

THE VILLAGE OF MONTROSE

POLICY TITLE: EMERGENCY CALL-OUT POLICY

POLICY # 7130

POLICY STATEMENT:

It is the policy of Council to provide an emergency call-out procedure for basic water and sewer service emergencies.

POLICY BACKGROUND:

The Village does not have the staffing necessary to provide a standard call-out service to the community. Citizens have been encouraged to call private contractors (e.g. plumbers) to assist in emergencies such as plugged sewers. It is recognized, however, that certain emergency (e.g. broken water mains, failing lift stations) require attendance by the municipality's public works staff.

POLICY GOAL:

It is the goal of this policy to provide a basic call-out service to respond to lift station failures and broken water mains outside of regular working hours.

POLICY OBJECTIVES:

1. To secure the assistance of an emergency call-out dispatch service.
2. To limit the emergency call-out service to sewer lift-station failures and broken water mains.
3. To establish a phone fan-out sequence:
 - a) **Public Works Foreman (Kevin Ihas) PW Cell #@ 250-231-1554**
 - b) **Public Works Foreman (Kevin Ihas) Personal Cell # @ 250-231-5788**
 - c) **Public Works Foreman (Kevin Ihas) Home # @ 250-367-6654**
 - d) **Utility Operator (Garnet Bignell) – PW Cell # @ 250-231-4191**
 - e) **Utility Operator(Garnet Bignell) – Personal Cell # @ 250-368-7443**
 - f) **Utility Operator(Ken Dunebacke) – PW Cell # @ 250-231-1458**
 - g) **Utility Operator(Ken Dunebacke) – Personal Cell # @250-368-7511**
 - h) **CAO (Larry Plotnikoff) –Cell# @ 250-315-3477**
 - i) **Mayor (Joe Danchuk) – Home# @ 250-367-2120 / Cell# @ 250-368-1640**
4. To advertise the number of the *Village of Montrose after-hours and weekend Sewer Lift Station & Water Break phone number.*
5. That the Village of Montrose assume responsibility for any liability that may arise out of the implementation of this policy.

Initially approved at meeting #35-98 on November 17, 1998

Last reviewed and amended at meeting #20-16, August 2, 2016

Last reviewed and amended at meeting #36-17, December 4, 2017

Next review scheduled for December 3, 2018