacts of who can assist in a similar capacity to the military. • Knowing liability & insurance. • Need to bring in other gov departments. • Need a comms person trained in EM. • Training in ICS. • School district requesting orad assessments from 	<ul style="list-style-type: none"> • Seniors NL – found old EM plan and are interested in discussing it.

<p>People taking care of each other.</p> <ul style="list-style-type: none"> ● The office's meeting areas/workspaces. ● PEOC provided better overview for organizations stuck outside of it. ● Holding states of emergency to keep people off roads. ● Link between PEOC and other EOCs. ● Information provided during calls-not just within EOC. ● Sense of community. ● Contact development for future use. ● Info sent out prior to & during storm. 	<p>municipalities. –liability for municipalities.</p> <ul style="list-style-type: none"> ● Businesses operating during states of emergency. –list of businesses used by TW during state of emergency should be shared with relevant municipalities. ● Telelink scripts ● Learning curve with vulnerable persons. ● Would like dedicated phone lines here for outside organizations. ● Additional phone jacks in EOC. ● Need more exercises. ● Public needed an expert in media to talk 	
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<ul style="list-style-type: none">● Involvement of cadets.● Pre-forged relationships encouraged people to work together. “Emergency Management Family”.● Reports from Environment Can. Huge help.● Ability to understand & communicate the roles and responsibilities of other organizations.● People stepped up to the plate when going outside their comfort zones.● Maintained calm tempo.	<p>to them. –Not a Politician.</p> <ul style="list-style-type: none">● Should have been treated as a provincial event.● Missed PEOC prior to Monday. Health & Fire services have to continue through the storm and no PEOC to help with coordination.● There were No designated places to fuel emergency vehicles in state of emergency.<ul style="list-style-type: none">○ Some gas stations were open – “told by government” they could.	
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| <ul style="list-style-type: none">• The “call center” – opportunity for residents to call in and get put on a list. Follow up on calls, closing the loop.• Details provided during call center very helpful in determining priority & problems.• Implementation of Text-line & ASL.• | <ul style="list-style-type: none">• Need to look at the pharmacy issue in the future.• Handwritten notes from call center slow efficiency.• Have more people from organizations physically at the table.• Need legislation changes to state of emergency.• Marine services presence missing from the table.• Bell island largely in the dark. –no marine services, power, late knowing about PEOC activation. | |
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- Need better definition, identification, and location of vulnerable persons.
- Municipalities need **expedient** contacts for other municipalities & services.
- Need to look at transportation for health care workers.
 - SWAT was helpful but need other resources.
- No power = no water for some people. Need to look at alternate sources.
- Mixed messages from some organizations in EOC.

- Allocation of resources went largely to St. John's.
- Train problem – when to pull plows off roads & when tpo make the call not to help ambulances.
- Need help with new provincial legislation to work with municipalities.
- Open Red Cross call centre from Day 1. – Telelink can't handle it. Red Cross can.
- Public not prepared for 72hrs.
- Need a status board.
- Federal building closures.

- Master list of critical infrastructure needed for NL Power to identify areas that need to be of higher priority when restoring power.
- There are gaps in understanding TW processes during an event.
- Bell called into conf. calls late.
- Bell trucks not permitted gas b/c they were “not considered critical infrastructure”.
- FES needed a dedicated line from the start.