

CHEVRON BURNABY REFINERY

LOCAL INITIAL CONTACTS

NOTIFICATION PROTOCOL



CAP Presentation

April 6th 2011



- Background
- Notification Protocol
 - Area Map
 - Incident Classification
 - Communication Procedure
- Working with the plan....
- Questions



- In early 2000, the findings of a public safety risk assessment study by the engineering consulting firm A.D. Little, along with concerns raised by the refinery's Community Advisory Panel (CAP), some local residents and Burnaby City Council, identified the need for improving communication processes in the event of an incident at the refinery.

Background



- The City of Bby, in conjunction with Chevron, The Ministry of Water, Land & Air Protection, GVRD and the Fraser Health Authority worked collaboratively to establish a framework for an initial phase, incident notification protocol for facilities and locations that would require more time to prepare for a response.
- A pro-active communication process was established with agencies, schools, licensed day care and residential care facilities and recreation / library facilities within the neighboring area.



INCIDENT CLASSIFICATION

- A common language was adopted by Chevron & public safety/emergency response agencies to clearly communicate scope and scale of any specific incident
- Developed collaboratively between Chevron, City of Bby, BCMWLAP, GVRD, FHA.
- LEVELS ONE, TWO AND THREE



LEVEL ONE

Description:

Anticipated / planned activities or events with little or no expected external impact or potential to escalate. A minor event which is effectively managed by refinery personnel. Notification is of an advisory nature only.

Examples:

On-site alarm testing, incident response training or unusual increases in traffic due to on-site construction or maintenance work.



LEVEL TWO

Description:

Any moderate level event that has, or with the potential to result in, some level of off-site concern. Incident may require a degree of structured, on-site response involving Chevron's Incident Response Resources. External reporting and notification to regulatory agencies required.

Examples:

Visible fire and/or smoke, persistent or widespread odour, FCC catalyst release.



LEVEL THREE

Description:

A major event requiring activation of Chevron ERT and that will involve external response resources. Communication is conducted through *UNIFIED COMMAND STRUCTURE* and a collaborative emergency response plan.

Examples:

An explosion causing on-site and/or off-site damage, significant airborne release, fire/smoke plume or major natural disaster.

Area Map and Zone Identification



- Was developed to identify the potential areas of impact in the local neighborhood resulting from an unusual activity or incident at the refinery.
- Boundaries of the area include: Boundary Road (east), Parker Street (south), Kensington Avenue (west), and Burrard Inlet (north).

Area Map and Zone Identification



- Boundaries were based on air modeling data, historical patterns of public calls and operational experience.
- The map was further subdivided into 3 zones: Burnaby Heights(1), Capitol Hill(2) and Hastings Kensington(3).

Area Map - North Burnaby



Area Map and Zone Identification



- Zones allows Chevron to prioritize and communicate effectively and efficiently within the potentially impacted areas for pre-determined levels of event severity.
- Advisory notification to facilities and schools in the area is undertaken after review of potential affects – if any.
- Area map is reviewed regularly and revised as required.

AVAILABLE COMMUNICATION TOOLS



- Fax advisories to local agencies and facilities (if affected)
- Direct phone calls to facilities if affected
- Letter drop to residences
- CAP Website posting
- Activation of recorded information call-in #
- Activation of refinery information call centre
- Local media
- Through UNIFIED COMMAND system

BURNABY REFINERY EMERGENCY NOTIFICATION/COMMUNICATION PROCEDURE
SEE AREA MAP ON REVERSE SIDE
FOR PRESENTATION PURPOSES ONLY

LAST UPDATED - April 4, 2011
CONTACT DETAILS DELETED

LOCAL COMMUNITY CONTACTS	TELEPHONE FAX	INCIDENT CLASSIFICATION				UNIFIED COMMAND. STRUCTURE IN PLACE
		LEVEL 1 If affected	LEVEL 2	LEVEL 3		
Section D : Public Affairs shall coordinate contacts designated "I, C or L" by fax, phone call or letter drop as appropriate and if affected by event WEEKDAYS / WEEKENDS / HOLIDAYS						
LOCAL COMMUNITY INITIAL CONTACTS LIST	Tel / Fax/ e mail / letter drop	24 hrs	8am – 4pm	4 pm- 11pm	11pm – 8am	COMMUNICATION AND INSTRUCTIONS FOR REQUIRED ACTIONS TO BE PROVIDED BY DESIGNATED EMERGENCY RESPONSE AGENCIES + REFINERY WEBSITE
ALL THREE ZONES 1, 2, and 3						
Impacted residences – requirement and range to be determined by Incident Command or Chevron Mgmt. Personnel on site	Flyer hand delivered to individual residential addresses	n/a or Newsletter	L and website	L and website	L and website	
<u>Burnaby School District</u>		I	C	C	C	
		C	C	C	C	
MAP# ZONE 1 (Burnaby Heights)						
1. Seton Villa		I	C	C	C	
2. Treasure Island School Age Care		I	C	C*	I	
3. St. Helen's		I	C	C*	I	
4. Gilmore Preschool		I	C	C*	I	
5. Gilmore Community School		I	C	C	I	
6. Magnolia Family Day Care (TEMP CLOSED)		I	C	C*	I	
7. Rosser Elementary School		I	C	C	I	

L = An advisory / informational flyer delivered to individual homes in the impacted neighbourhood and activation of info call centre TBD by Chevron Incident Response Team
I = An information update. Initiation of incident information advisory via fax/ email to regulatory and public safety advisory contacts
C = Direct personal contact being made to inform of current status and to advise of further details as they become available.
C* = Direct personal contact being made or attempted up to 6pm to inform of current status and to advise of further details as they become available
Unified Command = Instructions for required actions will come from UNIFIED Command structure involving Fire, Police, Emergency Services & Chevron
Newsletter = the refinery's Neighbourhood News published quarterly Website = the refinery's Community Advisory Panel (CAP) website (www.chevroncap.com)

MAP# ZONE 2 (Capitol Hill)						COMMUNICATIONS AND INSTRUCTIONS FOR REQUIRED ACTION TO BE PROVIDED BY DESIGNATED EMERGENCY RESPONSE AGENCIES + REFINERY WEBSITE
8. Confederation Park School		I	C	C	I	
9. Eileen Daily Pool & Leisure Centre		I	C	C	C	
10. Confederation Seniors Centre		I	C	C	I	
11. McGill Library		I	C	C	I	
12. Capitol Hill Elementary School		I	C	C	I	
MAP# ZONE 3 (Hastings Kensington)						COMMUNICATIONS AND INSTRUCTIONS FOR REQUIRED ACTIONS TO BE PROVIDED BY DESIGNATED EMERGENCY RESPONSE AGENCIES + REFINERY WEBSITE
14. Alpha Secondary School		I	C	C	I	
15. Fellburn Care Centre		I	C	C	C	
16. Burnaby North Secondary School		I	C	C	I	
17. Funshine Family Day Care		I	C	C*	I	

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WORKING WITH THE PLAN...



- Regularly review procedures with staff from Burnaby School District & local school principals
- Review procedures with representatives from local public facilities, day-care and residential care facilities.
- Continue working with the City and other stakeholders to establish a broader emergency public communication process for local residents during Level 3 events.

QUESTIONS ?

