

# 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 the Regional Fire Service to provide 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) **Acting Public Works Foreman (Kevin Ihas) PW Cell #@ 250-231-1554**
  - b) **Acting Public Works Foreman (Kevin Ihas) Personal Cell # @ 250-231-5788**
  - c) **Utility Operator (Chris Morissette) – PW Cell # @ 250-231-1458**
  - d) **Utility Operator (Chris Morissette) – Personal Cell # @ 250-521-1369**
  - e) CAO (Kevin Chartres) – Home# @ **250-368-5833**
  - f) Mayor (Griff Welsh) – Home# @ **250-367-7217**
4. To advertise the number **250-364-1737** as the *Village of Montrose after-hours and weekend Sewer Lift Station & Water Main Break Emergency Phone*.
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 #07-11, March 21, 2011.

Next review scheduled for March 19, 2012.