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## FOREWORD

The Municipal Emergency Plan outlines the City of Edmonton's emergency management approach. Through the Municipal Emergency Plan, City Council and City Administration confirm to Edmontonians that potential disaster<sup>1</sup> and emergency<sup>2</sup> events impacting them will be mitigated, responded to, and recovered from as effectively and efficiently as possible. Activating the Municipal Emergency Plan means the City is shifting to an emergency governance structure, which allows for rapid decision-making in time-sensitive situations. The Municipal Emergency Plan supports the goals of risk reduction and provides a framework for City Council, City Administration, and partners to prepare for likely events based on current hazards, risks, and municipal vulnerabilities.

## MAINTENANCE AND REVISION HISTORY

The review history is documented below, including whether changes were made and by whom.

Review date	Revision number	Revisions made	Review or changes by
July 2020	1.0	Complete update	Rob Squire
June 2021	2.0	Comprehensive update	Rob Squire
July 2022	2.1	Review and update	Rod Koshowski
November 2023	2.2	Review and update	Rein Tonowski
January 2024	2.3	Review and update	Rein Tonowski
January 2025	2.4	Review and update (Sections 2.1.1 & 2.1.2)	Rein Tonowski
October 2025	3.0	Comprehensive update	Rod Koshowski Emma Chong

<sup>1</sup> Defined by the *Emergency Management Act* as "an event that results in serious harm to the safety, health or welfare of people or in widespread damage to property or the environment"

<sup>2</sup> Defined by the *Emergency Management Act* as "sudden and temporary event that requires prompt co-ordination of action or special regulation of persons or property to protect the safety, health or welfare of people or to limit damage to property or the environment"

## SECTION 1 - INTRODUCTION

An emergency management program provides for the management and coordination of prevention, mitigation, preparedness, response, and recovery activities for all hazards. It encompasses all internal and external organizations, agencies, departments, and individuals responsible for these activities.

An effective municipal emergency plan, in conjunction with a robust emergency management program, helps to make a community resilient to situations and events that emerge by:

- Protecting and preserving life, safety, health and property.
- Minimizing the effects of the incident on the city and its inhabitants.
- Minimizing loss or damage to property and the environment.
- Maintaining and restoring essential services.
- Facilitating the earliest possible coordinated response, mitigation and equitable recovery efforts.

The City of Edmonton's Municipal Emergency Plan provides a strategic overview of the programs and strategies used to prevent, prepare for, respond to, and recover from disasters or emergencies that threaten the community and its people, property, environment, and economy. It also identifies the legislation and guiding documents that form the framework for these strategies. Importantly, the Municipal Emergency Plan does not provide specific direction for managing incidents during the normal course of business or for tactical operations at the scene; these are handled by the appropriate first responding agencies.

When normal operations cannot provide an adequate emergency response due to factors including significant scope and/or complexity, the Municipal Emergency Plan may be activated. Activating the Municipal Emergency Plan means that the City is shifting to the emergency governance structure from a standard governance structure — this allows for rapid decision-making in a fast-moving emergency situation.

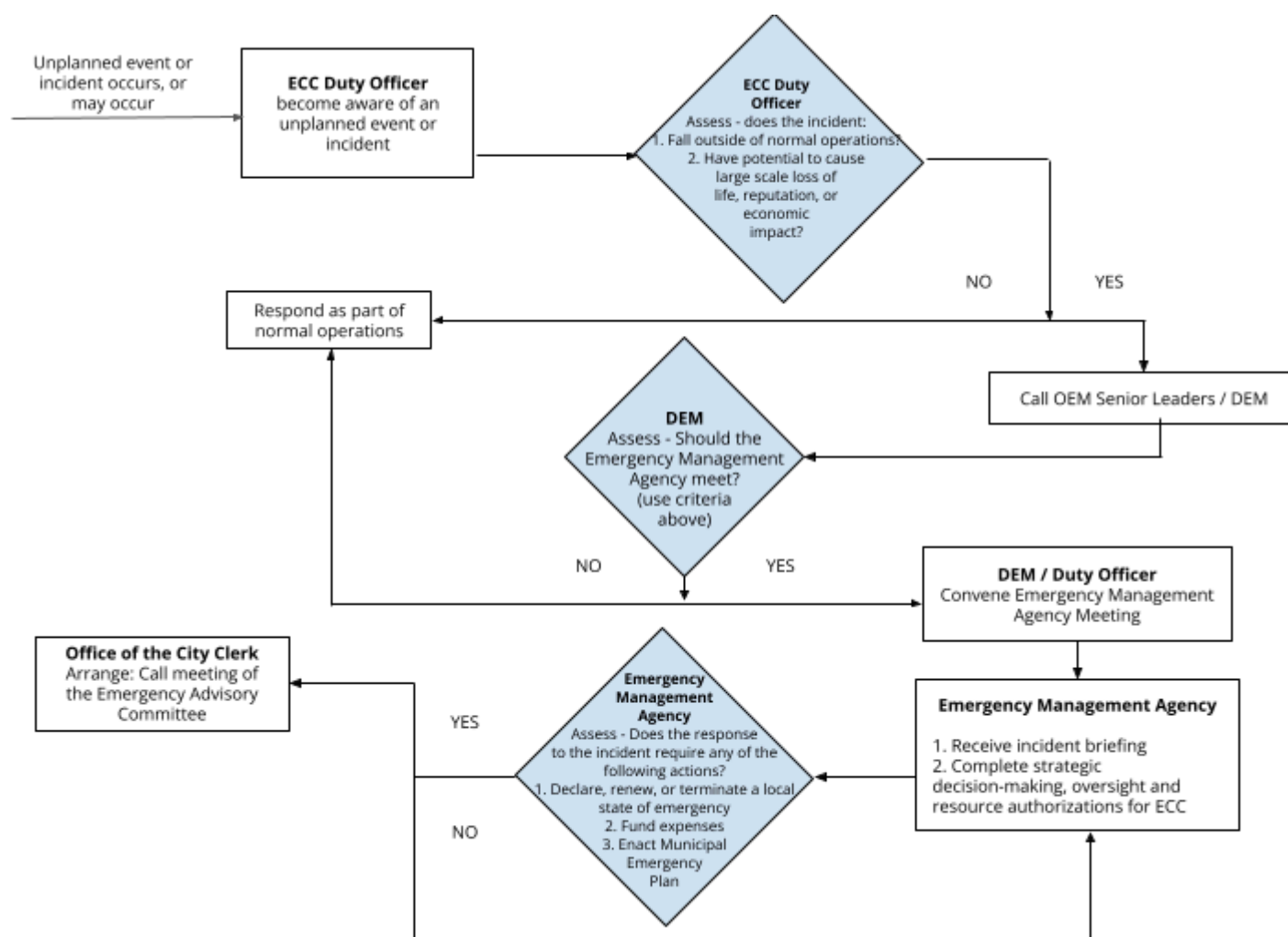
In a major emergency or disaster, no single business area has enough expertise and resources to allow the City to provide comprehensive disaster response and recovery activities. The City relies on a coordinated response from integrated teams drawn from all departments, as well as our external partner agencies. The Municipal Emergency Plan relies on the premise that the City's normal operations can be altered and resources diverted to lessen the impact of a major event. An emergency governance structure means that the City is no longer business as usual, and re-prioritization occurs to ensure that the City's resources are allocated to protect and preserve life, safety, health and property.

The Municipal Emergency Plan is premised on an all-hazards approach. An all-hazards approach is a foundational concept in emergency management that involves developing a broad, flexible plan to address a

wide range of potential events, regardless of their cause. Instead of creating a separate, specific plan for every possible threat, this approach focuses on the common functions and capabilities needed to manage any emergency. By building robust systems and trained teams for these core functions, a community can be better prepared to respond effectively and efficiently to any event, whether it's an environmental disaster, a technological failure, or a human-caused incident. This strategy is more efficient and adaptable than a threat-specific approach, making it the standard for modern emergency management.

### Edmonton Municipal Emergency Plan response decision tree

The decision tree is used to determine the City's response, including whether the Municipal Emergency Plan is activated. Contact information for applicable staff, elected officials, and external agencies is maintained by the Office of the City Manager and the Office of Emergency Management. This information is available to assist with information sharing and decision making when managing emergency situations and is not shared beyond those who require it. Revised lists are emailed out as updates are made.



### **Reviews, distribution and access**

On behalf of the Director of Emergency Management, the Office of Emergency Management is responsible for ensuring that the Municipal Emergency Plan is current and effective in the event of a major emergency, disaster, or disruption.

The Municipal Emergency Plan is reviewed at least once each year, with input from the Emergency Management Agency and other partner agencies. This may be a scheduled review, a review after an exercise, emergency, or disaster, or a review in response to new opportunities for improvement. Additional requests for amendment should be submitted to the Office of Emergency Management. Updated versions of the Municipal Emergency Plan will be presented to the Emergency Advisory Committee for approval.

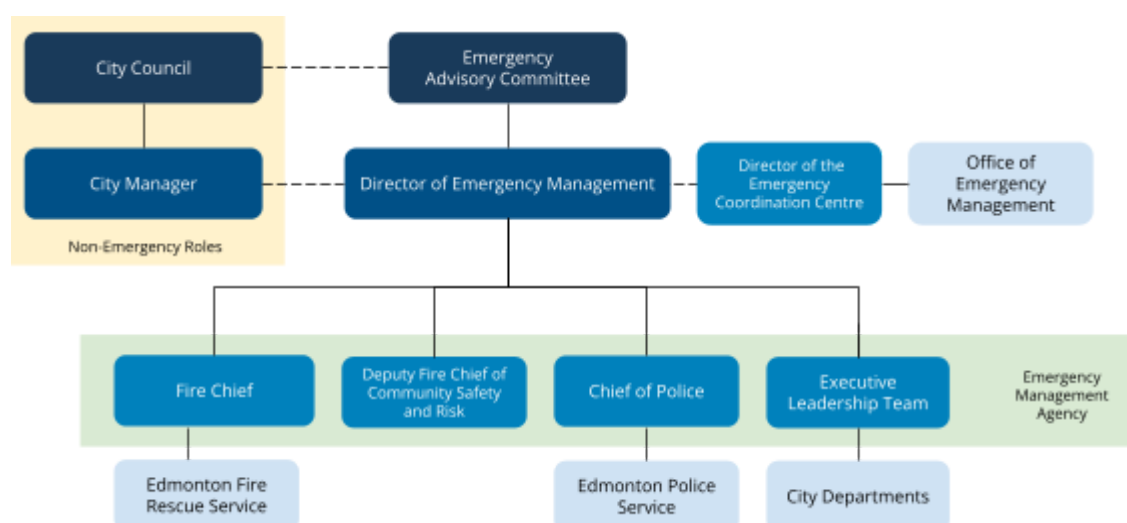
While the most up-to-date version of this document is electronic, hard copies may be distributed for easy reference during an emergency (for example, to employees working in the Emergency Coordination Centre). The Municipal Emergency Plan will also be made available for public reference electronically on the City's external website ([edmonton.ca](http://edmonton.ca)) on the [Office of Emergency Management sub-page](#).

## SECTION 2 - EMERGENCY MANAGEMENT GOVERNANCE

The *Emergency Management Act* and Local Authority Emergency Management Regulation provide guidance for the governance structure of municipal emergency management programs that allows for a flattened organizational hierarchy during a major emergency or disaster. When the Municipal Emergency Plan is activated, there is a shift in governance structure to allow for expedited decision making related to the emergency situation. This shift includes:

- The **Emergency Management Agency** (Executive Leadership Team<sup>3</sup> with the addition of the Chief of Police, the Fire Chief and the Deputy Chief of Community Safety and Risk) becomes the decision-making body for the organization and the **Emergency Advisory Committee** (City Council) takes on an advisory role.
- The City Manager is the **Director of Emergency Management** and chairs the Emergency Management Agency.
- The Assistant Deputy Chief of Emergency Management and Communications is the **Director of the Emergency Coordination Centre**, and reports directly to the Director of the Emergency Management when the Emergency Coordination Centre increases its level of activation from Level 1 (ready) to higher levels of support<sup>4</sup>.

The following image visualizes the flattened governance structure during a disaster or emergency:



<sup>3</sup> Per Bylaw 19091 - Emergency Management Bylaw, the Municipal Emergency Plan defines the Executive Leadership Team as the City Manager, the City employees holding the positions of Deputy City Manager, the City employee holding the position of Chief People Officer, the City employee holding the position of City Solicitor, the City employee holding the position of Chief Communications Officer and the City employee holding the position of Chief of Staff for the City of Edmonton.

<sup>4</sup> See Section 5 for more information on activation levels.



## **Emergency Advisory Committee**

The *Emergency Management Act* requires each Local Authority to have an Emergency Advisory Committee. The Emergency Advisory Committee is inclusive of the Mayor and City Council. Under Bylaw 19091 - Emergency Management Bylaw, the Committee must meet at least once annually.

## **Emergency Management Agency**

The *Emergency Management Act* requires each local authority to have an Emergency Management Agency to exercise the City's powers and duties under the *Act*. The Bylaw 19091 - Emergency Management Bylaw makes the City Manager the Director of Emergency Management, and identifies the membership of the Emergency Management Agency. The Emergency Management Agency is required to meet annually, or more frequently if required.

## **Director of the Emergency Management Agency**

At the City of Edmonton, the City Manager is the Director of Emergency Management. The Director of Emergency Management acts as director of emergency operations on behalf of the Emergency Management Agency. The Director is responsible for ensuring that the Agency meets its obligations under the *Emergency Management Act* and to the residents of Edmonton. The Director of Emergency Management reports to the Emergency Advisory Committee on behalf of the Agency at least once every year to provide updates on its activities and fulfillment of its mandate. The Director of Emergency Management may decide that an emergency situation is of sufficient scope that a time-limited task team is warranted to provide strategic support to the Emergency Management Agency.

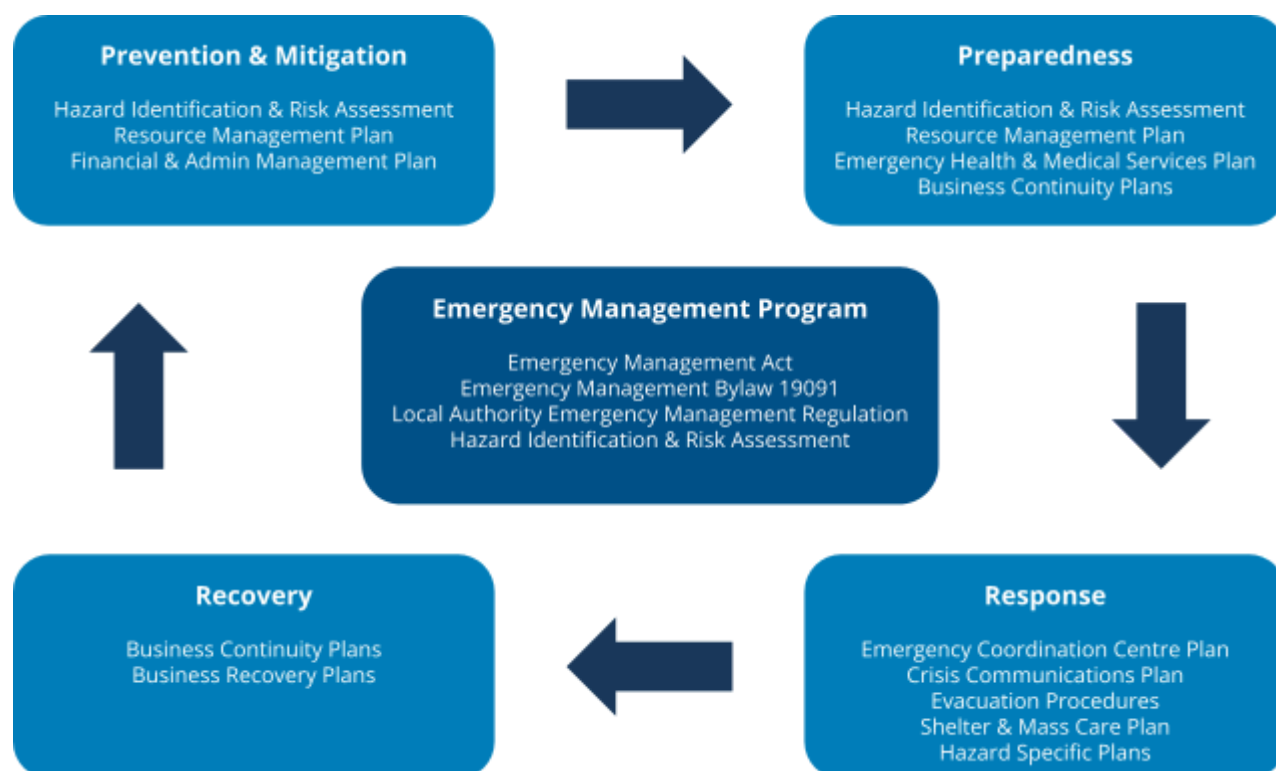
## **Director of the Emergency Coordination Centre**

The Director of the Emergency Coordination Centre — the Assistant Deputy Chief of Emergency Management and Communications within the Community Safety and Risk section of the Edmonton Fire Rescue Services branch — is responsible for the effective operation of the Emergency Coordination Centre and organizing Emergency Coordination Centre and Emergency Support Response Team activities. The Director of the Emergency Coordination Centre provides the Emergency Management Agency with program and real-time emergency updates. As the head of the Office of Emergency Management, the Director of the Emergency Coordination Centre also prepares and reviews the Municipal Emergency Plan annually, presenting it to the Agency for their review in advance of it being presented to the Emergency Advisory Committee for approval.

### SECTION 3 - THE EMERGENCY MANAGEMENT FRAMEWORK

The Municipal Emergency Plan is built within a framework of legislation and guiding documents. The City's [Emergency Management Strategic Plan](#), developed in response to the 2019 Emergency Management Governance and Risk Assessment Audit and in alignment with the Corporate Business Plan, provides high level guidance to the direction of the City of Edmonton's Emergency Management Program.

#### Emergency Management Plan Guiding Documents



## Legislation and Authority

The *Emergency Management Act* guides how the local and provincial governments manage emergencies and disasters. It defines the roles and responsibilities of the Minister of Public Safety and Emergency Services, the provincial government and local authorities before, during and after an emergency. The Act also provides the authority for granting additional powers during emergencies and regulates when and how states of emergency begin and end. The Act was most recently updated in 2025.

The Local Authority Emergency Management Regulation provides direction on emergency management roles and responsibilities and what is required of municipalities to plan and prepare for the safety of their community. The regulation requires that:

- Municipalities have current emergency plans and programs that are regularly reviewed and exercised.
- Responsibilities and functions of municipal emergency advisory committees and emergency management agencies are clear.
- Elected officials and municipal employees are trained for their roles and understand their responsibilities.

Within the City of Edmonton, Bylaw 19091 - Emergency Management Bylaw fulfills the requirements of the Local Authority Emergency Management Regulation by appointing an emergency advisory committee and emergency management agency. Bylaw 19091 also prescribes roles and responsibilities for the City's emergency management processes.

The following additional City documents also provide guidance to Administration related to disasters and emergencies:

- Audit Committee Bylaw 16097 specifies that the Audit Committee reviews the City's reports about disaster recovery procedures and Business Continuity plans.
- City Administration Bylaw 16620 provides the authority for emergency expenditures.

## SECTION 4 - EMERGENCY MANAGEMENT CYCLE

There are four interdependent elements of emergency management that provide the foundation for the City of Edmonton's Municipal Emergency Plan — prevention and mitigation, preparedness, response and recovery.

Strong, interconnected relationships among all these elements — both within the organization and with the City's external partners — are essential for effective emergency management.



### Prevention and Mitigation

Prevention and mitigation eliminate or reduce the risks associated with disasters. Using prevention and mitigation methods before hazards and disasters happen reduces the City's vulnerability and increases our resiliency.

### Hazard Identification and Risk Assessment

A systematic assessment of hazards, threats, risks and vulnerabilities in the Edmonton area must be carried out to ensure effective emergency management measures are in place. There are hazards and threats to the city because of its geographical location, climate, industries, and other factors. Threats are also presented by people, both inside or outside the city, either accidentally or with intent.

The Office of Emergency Management identifies hazards and threats that present the risk of harm to the city. These hazards are ranked according to probability, impact, and changing risk by using a Government of Alberta process called a Hazard Identification and Risk Assessment. This tool is not intended to predict which threats and hazards will cause the next emergency. Instead, the Hazard Identification and Risk Assessment process provides an overview of the collection of risks most likely to cause damage in our community.

Risk is the effect of uncertainty on objectives. For purposes of the Municipal Emergency Plan, this means the uncertainty of hazards on the public, critical infrastructure, and property. The Hazard Identification and Risk Assessment process is used to assess which threats and hazards pose the greatest risk, in terms of how likely each is to occur and what the severity of impact may be. The results are used to prioritize mitigation and hazard specific strategies. The process includes four steps: hazard identification; risk analysis; risk evaluation; and a review, approval and communication process.

### Risk Mitigation

Mitigation is about reducing the risk of loss resulting from an emergency or disaster. Some risks can be mitigated to reduce the impact on the community. There are two types of mitigation measures:

1. Structural mitigation refers to physical changes that may be made to reduce the impact of hazards on the community. For example, EPCOR employs flood mitigation measures, including underground storm tunnels and stormwater management ponds.
2. Non-structural mitigation refers to mitigation measures that do not require new or changes to infrastructure. Examples include public education (e.g. FireSmart) by Edmonton Fire Rescue Services, employee training and exercises, regulating land use next to heavy industry, and the Municipal Emergency Plan.

### **Preparedness**

Preparedness allows the City to be ready to respond to an event and manage its consequences through measures taken prior to an event. Preparedness activities increase the capacity and resilience of the City and public. Preparedness involves a continuous cycle of planning, training, equipping, exercising, evaluating and taking corrective action in an effort to ensure effective coordination during a response. All levels of government, businesses and residents are responsible for preparing for an emergency.

The City of Edmonton uses an all-hazards approach by addressing vulnerabilities exposed by both natural and human-induced hazards and disasters. This approach increases efficiency by recognizing and integrating common emergency management elements across all hazard types, and then supplementing with hazard-specific plans to fill gaps as required. The all-hazards approach also improves the ability of emergency management activities to address unknown hazards or risks.

### Business Continuity Management Program

The Business Continuity Management Program is an inward-facing service that involves the strategic and tactical capability of the City to plan for, respond to, and recover from incidents. The goal of this corporate program is to provide the framework by which the City delivers critical services during an incident. The City's Business Continuity Management Program is aligned with *ISO 22301 Business Continuity Management Standard*.

Due to the size and complexity of the City, the Business Continuity Management Program uses a decentralized model. The Office of Emergency Management sets the overall framework and provides oversight at the corporate level, including training and exercising.

The Corporate Business Continuity Plan is the governance document that is activated for large scale disruptions. It provides a structured process which assists Emergency Management Agency members with

implementing an effective and coordinated response. The severity of the disruption will determine the corporate impact and activation of appropriate plans. Plan activation can either be strategic, tactical or both.

Each branch is responsible for developing their own Business Continuity Plan, maintaining it, and reviewing it at least once a year and any time there is a change within the City or branch that impacts plan details. A Branch Business Continuity Plan is activated by the branch manager for disruptions within the branch.

### Aid Agreements

There may be occasions when the City's resources or capacity are insufficient to manage the scope of an emergency event. In such cases, the City can request additional assistance from other municipalities, agencies, and the provincial government - and those organizations can request Edmonton's help as well. Increasing the capacity of the region's emergency response is identified as an opportunity in the Edmonton Fire Rescue Services Strategic Plan. Aid agreements are often in place, especially for regional neighbours, to define relationships and the financial, legal and logistical considerations involved so details do not hamper response. Aid agreements normally include joint training exercises where possible to ensure that different groups understand roles and responsibilities, equipment availability, and other important logistical considerations. The City of Edmonton does not provide assistance when it will negatively affect our own emergency response or when the safety of City of Edmonton employees can not be reasonably assured.

### **Response**

Response is about managing the consequences of a disaster, immediately before, during, and immediately after the event. The City maintains a number of supporting documents that are utilized during a response. Response actions are carried out immediately before, during and after an event for the purpose of saving lives, preventing further impact to the affected area and protecting property and the environment. Further detail around response actions and responsibilities are documented in the roles and responsibilities section below.

### Alerting

Alberta Emergency Alerts are issued to provide Albertans with critical information about a potentially life-threatening situation in their area, including wildfires, floods, and tornadoes. Emergency alerts include information about the location of an emergency and what action people need to take to protect themselves. Alerts are sent out on TV, radio, websites, social media, the Alberta Emergency Alert mobile app and compatible smart phones. Should the City of Edmonton need to provide critical information, the Emergency Coordination Centre Duty Officer will contact the Alberta Emergency Management Agency Provincial Emergency Coordination Centre to issue the alert.

### Crisis Communications

It is vital that Edmontonians receive accurate, clear and concise information during an emergency. The City's Crisis Communications Plan provides guidance so the City can quickly and effectively communicate public safety information, detail community impacts and outline emergency response efforts underway. As discussed in the Crisis Communications Plan, the City of Edmonton maintains a roster of skilled employees who, during a disaster or emergency, are responsible for internal and external communications, including:

- News media relations.
- Working with partner communication professionals to coordinate messaging.
- Digital communication, including social media and web.
- Creative production, including graphic design and developing products.

A dedicated public information officer will be activated and attached to the work in the Emergency Coordination Centre in alignment with the Incident Command System structure. This role is integral to the work of the Emergency Coordination Centre and is a key part of the Crisis Communications Team.

### Emergency Support Response Team

Emergency social services<sup>5</sup> are provided by the Emergency Support Response Team which is an operationally responsive unit within the Office of Emergency Management. The team of trained City of Edmonton employees assists at an incident scene by supporting anyone who has been displaced by the event. Leveraging the Emergency Support Response team supports the evacuees/displaced people during the emergency event or the immediate aftermath and coordinates with the support services to ensure that displaced people are provided short-term support while enabling the emergency responders to focus on the public safety tasks under their purview. The Emergency Support Response Team provides a range of short-term support services essential to the immediate well-being of people displaced by an emergency, including shelter, food and clothing. Depending on the type and the severity of the emergency, the Emergency Support Response Team may activate reception centres or other support facilities for people displaced from their homes.

### Evacuation

*This information is added to reflect updated (2025) requirements from the Emergency Management Act and Local Authority Emergency Management Regulation.*

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<sup>5</sup> Emergency Social Services is defined by the Government of Alberta Emergency Social Services Framework (2025) as "the range of short-term support services provided to meet the immediate, basic needs of individuals, families and communities impacted by emergencies and disasters."

Although the City of Edmonton's first responder agencies (Edmonton Fire Rescue Services, Edmonton Police Services, Emergency Medical Services) regularly address small-scale evacuations through their operational activities, there may be a need to mandate a large-scale evacuation as a result of a disaster or significant emergency. If a large-scale evacuation (i.e. an evacuation above and beyond the routine powers provided to first responders) is contemplated by an Incident Commander and requires the oversight of the Director of Emergency Management, the Emergency Coordination Centre will be stood up to provide centralized decision-making and oversight.

The initial resourcing Emergency Coordination Centre complement for an evacuation will include Edmonton Fire Rescue Services, Emergency Medical Services, Edmonton Police Service, Community Standards Peace Officers, Edmonton Transit Service, Traffic and Road Operations, Corporate Communications and Legal Services. An Alberta Emergency Management Agency Field Officer will also be invited to participate to support the City as it adheres to its planning requirements, including that of reporting on the issue to the Provincial Emergency Coordination Centre as soon as practicable (e.g. providing written copies of State of Local Emergency resolutions and evacuation orders).

If mandatory evacuation is necessary, the Director of the Emergency Coordination Centre will put forward a recommendation for a State of Local Emergency to the Director of Emergency Management who will then call for a special meeting of the Emergency Advisory Committee so that it may, by resolution, declare a State of Local Emergency and exercise Council's powers under the *Emergency Management Act*, including issuing an evacuation order.

While this process occurs, the public information officer will keep the public informed on the nature and extent of the emergency. Public information allows Edmontonians to prepare for a potential evacuation; however, emergency transportation and emergency social services will not be provided until formal direction is provided by the City of Edmonton (e.g. first responders under the direction of the Emergency Coordination Centre) to evacuate — either voluntarily through official public direction or after a State of Local Emergency is declared and an evacuation order is issued by the Emergency Advisory Committee.

As soon as a State of Local Emergency is declared and an evacuation order is issued by the Emergency Advisory Committee, the following actions are triggered:

1. *Emergency Alerts:* The Emergency Coordination Centre Duty Officer contacts the Alberta Emergency Management Agency's Provincial Emergency Coordination Centre to request that a public emergency alert be issued. The alert will be updated and maintained until the evacuation is no longer required.
2. *Public Information:* The public information officer provides more detailed information, including the rationale for the evacuation and the special powers that the City is, or anticipates, exercising, to all



Edmontonians as soon as practicable. This is done using multiple channels, such as traditional media, social media, and the City of Edmonton website, in accordance with the Crisis Communications Plan. As per the *Emergency Management Act*, the City, as soon as practicable after issuing an evacuation order, must make the details of it publicly available in a manner that it considers is most likely to make the details known to the population of the area of the City affected by it.

3. *Personalized Notification:* If the evacuation is focused on a specific geographic area, the Emergency Coordination Centre determines the appropriate personalized notification approach (e.g., door-to-door, broadcast alerts from first responder vehicles, etc.) to individual residences, with tactics considering the safety and circumstances of both residents and first responders.
4. *Coordinated Movement:* Using hard controls like temporary barricades, Traffic and Road Operations shape access points in and out of an area. Soft controls, tools like digital messaging boards and wayfinding provided by first responder agencies such as the Edmonton Police Service or Community Standards Peace Officers, direct people out of and away from the evacuated area.
5. *Emergency Transportation:* Residents unable to self-evacuate are supported through the provision of emergency shuttle transportation to a centralized reception location. This may include Edmonton Transit Service vehicles (which are accessible/barrier-free) or, if necessary, approved private transportation like taxis or ride-shares. Based on the scale of the evacuation, Edmonton Transit may contact their regional transit partners to request mutual aid assistance. Unless otherwise stated, the Emergency Coordination Centre will leverage the Rapid Emergency Support Terminal as its evacuation destination, unless a larger facility is required or employees/evacuees cannot safely reach the Rapid Emergency Support Terminal. If there are continuing care sites, support living facilities or hospitals in the evacuation zone, the City of Edmonton will invite the appropriate provincial health entity to participate in the Emergency Coordination Centre as they, the provincial health entity, takes the lead role in facilitating evacuations from these sites and facilities.
6. *Emergency Social Services:* When the City of Edmonton is aware of significant potential displacement (above and beyond what is typically managed at a site level), the Emergency Coordination Centre Duty Officer will stand up the Emergency Support Response Team, which completes a resourcing call out using their standard operating practices. Emergency social services will be provisioned by the Emergency Support Response Team at the Rapid Emergency Support Terminal (the evacuation destination) or another appropriate location as communicated through the alert issued by the Alberta Emergency Management Agency on behalf of the City of Edmonton as well as the City's official communications channels (i.e. X, Facebook and the [edmonton.ca](https://edmonton.ca) homepage). To remove barriers to compliance with the evacuation order, the Emergency Coordination Centre integrates additional supports, such as Animal Care and Control to support the well-being of companion animals.

Everyone must evacuate if an evacuation order is made, which the City can do if a state of local emergency is declared. When Edmontonians report hesitation to evacuate, the City will take reasonable efforts to remove

evacuation barriers at individual and household levels. Recognizing that prolonged evacuation can produce financial hardship that cannot be mitigated through the provision of emergency social services, the Government of Alberta provides emergency evacuation payments as a one-time payment for Albertans affected by mandatory evacuation orders that exceed a minimum of seven days. Emergency evacuation payments are meant to ease the cost of evacuating, temporary accommodation and essential day-to-day costs of being away from a primary home due to an evacuation order during a disaster.

If someone does not evacuate, it is an offence under the *Emergency Management Act* and can result in fines and/or imprisonment. If someone does not evacuate, they are ineligible for emergency evacuation payments from the Government of Alberta and may be subject to legal penalties under the *Emergency Management Act*. If an individual refuses to comply with an issued evacuation order, they are doing so at their own risk, as emergency services may not be available or able to assist them.

### **Recovery**

Recovery is repairing or restoring conditions to an acceptable level after a disaster. Recovery refers to the activities undertaken to restore, rebuild and renew what has been affected, following an emergency. If a community requires evacuation, planning for re-entry and community recovery occurs concurrently to the evacuation, in coordination with the City's partners, to ensure a safe and orderly return once the evacuation order is lifted.

Resilience is the capacity of a system, community or society to adapt to disturbances resulting from hazards by persevering, recuperating or changing to reach and maintain an acceptable level of functioning. By planning a strong incident recovery system, which is embedded into business continuity plans, the Office of Emergency Management helps ensure the City is resilient to emergencies. Resilience begins with Preparedness and continues into Response and Recovery. In the context of community resilience, residents are encouraged to participate in community preparedness events, as well as engaging with their respective community groups, centers and associations throughout the City to enable personal social capital (i.e. community leagues, recreation clubs, religious groups, etc).

### **Incident Review and Continuous Improvement**

Incidents are reviewed to ensure alignment with legislation and policy, as well as to ensure ongoing improvement of procedures. The Director of the Emergency Coordination Centre conducts an incident review based on the Emergency Coordination Centre response. If there has been a corporate response to a large-scale incident, the Director of the Emergency Management Agency is responsible for the review. Most of the lessons learned from Emergency Coordination Centre activation are at the operational level and improvements can be implemented immediately. When learnings are at the strategic level any resulting changes will be incorporated into the Municipal Emergency Plan in the next scheduled update.

## SECTION 5 - FACILITIES AND SYSTEMS

### Standardized command, control and coordination system

Incident Command System is an all-hazards tool to help manage major emergencies and disasters by providing direction and control over on-scene activities. Through the Local Authority Emergency Management Regulation, the Alberta Emergency Management Agency prescribes the Incident Command System to all local authorities in the province. The Alberta Emergency Management Agency certifies Incident Command System trainers, provides oversight of training standards, and accredits students to ensure a consistent understanding of the methodology across the province.

The Incident Command System is used by the City of Edmonton in the Emergency Coordination Centre and at incident scenes during emergencies, disasters, and unscheduled events. Incident Command System is an industry best practice and has become the standard for emergency response across Canada. The benefits of using this system include the safety of responders and others on scene, meeting situation objectives, and the efficient use of resources. Sometimes emergencies will be too large and complex for one municipality to manage and resource. When partners come in to assist, or the City of Edmonton participates in mutual aid, having an interoperable command and control system supports effective emergency management.

### Emergency Coordination Centre

When an incident is beyond the capabilities of the City's resources or when a situation requires that the incident site be provided with response coordination and additional support, the City's Emergency Coordination Centre is activated. During an emergency, the Emergency Coordination Centre will have representatives from various City branches and partner agencies (e.g. the Edmonton Police Service, utility providers, etc.) to ensure a timely and coordinated response.

The major responsibilities of the Emergency Coordination Centre include:

- Central coordination and support of all incident sites;
- Implement established emergency management procedures;
- Coordinate assistance and resources required to support the response;
- Analyze problems and formulate options for solving them;
- Receive, compile, and display data and information on the emergency situation and resource status as a basis for planning;
- Manage and disseminate warnings and emergency public information.

Similar to the Alberta Emergency Management Agency, the Emergency Coordination Centre has four potential levels of activation:

Level	City of Edmonton	Alberta Emergency Management Agency
1	State of operational readiness	Routine and potential incidents assessed and circulated to public safety partners
2	Event of local significance or a large emergency social services support request	Incidents of potential significance
3	Event of national or international significance	Mandatory coordination of key Government of Alberta organizations
4	Incident or a large scale disaster and catastrophe	Mandatory full Government of Alberta coordination

### Reception Centre

In the event that an emergency requires the evacuation of residents, the Office of Emergency Management through the Emergency Coordination Centre will determine a suitable and appropriate way to meet the needs of displaced people. Sometimes immediate support can be provided at a location nearby the incident scene and in other instances, an off-site safe place (a reception centre or another service facility) is required to preserve the physical and emotional well-being of evacuees affected by an emergency or disaster.

At a reception centre, the Emergency Support Response Team may facilitate emergency social services such as:

- registration
- coordination of accommodations or temporary accommodations
- essential clothing and hygiene items
- food and water
- pet services and temporary care
- emergency first aid and health care services
- essential transportation
- mental health and addiction support
- support for people or communities with unique needs
- family reunification

Please refer to Appendix 1 for the City of Edmonton's full emergency social services standard of care.

### Rapid Emergency Support Terminal

As of 2025, the City of Edmonton has a long-term Rapid Emergency Support Terminal located at 10908 120 Avenue. If appropriate for particular events, the Rapid Emergency Support Terminal may be activated to

provide a safe place to meet the specific needs of evacuees. Should a reception centre be required to provide a more significant level of support (due to complexity or volume of displaced people), the location of the reception centre will be confirmed and communicated to the public by the public information officer.

## SECTION 6 - EMERGENCY MANAGEMENT ROLES & RESPONSIBILITIES

During the phases of an emergency (prevention, mitigation, preparedness, response and recovery), many organizations and people have roles and responsibilities. The support and assistance provided by these parties is required to have a coordinated approach to effectively address emergencies.

### Mayor and Council - The Local Authority (Emergency Advisory Committee)

#### Prevention, Mitigation and Preparedness

- Review and approve the Municipal Emergency Plan at least once each year;
- Through the budget process, provide resources to maintain an essential level of emergency preparedness to support the City of Edmonton's Emergency Management Program;
- Participate in appropriate training as prescribed by the Local Authority Emergency Management Regulation;
- Advocate for disaster risk reduction activities and advance preparedness initiatives at an individual, family and community level to create a resilient region;
- Contribute to community education and awareness about local hazards and personal emergency preparedness; and
- Create programs and processes to help municipal business units, Agency members and businesses throughout the region to continue to operate following an emergency.

#### Response

- Support the Director of the Emergency Management Agency in the management of the emergency response and provide strategic direction as requested by the Director of Emergency Management;
- Declare, renew or terminate a State of Local Emergency, typically following a recommendation from the Director of the Emergency Management Agency; and
- Typically following a recommendation from the Director of the Emergency Management Agency, exercise any of Council's powers and duties under the Emergency Management Act via Bylaw 19091 - Emergency Management Bylaw.
- *NOTE - The roles and responsibilities of elected officials do not include attendance at the Emergency Coordination Centre or any reception centres or similar spaces unless specifically requested by the Director of the Emergency Management Agency.*

In consultation and coordination with the Emergency Coordination Centre through the Director of the Emergency Management Agency, Mayor and Council:

- Keep the community informed of the situation using recommended messaging with clarity, consistency, and timeliness to ensure community trust and resilience;

- Serve as spokesperson(s) for the emergency using recommended messaging;
- Engage with other levels of government for financial and resource support;
- Provide briefings to other levels of government; and
- Authorize major emergency expenditures (expenditures over \$2 million) as recommended by the Director of Emergency Management.

#### Recovery

- Provide advice on the long-term impact of an incident on people, critical infrastructure, the environment, finances, operations, business, industry and reputation;
- Work with the Director of the Emergency Management Agency and the Emergency Management Agency on determining recovery/renewal priorities, with associated strategies, and the transition from response to recovery;
- Influence recovery processes with a 'Build Back Better' mindset; and
- Liaise with other orders of government for potential enhanced disaster recovery programs municipalities can access.

#### **Director of the Emergency Management Agency (City Manager)**

#### Prevention, Mitigation and Preparedness

- Ensure emergency plans, programs and measures are developed based on the Hazard Identification and Risk Assessment;
- Sign mutual aid agreements to increase local capacity;
- Participate in training and exercises as mandated by the Local Authority Emergency Management Regulation;
- Prepare, review, update and coordinate emergency plans and programs for the municipality;
- Present the Municipal Emergency Plan to the Emergency Management Agency for review; and
- Present the plan to the Emergency Advisory Committee for approval.

#### Response

- Act in a strategic advisory capacity with the Emergency Advisory Committee;
- Maintain essential and non-essential services outside of the incident site;
- Activate the Emergency Coordination Centre Plan and determine which members of the Emergency Management Agency are required to support the Emergency Coordination Centre;
- Ensure, on an ongoing basis that the Mayor and Council are advised of the emergency situation and the response actions taken by the Emergency Management Agency or the Emergency Coordination Centre;

- Recommend to the Emergency Advisory Committee a declaration, renewal and/or termination of a State of Local Emergency;
- Direct emergency operations consistent with the *Emergency Management Act* and with the Municipal Emergency Plan;
- Coordinate all emergency services and other resources used in an emergency;
- Determine if existing City and mutual aid resources are sufficient for the response;
- Work with the Provincial Emergency Coordination Center to secure additional resources if required; and
- Serve as spokesperson for technical information for the emergency.

### Recovery

- Assess the impact of the emergency/disaster on regular City operations, with the aim of resuming operations as soon as practicable following a response;
- Determine the course of action relating to resumption of normal operations through employee notification regarding City business closures and recovery actions; and
- Work with City Council and the Emergency Management Agency on determining recovery/renewal priorities, with associated strategies, and the transition from response to recovery.

### **Emergency Management Agency**

The emergency management plans and programs are managed, administered and implemented by the Emergency Management Agency. The Agency also provides advice to Council on these plans for the City of Edmonton.

### Prevention, Mitigation and Preparedness

- Advise Emergency Advisory Committee annually on matters pertaining to the City of Edmonton's emergency management program and the Municipal Emergency Plan;
- Review the City's emergency plan and operational procedures at least annually or when a major event occurs;
- Participate in mandatory exercises and ensure personnel are trained in emergency management plans and procedures in accordance with the Local Authority Emergency Management Regulation;
- Prepare and maintain emergency related equipment;
- Recommend risk reduction, mitigation and preparedness measures to the Director of the Emergency Management Agency and/or direct supervisors; and
- Support annual updates of business response or recovery plans for their respective department.



Response

- At the request of the Director of the Emergency Management Agency, report<sup>6</sup>, or assign employees to, to the Emergency Coordination Centre or Incident Command Post; and
- Conduct emergency response operations under the direction of the Director of the Emergency Management Agency, including activating business continuity plans for potential disruptions to City of Edmonton services

Recovery

- Work with the Director of the Emergency Management Agency and City Council on determining recovery/renewal priorities, with associated strategies, and the transition from response to recovery; and
- Designate specific employees who have defined roles and responsibilities for the recovery phase and the transition to normal operations.

**External Coordination**

The City of Edmonton works with other jurisdictions, organizations and levels of government on emergency management priorities. During the planning, mitigation, response and recovery phases of an emergency, numerous departments and agencies participate to preserve the physical and emotional well-being of Edmontonians. A number of key organizations and agencies have been identified as important participants in all phases; however, depending on the nature of the emergency and people impacted, the Emergency Coordination Centre can collaborate with additional agencies as needed.

The following sub-sections provide brief descriptions of various external agency partners that often support the Emergency Coordination Centre and their typical responsibilities.

Alberta Emergency Management Agency (Provincial Emergency Coordination Centre)

The Director of the Emergency Coordination Centre may request a representative from the Alberta Emergency Management Agency to be present in the Emergency Coordination Centre. The Alberta Emergency Management Agency Representative, typically a Field Officer or equivalent role, updates the Provincial Emergency Coordination Centre.

Other responsibilities for the Alberta Emergency Management Agency include, but are not limited to:

- Act in a strategic advisory capacity;
- Assist the Emergency Coordination Centre to meet provincial reporting requirements as appropriate;

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<sup>6</sup> If at the Incident Command Post, members of the Agency receive direction from the Incident Commander.

- Provide information on and access to additional public and private agencies that may assist in the management of an emergency or disaster;
- Assess and coordinate requests for higher-levels of provincial or federal assistance through the Alberta Emergency Management Agency procedures.

#### Edmonton Police Service

- In an activated Emergency Coordination Center, police roles include establishing and maintaining communication with responding agencies, coordinating the deployment of police resources to the incident site, acting as a liaison with other organizations, managing police-related information and intelligence, and contributing to the overall incident action plan from their specific agency's perspective. The police presence within the Emergency Coordination Centre ensures that their unique resources and expertise are integrated into the broader, multi-agency response effort, supporting public safety and the overall goal of emergency management.

#### Provincial Health Agencies

- Provide advice to the Emergency Coordination Centre on public health matters (water quality, immunizations and epidemiology/disease control);
- Advise on what internal and/or external hospital emergency plans have been activated;
- Advise on conditions of the hospital and other health care facilities in the city, the number and types of available beds;
- Establish and maintain field and inter-hospital medical communications;
- Provide advice and assistance to emergency medical services on issues related to pre-hospital care during disasters;
- Coordinate with emergency medical services, other hospitals, and any medical response personnel at the scene to ensure that casualties are transported to the appropriate medical facility;
- Distribute patients to and among hospitals based on severity and types of injuries, time and mode of transport, capability to treat, and bed capacity;
- Coordinate with local emergency responders to isolate and decontaminate incoming patients if needed;
- Coordinate with the Emergency Coordination Centre / Emergency Support Response Team to ensure mental health supports are available to affected community members; and
- Ensure addictions support is available for those requiring ongoing care.

### Provincial and Federal Elected Officials

The Mayor, or their delegate, is responsible for providing formal updates to provincial and federal elected officials. However, the City must use the appropriate channels to engage additional levels for requests for operational support pathing through the Director of Emergency Management and/or the Emergency Coordination Centre to the Provincial Emergency Coordination Centre.

### *Government of Alberta*

The City may be required to communicate directly with specific Ministers on response or early recovery operations. Formal communication should go through the Mayor, or, if unavailable, the Deputy Mayor or other municipal elected official. If no elected officials are available, this communication should go through the City Manager.

### *Government of Canada*

Formal communication to request assistance from the Government of Canada must come from the Government of Alberta. This request shall be made through the Provincial Emergency Coordination Centre Operations. If the request is for assistance from the Canadian Forces, this must go from the Government of Alberta to the Government of Canada.

### Utility providers (e.g. EPCOR, Fortis, ATCO, TELUS, Shaw Communications, etc.)

- Provide situation reports on system outages and damages;
- Monitor the status of system outages and customers without services;
- Restore utility supply to critical facilities following an incident;
- Arrange to discontinue utility services to any consumers where it is considered necessary in the interest of public safety;
- Arrange for the clearance of power lines on emergency routes in order that emergency response personnel have safe access to perform their duties.

### Community partners and residents

Edmontonians, businesses, schools and community organizations all play a critical role in the City's comprehensive Emergency Management Program. All levels of government rely on the ability of the entire community to prepare for, respond to and recover from an emergency event.

All Edmontonians and local organizations can support emergency management by:

- Staying informed about local hazards and take the necessary steps to prepare at a household, business, or organizational level;
- Stocking and maintaining emergency preparedness kits;

- Participation in emergency preparedness workshops and events offered by the City of Edmonton (e.g. Change for Climate, FireSmart, Get Ready in the Park) or other community agencies and organizations;
- Signing up for Alberta Emergency Alerts and Environment Canada Alerts;
- Listening to warnings, advisories and follow directions from emergency officials;
- Mitigating potential hazards through regular training and best practices (e.g. FireSmart) to limit hazards before they occur; and
- Avoiding hazard areas to protect personal safety and allow for unhindered access by emergency response personnel.

The City appreciates Edmontonians' generosity but does not accept donations of any kind unless explicitly requested. Businesses or organizations that provide free or discounted products or services to people impacted by emergencies should share the information through their own networks.

## SECTION 7 - TRAINING AND EXERCISES

Capacity building provides a base for when emergencies, disasters or business disruptions occur. Work done in advance allows for greater efficiency and understanding. Gaps in knowledge and process can be mitigated through the development of new procedures and joint planning and discussion. The primary objective of capacity building is to build the knowledge and skill sets of City of Edmonton staff that function in operational roles during business continuity incidents, emergencies or disasters. Capacity building also helps to build relationships with partners, like local utility companies and not-for-profit organizations, and encourage role recognition and cooperation in times of emergency.

### Training

Training is an important way to introduce City employees and others to emergency management to provide theoretical knowledge in various areas. The Office of Emergency Management maintains a high level of Incident Command System training. Ongoing training, professional development and opportunities to observe other agencies also supports these team members to maintain and advance their knowledge as the emergency management field and best practices continue to evolve.

Training is normally provided or facilitated by the Office of Emergency Management in these areas:

#### Training mandated by the Local Authority Emergency Management Regulation

- The Office of Emergency Management tracks provincially-required training adherence for both the Emergency Advisory Committee and the Emergency Management Agency.
- The Local Authority Emergency Management Regulation mandates courses (legislated training requirements) for elected officials (section 8), the Director of Emergency Management (section 10), and each employee who has been assigned responsibilities respecting the implementation of the local authority's emergency plan (section 11).
- Whereas specific members of the Office of Emergency Management are accredited to deliver Incident Command System training (ICS-100/200/300/400), the Elected Officials course, the Director of Emergency Management course and the Basic Emergency Management course are delivered by the Alberta Emergency Management Agency.

### City-related general knowledge

- The Office of Emergency Management provides general training to the Emergency Advisory Committee and the Emergency Management Agency to ensure confidence and competence in authorities, roles and responsibilities.

### Emergency Coordination Centre

- Incident Command System training (typically a minimum of ICS-200 - Basic Incident Command System) is required to work in the Emergency Coordination Centre during an event or incident;
- Some staff require position-specific training within the Emergency Coordination Centre to ensure sufficient depth of knowledge.

### Emergency Support Response Team

- Employees who are members of the Emergency Support Response Team require ongoing training and participate in annual exercises in order to maintain their team membership.

### Business Continuity Training

- All technical specialists receive training and regular support on their roles and responsibilities.

## **Exercising**

Exercising is an important part of ensuring the City has the capacity to manage emergencies and disasters that arise. Exercises generally occur on an annual basis to meet these goals:

- Building role competency in the Emergency Coordination Centre, the Emergency Support Response Team and/or the Business Continuity Team;
- Trained staff are better able to respond to business continuity disruptions, emergencies and disasters;
- Increased relationship building, both internally and with partners, to encourage role recognition and cooperation in times of emergency, disaster or disruption;
- Provide an evaluative process of the relevant plans and systems in place.

Each year the Office of Emergency Management leads the Emergency Management Agency in a tabletop emergency scenario, in which Agency members identify a significant possible emergency or disaster scenario and discuss how the local authority would respond to and resolve emergency management issues that may arise from the scenario.

Unless there is a significant event within the previous four years, every fourth year the Agency participates in an active emergency scenario (referred to as a full-scale exercise), in which members carry out actions as if a significant emergency or disaster was actually occurring (without deploying staff or resources).

Exercises are also carried out with those organizations with whom the City has aid agreements.

The Office of Emergency Management continues to participate as a representative in the Strathcona District Mutual Assistance Program committee and the North Central Regional All Hazards Incident Management Team (administered from Strathcona County). In 2024 and 2025, the Office of Emergency Management, representing the City of Edmonton, participated in training exercises related to simulated emergency situations related to rail transportation, hazardous material plumes and wildland urban interface wildfires. Future exercises, including a full-scale exercise, are planned throughout the remainder of 2025 with community partners. This builds upon the Municipal Services Mutual Aid Agreement with the following communities related to disaster services and emergency preparedness:

- |                        |                      |                       |
|------------------------|----------------------|-----------------------|
| • Fort Saskatchewan    | • Strathcona County  | • Town of Legal       |
| • City of Leduc        | • Town of Beaumont   | • Town of Morinville  |
| • City of St. Albert   | • Town of Bon Accord | • Town of Red Water   |
| • City of Spruce Grove | • Town of Bruderheim | • Town of Stony Plain |
| • Lamont County        | • Town of Calmar     | • Village of Thorsby  |
| • Leduc County         | • Town of Devon      | • Village of Wabamun  |
| • Parkland County      | • Town of Gibbons    | • Village of Warberg  |
| • Sturgeon County      | • Town of Lamont     |                       |

The City also leverages pre-scheduled Emergency Coordination Centre activations (e.g. Oilers playoff run, Canada Day, New Years Eve, etc.) as opportunities for training. The scheduled nature of these activities allows newly trained employees to participate while receiving dedicated support from experienced employees.

## SECTION 8 - GLOSSARY

### **Alberta Emergency Management Agency**

The Alberta Emergency Management Agency, under the authority of the *Emergency Management Act*, leads the coordination and co-operation of all organizations involved in emergencies and disasters. This includes emergency and disaster: prevention, preparedness, response and recovery. The Alberta Emergency Management Agency also works to ensure vital public services, such as government services and first responders, are available during a crisis.<sup>7</sup>

### **All-hazards approach**

Emergency management adopts an all-hazards approach in every jurisdiction in Canada by addressing vulnerabilities exposed by both natural and human-induced hazards and disasters. The all-hazards approach increases efficiency by recognizing and integrating common emergency management elements across all hazard types, and then supplementing these common elements with hazard specific sub-components to fill gaps only as required.<sup>8</sup>

### **Business continuity**

The capability of the organization to continue delivery of products or services at acceptable predefined levels following disruptive incidents (*ISO Terms and Definitions*).

### **Business continuity plans**

Documented procedures that guide organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption (*ISO Terms and Definitions*).

### **Critical infrastructure**

Critical infrastructure refers to processes, systems, facilities, technologies, networks, assets and services essential to the health, safety, security or economic well-being of Canadians and the effective functioning of government. Critical infrastructure can be stand-alone or interconnected and interdependent within and across provinces, territories and national borders. Disruptions of critical infrastructure could result in catastrophic loss of life, adverse economic effects, and significant harm to public confidence.<sup>9</sup>

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<sup>7</sup> Government of Alberta - <https://www.alberta.ca/alberta-emergency-management-agency>

<sup>8</sup> Government of Canada - <https://www.publicsafety.gc.ca/cnt/rsrccs/pblctns/2017-mrgnc-mngmnt-frmwrk/index-en.aspx>

<sup>9</sup> Government of Canada - <https://www.publicsafety.gc.ca/cnt/rsrccs/pblctns/srtg-crtcl-nfrstrctr/srtg-crtcl-nfrstrctr-eng.pdf>



## Emergency management program

An emergency management program is a system that provides for the management and coordination of prevention, mitigation, preparedness, response, and recovery activities for all hazards. It encompasses all internal and external organizations, agencies, departments and individuals responsible for these activities.<sup>10</sup>

## Emergency social services

Emergency social services is the range of short-term support services provided to meet the immediate, basic needs of individuals, families and communities impacted by emergencies and disasters.<sup>11</sup>

## Hazard Identification and Risk Assessment

The Hazard Identification and Risk Assessment methodology developed by the Alberta Emergency Management Agency serves as a recommended standard for communities, the government, its partners, and stakeholders to evaluate their shared disaster risk landscape. The Hazard Identification and Risk Assessment is an evidence and principles-based approach to help organizations understand, mitigate, and prepare for risks. It differs fundamentally from other risk assessment processes in focusing on risks to critical systems supporting the health and safety of an assessed area rather than focusing on risks to individual organizations and their objectives.<sup>12</sup>

## Incident Command System

The Incident Command System is a standard on site command and control system used to manage emergency incidents and scheduled events. ICS Canada is the network of organizations working cooperatively to maintain a standard Incident Command System that enhances incident management response through improved interoperability.<sup>13</sup> Incident Command System supports Alberta's prescribed command, control, and coordination system for use by local authorities and provincial incident management practitioners across the province<sup>14</sup>.

## Local Authority

In this document, the Local Authority refers to Edmonton City Council.<sup>15</sup>

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<sup>10</sup> Office of the City Auditor - City of Edmonton - [https://www.edmonton.ca/sites/default/files/public-files/18450\\_Emergency\\_Management\\_Governance\\_and\\_Risk\\_Assessment\\_Audit.pdf?c=1690425672](https://www.edmonton.ca/sites/default/files/public-files/18450_Emergency_Management_Governance_and_Risk_Assessment_Audit.pdf?c=1690425672)

<sup>11</sup> Government of Alberta - <https://open.alberta.ca/dataset/9e9f4b39-36a5-4b14-a451-843a5be26d6b/resource/13280e51-dd89-4aa1-9996-486d99197feb/download/pses-aema-alberta-emergency-social-services-framework-2025.pdf>

<sup>12</sup> Provincial Hazard Identification and Risk Assessment Reference Guide - Updated 2024

<sup>13</sup> ICS Canada - <https://icscanada.ca/about-ics-canada/>

<sup>14</sup> Government of Alberta - [https://www.alberta.ca/incident-command-system-courses#:~:text=Incident%20Command%20System%20\(ICS\)%20supports,management%20practitioners%20across%20the%20province.](https://www.alberta.ca/incident-command-system-courses#:~:text=Incident%20Command%20System%20(ICS)%20supports,management%20practitioners%20across%20the%20province.)

<sup>15</sup> Government of Alberta - [https://kings-printer.alberta.ca/1266.cfm?page=E06P8.cfm&leg\\_type=Acts&isbncln=9780779854738&display=html](https://kings-printer.alberta.ca/1266.cfm?page=E06P8.cfm&leg_type=Acts&isbncln=9780779854738&display=html)

### **State of Local Emergency**

A Local Authority would declare a State of Local Emergency when an emergency exists within its jurisdiction requiring access to the extraordinary emergency powers of the *Emergency Management Act*<sup>16</sup>. Sections 21 through 24 of the Emergency Management Act provides the nuances of the declaration, extraordinary powers and the related communications and reporting requirements to the public and the Government of Alberta.

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<sup>16</sup> Government of Alberta - [https://kings-printer.alberta.ca/1266.cfm?page=E06P8.cfm&leg\\_type=Acts&isbncln=9780779854738&display=html](https://kings-printer.alberta.ca/1266.cfm?page=E06P8.cfm&leg_type=Acts&isbncln=9780779854738&display=html)

## **SECTION 9 - REFERENCES**

### **Acts, Bylaws and Documentation**

1. CSA Z1600 - 17, Emergency And Continuity Management Program
2. Emergency Management Bylaw 19091, City of Edmonton 02/2020
3. Emergency Management Act, Revised Statutes of Alberta (2000, c. E-6.8)
4. Local Authority Emergency Management Regulation, Alberta Emergency Management Agency 01/2020
5. Canadian Standards Association - ISO 31000:2018
6. An Emergency Management Framework for Canada, Third Edition
7. The Emergency Management Strategy for Canada, Public Safety Canada 2019
8. Emergency Management Governance and Risk Assessment Audit 2019, Office of the City Auditor
9. Incident Command System Canada
10. Emergency Social Services Framework

### **Supporting Documents**

1. Emergency Management Strategic Plan
2. Corporate Business Plan
3. Hazard Identification & Risk Assessment
4. Resource Management Plan
5. Emergency Health & Medical Services Plan
6. Emergency Operations Centre Plan
7. Crisis Communications Plan
8. Shelter & Mass Care Plan
9. Hazard Specific Plans
10. Business Continuity/Recovery Plans

## APPENDIX 1 - Emergency Social Services Standard of Care

The Office of Emergency Management manages and delivers 24/7 emergency social services on behalf of the City of Edmonton for displacements resulting from local emergencies. The Emergency Support Response Team supports Edmontonians displaced from their homes during a disaster or major emergency, as well as individuals evacuating to Edmonton when formal agreements are in place. The Emergency Support Response Team's purpose is to meet the immediate physical and emotional needs of displaced individuals while they secure more sustainable support, such as coverage through their insurance providers or income assistance. Depending on the scale of an emergency, a network of City employees and business units can be activated and reassigned from their regular duties to fulfill an Emergency Support Response Team role.

### Emergency social services scope

With approval from the Office of Emergency Management Duty Officer (for local matters) or the Director of Emergency Management (for Requests for Assistance), the Emergency Support Response Team is activated for the following purposes:

1. *Supporting Edmonton residents to shelter in place:* When a local emergency or disaster occurs, individuals may be advised to shelter in place (e.g., water main break, power outages, natural gas issues, police events). The Emergency Support Response Team may be activated to support Edmontonians in these circumstances.
2. *Supporting displaced residents in Edmonton:* A local emergency or disaster displaces Edmonton residents (e.g. fire, flood, police incident), and those individuals require Emergency Support Response Team support in the immediate aftermath of the situation. This may be up to 72 hours or the end of the acute stage of the emergency, such as the lifting of an evacuation order.
3. *Hosting individuals from another jurisdiction in Edmonton:* An emergency or disaster in another jurisdiction displaces residents and those residents are evacuated to Edmonton, either directly or as a result of capacity constraints in evacuation centres in other host communities, and require Emergency Support Response Team and Rapid Emergency Support Terminal-type supports. This may be from 72 hours to several weeks. Services for external communities will align with the schedule outlined below and, through a formalized Request for Assistance, will be treated as a "Fee for Service" arrangement.

The City of Edmonton does not deploy to provide emergency social services outside of Edmonton's boundaries.

Most emergency social services can be provisioned in near proximity to the incident scene; however, the City maintains a long-term temporary Rapid Emergency Support Terminal that can be activated based on the volume and complexity of the incident. For 2025 - 2029, the Rapid Emergency Support Terminal provides a centralized location where additional partners (e.g. Acute Care Alberta, Primary Care Alberta, Hope Mission, Animal Care and Control) may provide specialized support to displaced people dependent on the nature of the evacuation.

Emergency social services are not long-term social services or programs that work to address systemic issues - it is merely short-term support services essential to the immediate well-being of people displaced by an emergency, including shelter, food and clothing. Emergency social services are not intended to make people whole or restore a person, family or community to their pre-incident status.

Through Emergency Support Response Team, with or without the Rapid Emergency Support Terminal, the City of Edmonton's emergency social services may include the following items as detailed in the Standard of Care<sup>17</sup>:

Basic Essential Needs	City of Edmonton Standard
Clothing	<p><b>NOTE:</b> The City of Edmonton may deliver the service directly (e.g. through the Emergency Support Response Team or another internal team, like Edmonton Transit or Animal Care and Control) or it may arrange for assistance from other providers (e.g. the Canadian Red Cross). In a fee for service arrangement, the requesting community is responsible for all expenses incurred as a result of the Request for Assistance, whether or not it was delivered by the City of Edmonton or the City of Edmonton's contracted provider(s).</p> <p>The City of Edmonton will provide clothing to preserve health and modesty — this might include socks, underwear or items specific to extreme weather. This does not include wardrobe replacements.</p> <p>As per the Government of Alberta Emergency Social Services Framework, the City may spend up to \$150.00 maximum per person for adults, youth and children (including GST), unless there are additional needs based on extreme weather to spend an additional \$50.00 (including GST) with written confirmation from the requesting community.</p>
Animal lodging and care (companion animals, guide and service dogs)	The City of Edmonton will facilitate companion animal lodging and care, housed with the owner if possible or kennels at available facilities at cost. Guide and service dogs will be with their handlers per the applicable legislation. Reasonable emergency supplies, supports, and services will be provided to companion animals and guide and service dogs where feasible including, but not limited to, food, litter and emergency animal first aid.
Cultural supports	The City of Edmonton will arrange for community partner agencies and organizations to provide appropriate cultural support. Depending on the nature of cultural support necessary, this may include the purchasing of appropriate cultural supplies, such as traditional medicines (e.g. tobacco).
Emotional supports	The City of Edmonton will arrange for emotional supports to be provided by health, cultural, spiritual and faith-based organizations.
Evacuee registration	The City of Edmonton will register evacuees using on-site proprietary software. The City will also register companion animals and guide and service dogs. Registration verifies those requesting to access services are eligible (i.e. under an evacuation order), as well as aids with tracking to ensure the ongoing supports meet their needs, and services are ended when no longer required.

<sup>17</sup> Services that provide for the survival, health and safety of evacuees in an emergency or disaster

Basic Essential Needs	<b>City of Edmonton Standard</b>  <b>NOTE:</b> The City of Edmonton may deliver the service directly (e.g. through the Emergency Support Response Team or another internal team, like Edmonton Transit or Animal Care and Control) or it may arrange for assistance from other providers (e.g. the Canadian Red Cross). In a fee for service arrangement, the requesting community is responsible for all expenses incurred as a result of the Request for Assistance, whether or not it was delivered by the City of Edmonton or the City of Edmonton's contracted provider(s).
First Aid	The City of Edmonton will arrange for emergency first aid for any immediate injuries, as well as assistance sourcing additional life-saving prescription medications. Additional health services such as access to medical professionals, optometrists or dentists is at the discretion and availability of the host community on a case-by-case basis.
Food services	The City of Edmonton will provide snacks and water while registration is underway. The City of Edmonton will arrange for voucher / card or accounts set up with pre-authorized food service providers for food per diem in accordance with the Government of Alberta travel, meal and hospitality expenses policy. Gratuities, tobacco products, and alcohol are not included.
Functional needs and incidentals	<p>The City of Edmonton will provide emergency personal items (e.g. diapers, personal hygiene products, support accessing emergency formula, etc.).</p> <p>As per the Government of Alberta Emergency Social Services Framework, the City of Edmonton may spend up to \$100.00 maximum per person (incl. GST) with extraordinary needs considered on a case-by-case basis.</p>
Health and hygiene supplies	The City of Edmonton will provide basic toiletry/hygiene supplies.
Health – Other	The City of Edmonton may invite health organizations to station within the REST if required based on the nature of the evacuation. The City of Edmonton will facilitate access to temporary pharmacies or assistance aids/supports may be required for evacuees who have left prescriptions or devices (wheel chair, glasses, hearing aids, etc) behind.
Information	The City of Edmonton will provide current information about the emergency or disaster.
Language translation	The City of Edmonton will arrange for language translation services, either leveraging City employees who may be on-site with the relevant abilities or through a contracted service.
Laundry	The City of Edmonton will provide laundry soap and/or funds for laundry services provided by a third party contracted service.
Lodging – Individual (hotel / motel / dorm at post- secondary institution)	The City of Edmonton will arrange a basic hotel/motel/dorm room. The City will only authorize costs for the basic room rate and applicable taxes.
Lodging - Group	Although the City of Edmonton prefers to follow a trauma-informed approach, the nature of the incident or the nature of the Request for Assistance may necessitate group lodging. The City of Edmonton will arrange for cots in an approved facility with the layout and number of cots approved by the City in consultation with the appropriate provincial health agency.
Security	The City of Edmonton will secure the site using internal corporate security resources or contracted providers.
Transportation – accessibility and urgent needs	The City of Edmonton will determine appropriate transportation based on specific accessibility requirements to meet critical needs (e.g. medical appointments). Unlimited transportation is not provided for everyday needs such as shopping, recreation or entertainment.

Basic Essential Needs	<b>City of Edmonton Standard</b>  <u>NOTE:</u> The City of Edmonton may deliver the service directly (e.g. through the Emergency Support Response Team or another internal team, like Edmonton Transit or Animal Care and Control) or it may arrange for assistance from other providers (e.g. the Canadian Red Cross). In a fee for service arrangement, the requesting community is responsible for all expenses incurred as a result of the Request for Assistance, whether or not it was delivered by the City of Edmonton or the City of Edmonton's contracted provider(s).
Transportation – to lodging facility	The City of Edmonton will provide shuttle transportation provided by Edmonton Transit Service or taxi vouchers at cost to complete initial travel between the incident site, REST and supplied accommodations.

NOTE: Services not specifically mentioned in any of the above categories are not provided and should be considered the responsibility of displaced people at their own expense. Some examples of services not provided include access/passes to City of Edmonton recreation facilities or attractions and/or Edmonton Transit Service passes.

## APPENDIX 2 - Evacuation route options by neighbourhood

Unless otherwise stated, the evacuation muster point for displaced people will be at the Rapid Emergency Support Terminal (10908 120 Avenue NW).

When contemplating evacuation requirements based on the specific circumstances, frontline first responders, in consultation with the Emergency Coordination Centre or relevant command mechanisms, will activate the guidance found in their Standard Operating Guidelines and Standard Operating Procedures. These guidelines consider nuances such as wind conditions, hazardous materials and other factors. Routes may also be adjusted based on considerations for Edmonton Transit Service or other supporting teams (e.g. Traffic Operations).

NOTE: This high-level planning document does not supersede the operational documents; rather, it provides an illustrative overview of what approach may be considered in a disaster or emergency requiring the evacuation of people from an affected area within the City.



The major evacuation artery and collector routes for the City of Edmonton for residents to access the Rapid Emergency Support Terminal (or be directed to another safe meeting location) are:

### Arterial Roads

- |                                      |                          |
|--------------------------------------|--------------------------|
| 1. Yellowhead Freeway                | 4. Anthony Henday Drive  |
| 2. Whitemud Drive                    | 5. Sherwood Park Freeway |
| 3. Calgary Trail / Gateway Boulevard | 6. Manning Drive         |

### Collector Roads

- |                      |                        |                      |
|----------------------|------------------------|----------------------|
| 1. 109 Street        | 10. 41 Avenue SW       | 18. 153 Avenue       |
| 2. Groat Road        | 11. James Mowatt Trail | 19. Fort Road        |
| 3. 111 Avenue        | 12. 199 Street         | 20. Victoria Trail   |
| 4. 118 Avenue        | 13. 23 Avenue          | 21. 137 Avenue       |
| 5. Ellerslie Road    | 14. 167 Avenue         | 22. 127 Street       |
| 6. 50 Street         | 15. 153 Avenue         | 23. 184 Street       |
| 7. Terwillegar Drive | 16. 97 Street          | 24. 156 Street       |
| 8. 170 Street        | 17. 144 Avenue         | 25. 149 Street       |
| 9. 111 Street        |                        | 26. St. Albert Trail |



Here are some of the potential, illustrative, evacuation routes at a [neighbourhood level](#), sorted by the districts that align to The City Plan (the City of Edmonton's Municipal Development Plan and Transportation Master Plan):

SCONA	
Windsor Park	Follow Groat Rd north to Yellowhead east.
University of Alberta	Follow Groat Rd north to Yellowhead east.
Garneau	Follow Groat Rd north to Yellowhead east.
Strathcona	Follow 109 St North.
Ritchie	Follow 99 St North to 98 Ave east, connecting with 109 St north.
CPR Irvine	Follow Gateway Blvd North to 98 Ave east, connecting with 109 St north.
Hazeldean	Follow 99 St North to 98 Ave east, connecting with 109 St north
Argyll	Follow Argyll Rd east to 75 St north to Yellowhead Trail West.
Queen Alexandra	Follow 109 St North or Follow Gateway Blvd North to 98 Ave east, connecting with 109 St north.
Allendale	Follow Gateway Blvd North to 98 Ave east, connecting with 109 St north.
Parkallen	Follow 109 St North.
Grandview Heights	Follow 122st north to Fox Dr west to Whitemud.
University of Alberta Farm	Follow 122st north to Fox Dr west to Whitemud.
Lendrum Place	Follow 51st Ave east to Gateway Blvd North.
Pleasantview	Follow 51st Ave east to Gateway Blvd North.
Calgary Trail North	Follow Gateway Blvd north.
Empire Park	Follow Whitemud Drive west.
Malmo Plains	Follow Whitemud Drive west.
Lansdowne	Follow 122 St south to Whitemud Drive.

SOUTHEAST	
Cloverdale	Follow 98 Ave west connecting 109 St north
Strathearn	Follow 98 Ave west connecting 109 St north.
Bonnie Doon	Follow Connors Rd east, connecting 90 Ave east to 75 St north, or 82 Ave east to 75 St North to Yellowhead trail.
King Edward Park	Follow 82 Ave east to 75 St north, or 76 Ave east to 75 street north to Yellowhead Trail.
Avonmore	Follow 76 Ave east to 75 St north, or

	Argyll Rd east to 75 St north to Yellowhead Trail.
Davies Industrial West	Follow 91 St north to Argyll east to 75 St or, Davies Rd east to 75 St North to Yellowhead Trail.
Rosedale Industrial	Follow 63 Ave west to Gateway Blvd.
Coronet Industrial	Follow 51 Ave west to Gateway Blvd, or 91 St north to 63 Ave west to Gateway Blvd.
Papachase Industrial	Follow 91 St or 99 St South to Whitemud Dr.
McIntyre Industrial	Follow Roper Rd east to 75 St south to Whitemud Dr ,or Roper Rd west to 91 St south to Whitemud Dr.
Roper Industrial	Follow Roper Rd east to 50 St south to Whitemud, or Roper Rd west to 75 St south to Whitemud Dr.
Davies Industrial East	Follow 68 Ave west to 75 St south to Whitemud Dr, or 68 Ave east to 50 St south to Whitemud Dr.
Girard Industrial	Follow 76 Ave west or Argyll west to 75 St north to Yellowhead Trail.
Gainer Industrial	Follow 82 Ave east to 50 St south to Sherwood Park Fwy.
Idylwyld	Follow 82 Ave east or 90 Ave east to 75 St north to Yellowhead Hwy.
Holyrood	Follow 90 Ave east or 98 Ave east to 75 St north to Yellowhead Trail.
Forest Heights	Follow 106 Ave, 101 Ave, or 98 Ave east to 75 St north to Yellowhead Trail.
Terrace Heights	Follow 101 Ave or 98 Ave West to 75 St north to Yellowhead Trail.
Capilano	Follow 106 Ave west to 75 St north to Yellowhead Trail.
Fulton Place	Follow 106 Ave or 101 Ave west to 75 St north to Yellowhead Trail.
Gold Bar	Follow 106 Ave or 101 Ave west to 75 St north to Yellowhead Trail.
Ottewell	Follow 90 Ave or 98 Ave west to 75 St north to Yellowhead Trail
Kenilworth	Follow 90 Ave or 86 Ave west to 75 Street north to Yellowhead Trail.
Eastgate Business Park	Follow 50 st north or 34 St north to 101 Ave east to Anthony Henday.
Lambton Industrial	Follow 92 Ave west to 50 St south to Sherwood Park Freeway.
Morris Industrial	Follow 84 Ave west to 50 St south to Sherwood Park Freeway, or 84 Ave east to 34 St south to Sherwood Park Freeway.
Weir Industrial	Follow 76 Ave west to 50 St north to Sherwood Park Fwy, or 76 Ave east to 34 St north to Sherwood Park Fwy.
Roper Industrial	Follow Roper Rd west to 75 St south to Whitemud Dr., or Roper Rd east to 50 St south to Whitemud Drive
Pylypow Industrial	Follow Roper Rd west to 50 St south to Whitemud Drive, or Roper Rd east to St south to Whitemud Drive
Southeast Industrial	Follow 76 Ave to 34 St north or 17 St north Sherwood Park Fwy, or 64 ave to 34 St or 17 St south to Whitemud Drive.

Maple Ridge	Follow Maple Wood Dr., or Maple Ridge Dr. west to 17 St north to Sherwood Park Fwy.
Maple Ridge Industrial	Follow Meridian St north to 76 Ave west to 17 St north to Sherwood Park Fwy.

CENTRAL	
Dovercourt	Follow 142 St north or St. Albert Trail north to Yellowhead Trail east.
Sherbrooke	Follow 127 St north or St. Albert Trail north to Yellowhead Trail east.
Prince Charles	Follow 127 St north or 121 St north to Yellowhead Trail east.
Woodcroft	Follow 142 St north to Yellowhead Trail, or Follow Groat Rd north connecting to St. Albert Trail north to Yellowhead Trail east.
Inglewood	Follow 118 Ave east to Kingsway Ave south to Princess Elizabeth Ave north, or Follow 111 Ave east to 106 St north.
Prince Rupert	Follow Kingsway Ave south to Princess Elizabeth Ave north, or Follow 111 Ave east to 106 St north
North Glenora	Follow 142 St North to Yellowhead Trail east, or Groat Rd north to 111 Ave east to 106 St north.
Glenora	Follow 107 Ave east to Groat Rd north to Yellowhead Trail east, or 102 Ave west to 142 St north to Yellowhead Trail.
Westmount	Follow 111 Ave east to 106 St north, or 142 St north to 111 Ave east to 106 St north.
Queen Mary Park	Follow 109 St north, or 111 Ave east to 106 St north.
Oliver	Follow Jasper Ave east to 109 St north, or 104 Ave east to 109 St north.
Central McDougall	Follow 109 St north, or 101 St north to 118 Ave west.
Downtown	Follow 109 St north, or 101 St north to 118 Ave west, or 97 St north to 118 Ave west.
Rossdale	Follow Bellamy Rd north connecting 101 St north to Kingsway Ave north.
McCauley	Follow 111 Ave west to 106 St north, or 107 Ave west to 101 St north to 111 Ave west to 106 St north.
Boyle Street	Follow Jasper Ave west to 101 St north to 111 Ave west to 106 St north.
Riverdale	Follow Roland Rd. west to 97 St north to 118 Ave west.

118 AVENUE	
Yellowhead Corridor West	Follow 127 Ave west to 127 St south to Yellowhead Trail east, or 127 Ave east to 97 St south to Yellowhead Trail west.
Yellowhead Corridor East	Follow 127 Ave to 97 St south, 82 St south or Fort Rd south to Yellowhead Trail west.

Blatchford Area	Follow Kingsway Ave south to Princess Elizabeth Ave north to 106 St north.
Westwood	Follow any Avenue west to 106 St.
Spruce Avenue	Follow Princess Elizabeth Ave south to 106 St north.
Alberta Avenue	Follow 97 St north or south to 118 Ave west.
Delton	Follow 97 St north to Yellowhead Trail west.
Eastwood	Follow 118 Ave West, or Fort Rd south to 118 Ave west, or 82 St north to Yellowhead Trail west.
Elmwood Park	Follow 82 St north or Fort Rd North to Yellowhead Trail west.
Parkdale	Follow 82 St north or 89 St north to 118 Ave west.
Cromdale	Follow 112 Ave west connecting 111 Ave to 106 St north.
Edmonton Northlands	Follow Wayne Gretzky Drive north to Yellowhead Trail west.
Virginia Park	Follow 112 Ave East to Wayne Gretzky Drive north to Yellowhead Trail.
Bellevue	Follow 118 Ave west or 112 Ave west to Wayne Gretzky Drive North to Yellowhead Trail.
Montrose	Follow 118 Ave west to Wayne Gretzky Drive north to Yellowhead Trail, or 66 St north to Yellowhead Trail west.
Highlands	Follow 118 Ave west to 106 St, or 112 Ave west to 106 St north.
Newton	Follow 118 Ave west to 106 St, or 50 St north to Yellowhead Trail west.
Bergman	Follow 50 St north to Yellowhead Trail west.
Beacon Heights	Follow 122 Ave west, or 118 Ave west to 50 St north to Yellowhead Trail.
Beverly Heights	Follow 118 Ave west to 50 St north to Yellowhead Trail.
Rundle Heights	Follow Victoria Trail east to Yellowhead Trail west.
Abbotsfield	Follow Victoria Trail east to Yellowhead Trail west

NORTHEAST	
Crystallina Nera West	Exit neighborhood west onto 82 St south to 167 Ave west to 97 St south to Yellowhead west.
Crystallina Near East	Follow 178 St east to 66 St south to 167 Ave west to 97 St south to Yellowhead west.
Schonsee	Exit neighborhood west onto 82 St south or 71 St south to 167 Ave west to 97 St south to Yellowhead west.
Mayliewan	Exit neighborhood west onto 82 St south to 153 Ave west to 97 St south to Yellowhead west.
Ozerna	Exit neighborhood onto 66 St south to 153 Ave west to 97 St south to Yellowhead west.

Kilkenny	Follow 144 Ave or 153 Ave west to 97 St south to Yellowhead west.
Kildare	Follow 144 Ave or 137 Ave west to 82 St south to Yellowhead Tr west.
Delwood	Follow 137 Ave west or 132 Ave west to 82 St south to Yellowhead Tr west.
Balwin	Follow 132 Ave or 127 Ave west to 82 St south to Yellowhead Tr west.
McConachie Area	Follow McConachie Blvd west, 170 Ave west, or 167 Ave west to 66 St south connecting Fort Rd south to Yellowhead Tr west .
Matt Berry	Follow 167 Ave west or 153 Ave west to 66 St south connecting Fort Rd south to Yellowhead Tr west.
Hollick-Kenyon	Follow 167 Ave east or 153 Ave east to 50 St south to Yellowhead Tr west
McLeod	Follow 153 Ave west or 144 Ave to 66 St south connecting Fort Rd south to Yellowhead Tr west.
Casselman	Follow 144 Ave east or 153 Ave east to 50 St south to Yellowhead Tr west
Britnell	Follow 167 Ave or 153 Ave east to Manning Dr south connecting Fort Rd south to Yellowhead Tr west.
Cy Becker	Follow 167 Ave east to Manning Dr south connecting Fort Rd south to Yellowhead Tr west.
Miller	Follow 153 Ave east or 50 St south to Manning Dr south connecting Fort Rd south to Yellowhead Tr west.
York	Follow 144 Ave east or 137 Ave east to Fort Rd south to Yellowhead Tr west, or 144 Ave west or 137 Ave west to 66 St south to Fort Rd south to Yellowhead Tr west.
Belvedere	Exit neighborhood onto Fort Rd south to Yellowhead west
Kennedale Industrial	Exit area east onto 50 St south to Yellowhead Tr west.
Industrial Heights	Exit area south to Yellow Head Tr west.
Claireview Town Centre	Exit area using 144 Ave west to Manning Dr south connecting Fort Rd south to Yellowhead Tr west, or 137 Ave east to 50 St south to Yellowhead Tr west.
Ebbers	Follow 153 Ave west or 144 Ave west to Manning Dr south connecting Fort Rd south to Yellowhead Tr west.
Gorman	Exit area south to 153 Ave west to Manning Dr south connecting Fort Rd south to Yellowhead Tr west.
Kirkness	Follow 153 Ave east or 144 Ave east to Victoria Tr south to Yellowhead Tr west.
Hairsine	Follow 144 Ave east or 137 Ave east to Victoria Tr south to Yellowhead Tr west.
Sifton Park	Exit neighborhood west onto 50 St south to Yellowhead Tr west.
Belmont	Exit neighborhood east onto Victoria Tr south to Yellowhead Tr west.
Homesteader	Follow Hermitage Rd west to 50 St south to Yellowhead Tr west.

Overlanders	Follow Hermitage Rd east to Victoria Tr south to Yellowhead Tr west.
Canyon Ridge	Exit neighborhood west onto Victoria Tr south to Yellowhead Tr west.
Kernohan	Exit neighborhood west onto Victoria Tr south to Yellowhead Tr west.
Bannerman	Follow 144 Ave, 139 Ave, or 137 Ave west onto Victoria Tr south to Yellowhead Tr west
Fraser	Follow 153 Ave west or 144 Ave west to Victoria Tr south to Yellowhead Tr west.
Clover Bar Area	Exit area onto either Anthony Henday Dr south or Yellowhead Tr west.

NORTHWEST	
Rampart Industrial	Exit area south onto Mark Messier Tr south to Yellowhead Tr east.
McArthur Industrial	Exit area west onto Mark Messier Tr south to Yellowhead Tr east.
Albany	Follow 167 Ave east to 127 St south to Yellowhead tr east.
Carlton	Follow 167 Ave east or 153 Ave east to 127 St south to Yellowhead Tr east.
Oxford	Follow 167 Ave east or 153 Ave east to 127 St south to Yellowhead Tr east.
Cumberland	Follow 153 Ave east or Cumberland Rd east to 127 St south to Yellowhead Tr east.
Hudson	Follow Cumberland Rd east or 137 Ave east to 127 St south to Yellowhead Tr east.
Pembina	Follow 137 Ave east to 127 St south to Yellowhead Tr east.
Wellington	Follow 137 Ave east, 135 Ave east, or 132 Ave east to 127 St south to Yellowhead Tr east.
Athlone	Follow 132 Ave east or 129 Ave east to 127 St south to Yellowhead Tr east.
Hagmann Estate Industrial	Exit using service roads to access Yellowhead Tr east.
Rapperswill	Follow Rapperswill Dr. west or 167 Ave west to 127 St south to Yellowhead Tr east.
Canossa	Follow 112 St south or 115 St south to 167 Ave west 127 St south to Yellowhead Tr east.
Dunluce	Follow 167 Ave west or 153 Ave west to 127 St south to Yellowhead Tr east, or Castle Downs Rd south to 153 Ave west to 127 St south to Yellowhead Tr east.
Caernarvon	Follow 153 Ave east or 145 Ave east to Castle Downs Rd south to 137 Ave east to 97 St south to Yellowhead west.
Baranow	Exit area west onto 127 St south to Yellowhead Tr east.
Carlisle	Follow 145 Ave east or 1139 Ave east to Castle Downs Rd south to 137 Ave east to 97 St south to Yellowhead west.
Kensington	Follow 134 Ave or 132 Ave east to 113A St south to 127 Ave east to 97 St south to Yellowhead Tr west.

Calder	Follow 132 Ave west or 127 Ave west to 127 St south to Yellowhead Tr east, or 132 Ave east to 113A St south to 127 Ave east to 97 St south to Yellowhead Tr west.
Chambery	Follow 176 Ave east to 97 St south to Yellowhead Tr west.
Elsinore	Follow 176 Ave east to 97 St south to Yellowhead Tr west.
Baturyn	Follow Castle Downs Rd east 97 St south to Yellowhead Tr west.
Lorelei	Follow Castle Downs Rd east or 160 Ave east to 97 St south to Yellowhead Tr west.
Beaumaris	Follow Beaumaris Rd east or Castle Downs Rd south to 153 Ave east to 97 St south to Yellowhead Tr west.
Griesbach	Follow Castle Downs Rd south to 137 Ave east to 97 St south to Yellowhead Tr west, or 153 Ave east, Griesbach Rd east or Griesbach Parade east to 97 St south to Yellowhead Tr west.
Rosslyn	Follow 137 Ave east, 135 Ave east, or 132 Ave east to 97 St south to Yellowhead Tr west.
Lauderdale	Follow 132 Ave east or 127 Ave east to 97 St south to Yellowhead Tr west.
Lago Lindo	Follow 91 St south to 167 Ave west to 97 St south to Yellowhead Tr west.
Klarvatten	Follow 180 Ave east or 167 Ave east to 82 St south to Yellowhead west.
Eaux Claires	Follow 167 Ave west or 153 Ave west to 97 St south to Yellowhead Tr west.
Belle Rive	Follow 167 Ave east or 153 Ave east to 82 St south to Yellowhead Tr west.
Evansdale	Follow 144 Ave west or 153 Ave west to 97 St south to Yellowhead Tr west, or 144 Ave east or 153 Ave east to 82 St south to Yellowhead Tr west.
Northmount	Follow 144 Ave west or 137 Ave west to 97 St south to Yellowhead Tr west, or 144 Ave east or 137 Ave east to 82 St south to Yellowhead Tr west.
Glengarry	Follow 137 Ave west, 135 Ave west, or 132 Ave west to 97 St south to Yellowhead Tr west, or 137 Ave east, 135 Ave east, or 132 Ave east to 82 St south to Yellowhead Tr west
Killarney	Follow 132 Ave west or 127 Ave west to 97 St south to Yellowhead Tr west, or 132 Ave east or 127 Ave east to 82 St south to Yellowhead Tr west.

#### JASPER PLACE

Kinokamau Plains Area	Follow 184 St south or 170 St south to Yellowhead east.
White Industrial	Follow 111 Ave west to Anthony Henday or east to 184 St north to Yellowhead Tr.
Edmiston Industrial	Follow 111 Ave west or 114 west to 184 St north to Yellowhead Tr.
Armstrong Industrial	Follow 111 Ave east or 118 Ave east to 170 St north to Yellowhead Tr.
Poundmarker Industrial	Follow 107 Ave east to 184 St north to Yellowhead Tr east.

Wilson Industrial	Follow 105 Ave west, 107 Ave west or 111 Ave west to 184 St north to Yellowhead Tr.
Sunwapta Industrial	Exit area using 104 Ave east to 184 St north to Yellowhead Tr east.
Morin Industrial	Follow 105 Ave west, 102 Ave west, or Stony Plain Rd west to 184 St north to Yellowhead Tr east.
Stone Industrial	Follow 105 Ave east or 103 Ave east to 170 St north to Yellowhead Tr east.
McNamara Industrial	Follow 105 Ave east or 107 Ave east, or 111 Ave east to 170 St north to Yellowhead Tr east.
Carleton Square Industrial	Follow 163 St south to 118 Ave west to 170 St north to Yellowhead Tr east.
Norwester Industrial	Follow 114 Ave west, 111 Ave west, or 118 Ave west to 170 St north to Yellowhead Tr east.
West Sheffield Industrial	Follow 114 Ave west, 111 Ave west, or 109 Ave west to 170 St north to Yellowhead Tr east.
Youngstown Industrial	Follow 103 Ave west, 107 Ave west, or 109 Ave west to 170 St north to Yellowhead Tr east.
Hawin Park Estate Industrial	Follow 121A Ave east or 118 Ave east to 156 St north to Yellowhead east.
Alberta Park Industrial	Follow 114 Ave east, 116 Ave east, or 118 Ave east to 156 St north to Yellowhead east.
Sheffield Industrial	Follow 114 Ave east, 112 Ave east, or 111 Ave east to 156 St north to Yellowhead east.
Mayfield	Follow 107 Ave east, 108 Ave east, or 110 Ave east to 156 St north to Yellowhead east.
Brittania Youngstown	Exit onto 107 Ave east, or Stony Plain Rd east to 156 St north to Yellowhead east.
Glenwood	Exit onto 95 Ave east, or Stony Plain Rd east to 156 St north to Yellowhead east.
West Meadowlark Park	Follow 95 Ave west or 87 Ave west to 170 St north to Yellowhead east.
Meadowlark Park	Exit onto 95 Ave east, or 87 Ave east to 156 St north to Yellowhead east
Elmwood	Follow 87 Ave to either 170 St south or 159 St south to Whitemud Dr.
Patricia Heights	Follow 159 St north to Whitemud Dr.
Lynwood	Follow 159 St south or 149 St south to Whitemud Dr.
Rio Terrace	Follow 159 St north to Whitemud Dr.
Mistaim Industrial	Follow 170 St south or 156 St south to Yellowhead Tr.
Gagnon Estate Industrial	Use 123 Ave either east or west to 156 St north or 149 St north to Yellowhead Tr east.
Mitchell Industrial	Follow 156 St north or 149 St north to Yellowhead Tr east.
Garside Industrial	Follow 156 St north or 149 St north to Yellowhead Tr east.



High Park Industrial	Follow 156 St south or 149 St south to 111 Ave east to 106 St north.
High Park	Follow 156 St north or 149 St north to 111 Ave east to 106 St north.
Canora	Follow 156 St north or 149 St north to 111 Ave east to 106 St north.
West Jasper Place	Follow 156 St north or 149 St north to 111 Ave east to 106 St north.
Sherwood	Follow 156 St north or 149 St north to 111 Ave east to 106 St north
Jasper Park	Follow 156 St north or 149 St north to 111 Ave east to 106 St north
Rio Terrace	Follow 159 St north to Whitemud Dr.
Quesnell Heights	Follow 159 St north to Whitemud Dr.
Bonaventure Industrial	Exit area onto St Albert Tr south to Yellowhead east.
Brown Industrial	Follow service roads to Yellowhead Tr.
Dominion Industrial	Follow 149 St north or 142 St north to Yellowhead Tr east.
Huff Bremner Estate Industrial	Follow 149 St north or 142 St north to Yellowhead Tr east.
McQueen	Follow 149 St north or 142 St north to 111 Ave east to 106 Ave north.
Grovenor	Follow 149 St north or 142 St north to 111 Ave east to 106 Ave north.
Crestwood	Follow 149 St north or 142 St north to 111 Ave east to 106 Ave north.
Parkview	Follow 149 St north or 142 St north to 111 Ave east to 106 Ave north, or 87 Ave west to 149 St south to Whitemud.
Laurier Heights	Follow 87 Ave west to 149 St south to Whitemud.
Lynwood	Follow 87 Ave east to 149 St south to Whitemud.

WEST EDMONTON	
Place Larue	Follow Stoney Plain Rd west to Anthony Henday north to Yellowhead Trail east, or 100 Ave west to 170 St north to Yellowhead Trail east.
La Perle	Follow 95 Ave east to 178 St north to 100 Ave east to 170 St north to Yellowhead Trail east.
Terra Losa	Follow 95 Ave east or 100 Ave east to 170 St north to Yellowhead Trail east.
Belmead	Follow 178 St south or 198 St south to 87 Ave west to Anthony Henday north to Yellowhead Trail east.
Summerlea	Follow 95 Ave east or 87 Ave east to 170 St north to Yellowhead Trail east.
Aldergrove	Follow 178 St north to 87 Ave west to Anthony Henday Dr north to Yellowhead Trail east,
Thornclyff	Follow 87 Ave west to 178 St south to Whitemud Dr west to Anthony Henday Dr north to Yellowhead Trail east.

Lymburn	Follow 69 Ave east to 178St north to Whitemud Dr west to Anthony Henday Dr north to Yellowhead Trail east.
Callingwood North	Follow 178St north or 170 St north to Whitemud Dr west to Anthony Henday Dr north to Yellowhead Trail east.
Ormsby Place	Follow 178 St south to Callingwood Rd west to Anthony Henday Dr north to Yellowhead Trail east.
Callingwood South	Follow 178 St south or 170 St south to Callingwood Rd west to Anthony Henday Dr north to Yellowhead Trail east.
Westridge	Follow Wolf Willow Rd west to 170 St north to Whitemud Dr west.
Oleskiw	Follow Wanyandi Rd to 170 St north to Whitemud Dr west.
Gariepy	Follow Lessard Rd. north to Callingwood Rd west to Anthony Henday Dr north.
Dechene	Follow Lessard Rd. north to Callingwood Rd west to Anthony Henday Dr north, or 184 St south to Lessard Rd. west to Anthony Henday Dr
Jamieson Place	Follow 184 St north to Callingwood Rd west to Anthony Henday, or 184 St South to Lessard Rd west to Anthony Henday Dr north.
Donsdale	Follow Lessard Rd west to Anthony Henday Dr north.
Wedgewood Heights	Follow Wedgewood Blvd north to Lessard Rd west to Anthony Henday Dr north.
Cameron Heights	Follow Cameron Heights Dr. South to Anthony Henday Dr north.

WHITEMUD	
Brander Gardens	Follow Riverbend Rd. to 53 Ave east to Whitemud Dr.
Brookside	Follow 53 Ave west to Whitemud Dr.
Ramsay Heights	Follow Riverbend Rd north to 53 Ave east to Whitemud Dr.
Bulyea Heights	Follow Bulyea Rd north to Terwillegar Dr North to Whitemud Dr.
Rhatigan Ridge	Follow Riverbend Rd south to Rabbit Hill Rd east to Terwillegar Dr north to Whitemud Dr.
Henderson Estates	Follow Riverbend Rd north to Rabbit Hill Rd east to Terwillegar Dr north to Whitemud Dr.
Falconer Heights	Follow Riverbend Rd north to Rabbit Hill Rd east to Terwillegar Dr north to Whitemud Dr.
Haddow	Follow Haddow Dr to Riverbend Rd south to Rabbit Hill Rd east to Terwillegar Dr north to Whitemud Dr.
Carter Crest	Follow Carter Crest Rd to Rabbit Hill Rd west to Terwillegar Dr north to Whitemud Dr.
Ogilvie Ridge	Follow Ogilvie Blvd west or Bulyea Rd to Rabbit Hill Rd north to Terwillegar Dr north to Whitemud Dr.
Leger	Follow Leger Way to Rabbit Hill Rd north to Terwillegar Dr north to Whitemud

	Dr, or 23 Ave to Terwillegar Dr north to Whitemud.
Terwillegar Towne	Follow Towne Centre Blvd north to 23 Ave west to Terwillegar Dr north, or Rabbit Hill Rd north to Terwillegar Dr north to Whitemud Dr.
South Terwillegar	Follow Terwillegar Blvd east to rabbit hill Rd south to Anthony Henday Dr north.
Hodgson	Follow Hodgson Blvd west to Rabbit Hill Rd north to Terwillegar Dr north to Whitemud Dr.
Magrath Heights	Follow Magrath Blvd west to Rabbit Hill Rd south to Asnthony Henday north.
MacTaggart	Follow McTaggart west to Rabbit Hill Rd south to Asnthony Henday north.
Aspen Gardens	Follow 40 Ave east to 119 St north to Whitemud Dr.
Westbrook Estates	Follow Westbrook Dr east or Fairway Dr east to 119 St north to Whitemud Dr.
Blue Quill	Follow 23 Ave east to 111 St south to Hanthony Henday Dr.
Blue Quill Estates	Follow 23 Ave east to 111 St south to Hanthony Henday Dr.
Royal Gardens	Follow 40 Ave west to 119 St north to Whitemud Dr, or Follow 40 Ave east to 111St north to Whitemud Dr.
Greenfield	Follow 40 Ave west or 34 Ave west to 119 St north to Whitemud Dr, or Follow 40 Ave east or 34 Ave east to 111St north to Whitemud Dr.
Sweet Gress	Follow 34 Ave west to 119 St north to Whitemud Dr, or Follow 34 Ave east to 111St north to Whitemud Dr.
Skyrattler	Follow 23 Ave east or Saddleback Rd east to 111st south to Anthony Henday Dr.
Twin Brooks	Follow 12 Ave east or 9 Ave east to 111 St south to Anthony Henday Dr.
Rideau Park	Follow 40 Ave west to 111 St north to Whitemeud Dr.
Duggan	Follow 40 Ave west to 111 St north to Whitemeud Dr, or 34 Ave west to 111 St north to Whitemud Dr.
Steinhauer	Follow 106 St north to 34 Ave east to Gateway Blvd north.
Ermineskin	Follow 105 St south or 109 St south to 23 Ave east to Gateway Blvd north.
Keheewin	Follow 105 St north or 109 St north to 23 Ave east to Gateway Blvd north.
Bearspaw	Follow 105 St north or 109 St north to 23 Ave east to Gateway Blvd north.

#### MILLWOODS AND MEADOWS

Strathcona Industrial Park	Follow Gateway Blvd north or 91 St north to Whitemud Dr.
Parsons Industrial	Follow Gateway Blvd north or 91 St north to Whitemud Dr.
South Edmonton Common	Follow Gateway Blvd north or Parsons Rd north connecting 99St north to Whitemud Dr.
Edmonton Research and Development Park	Follow 23 Ave east to 91 St north to Whitemud Dr.

Tweedle place	Follow Millwoods Rd west to 91 St north to Whitemud Dr.
Richfield	Follow Millwoods Rd west or 34 Ave west to 91 St north to Whitemud Dr.
Tipaskan	Follow 91 St north or Millwoods Rd north to 34 Ave west to Whitemud Dr.
Meyonohk	Follow 28 Ave west or 23 Ave west to 91 St north to Whitemud Dr.
Satoo	Follow Mill Woods Rd north to 23 Ave west to 91 St south to Anthony Henday Dr.
Michaels Park	Follow 38 Ave east to 66 St north to Whitemud Dr.
Lee Ridge	Follow 38 Ave east or 34 Ave east to 66 St north to Whitemud Dr.
Kamewosek	Follow 38 Ave west or 28 Ave west to 91 St south to Anthony Henday Dr.
Ekota	Follow Millwoods Rd north to 23 Ave east to 50 St south to Anthony Henday Dr, or Millwoods Rd east to 50 St south to Anthony Henday Dr.
Menisa	Follow Millwoods Rd east to 50 St south to Anthony Henday Dr.
Greenview	Follow 40 Ave east or 38 Ave east to 50 St south to Anthony Henday Dr.
Hillview	Follow 38 Ave east or 34 Ave east to 50 St south to Anthony Henday Dr.
Tawa	Follow 34 Ave east or 28 Ave east to 50 St south to Anthony Henday Dr.
Millwoods Town Centre	Follow 28 Ave east or 23 Ave east to 50 St south to Anthony Henday Dr.
Meyokumin	Follow 23 Ave east or Millwoods Rd east to 50 St south to Anthony Henday Dr.
Sakaw	Follow Millwoods Rd east to 50 St south to Anthony Henday Dr.
Jackson Heights	Follow Jamha Rd west or 44 Ave west to 50 St north to Whitemud Dr.
Kiniski Gardens	Follow Kirkwood Ave east, 43 Ave east or 38 Ave east to 34 St north to Whitemud Dr.
Minchau	Follow 38 Ave west or 34 Ave west to 50 St north to Whitemud Dr.
Weinlos	Follow 23 Ave west, 28 Ave west or 34 Ave west to 50 St south to Anthony Henday Dr.
Pollard Meadows	Follow 23 Ave west, 19 Ave west or Millwoods Rd west to 50 St south to Anthony Henday Dr.
Crawford Plains	Follow 12 Ave west to Millwoods Rd west to 50 St south to Anthony Henday Dr.
Bisset	Follow Millwoods Rd north to 34 Ave east to 34 St north or 23 Ave east to 34 St north to Whitmud Dr.
Daly Grove	Follow 23 Ave east, 18 Ave east, or 16A Ave east to 34 St noth to Whitemud Dr.
Larkspur	Follow 43 Ave west or 38 Ave west to 34 St north to Whitemud Dr.
Wildrose	Follow 38 Ave east, 37 A Ave east, or 34 Ave east to 17 St north to Whitemud Dr.
Silverberry	Follow Silver Berry Rd west, 28 A Ave west, or 23 Ave west to 34 St north to Whitemud Dr.

	Follow Silver Berry Rd east or 23 Ave east to 17 St south to Anthony Henday Dr.
Laurel	Follow 23 Ave east, 19 Ave east, or 16 Ave east to 17 St south to Anthony Henday Dr.
Maple	Follow Maple Dr west to 17 St north to Whitmud Dr, Or Maple Dr south to 34 Ave east to Anthony Henday Dr.
Tamarack	Follow Tamarack Way west, Tamarack Get west, or Maple Dr west to 17 st north to Whitmud Dr. Follow 28 Ave west or 23 Ave west to 17 St south to Anthony Henday Dr.
Aster	Follow Aster Blvd west to 17 St south to Anthony Henday Dr.

**ELLERSLIE**

Ellerslie Industrial	Follow 91 St, 101 St, or Parsons Rd to Ellerslie west to Gateway north. Follow 101St or Ewing Tr south to 41 Ave SW west to Gateway Blvd north
Ellerslie	Follow Edwards Dr. east, Easton Rd east, or Ellerslie Rd east to 91 St north to Anthony Henday Dr.
Summerside	Follow Ellerslie Rd west, Summerside Gate west, Savaryn Dr west, or 25 Ave west to 91 St north to Anthony Henday Dr.
The Orchards at Ellerslie	Follow 25 Av west to Ewing Tr south to 41 Ave SW west to Gateway Blvd.
Charlesworth	Follow 4 Ave SW east or Ellerslie Rd east to 50 St north to Anthony Henday Dr.
Walker	Follow Ellerslie Rd east, Watt Common east, or 22 Ave east to 50 St north to Anthony Henday Dr.
Mattson	Follow 50 St north to Anthony Henday Dr.
Edmonton South Central East	Follow Range Rd 243 north to 41SW Ave east to 50 St north to Anthony Henday Dr.
Decoteau North	Follow Meridian St south to Ellerslie Rd west to 17 St north to Anthony Henday Dr, or Ellerslie Rd east to 17 St north to Anthony Henday Dr.
Decorteau	Follow Twp Rd 512 west to 50 St north to Anthony Henday Dr. Follow 34 Ave SW north to Ellerslie Rd west to 50 St north to Anthony Henday Dr.
Edmonton South East	Follow Twp Rd 510 west or 41 Av west to 50 St / Hwy 814 north to Anthony Henday Dr.

**SOUTHWEST**

Windermere	Follow Hiller Rd east, Washburn Rd east, Wates Link east, or Windemere Blvd east to 170 St north connecting to Terwillegar Dr north onto Anthony Henday Dr.
Ambleside	Follow Widemere Blvd west, Ambleside Link west, or Ellerslie Rd west to 170 St north connecting to Terwillegar Dr north onto Anthony Henday Dr. Follow Ellerslie Rd east to Rabbit Hill Rd north to Anthony Henday Dr.
Keswick Area	Follow Hiller Rd east to 170 St north connecting to Terwillegar Dr north to

	Anthony Henday Dr.
Glenridding Heights	Follow Glenridding Link north, 163 St north, or Glenridding Gate north to Ellerslie Rd east to Rabbit Hill Rd north to Anthony Henday Dr.
Windermere Area	Follow 170 St north connecting to Terwillegar Dr. north to Anthony Henday Dr.
Hay Ridge Area	Follow Hays Ridge Blvd east or 28 Ave east to 141 St north to Ellerslie Rd west to Rabbit Hill Rd north to Anthony Henday Dr.
Chappelle Area	Exit neighborhood onto 141 St south, Heritage Valley Tr south to 41 Ave west to 170 St north connecting to Terwillegar Dr. north to Anthony Henday Dr.
Graydon Hill	Follow Graydon Hill Blvd north to Ellerslie Rd east to 111 St north to Anthony Henday Dr.
Paisley	Exit neighborhood using Parker Gate east, Paisley Rd east or 28 Ave east to 141 St north to Ellerslie Rd east to 111 St north to Anthony Henday Dr.
Heritage Valley Area	Exit neighbourhood using James Mowatt Tr, 141 St, 127 St, or 103A St to either Ellerslie Rd east or 41 Ave east to Gateway Blvd north.
Heritage Valley Town Centre Area	Follow James Mowatt Tr north to Ellerslie Rd east to Gateway Blvd north.
Desrochers Area	Follow James Mowatt Tr south to 41 Ave SW east to Gateway Blvd north.
MacEwan	Follow McEwan Rd east to 111 St north to Anthony Henday Dr, or exit neighbourhood south onto Ellerslie east to 111 St north to Anthony Henday Dr.
Rutherford	Exit neighborhood onto James Mowatt Tr north or 127 St north to Ellerslie Rd east to Gateway Blvd north.
Callaghan	Exit neighborhood east onto James Mowatt Trail north to Ellerslie Rd east to Gateway Blvd north, or follow 30 Ave north connecting with 103A St north to Ellerslie east to Gateway Blvd east.
Allard	Follow 30 Ave west to James Mowatt Tr south to 41 Ave SW east to Gateway Blvd north, or exit neighborhood south on Allard Rd to 41 Ave SW east to Gateway Blvd north.
Cavanagh	Follow 30 Ave north connecting with 103A St north to Ellerslie east to Gateway Blvd east.
Blackmud Creek	Exit Neighborhood east onto James Mowatt Tr north to Ellerslie Rd east to Gateway Blvd north. Follow Blackmud Creek Dr north to Ellerslie
Cashman	Follow 103A St north to Ellerslie Rd east to Gateway Blvd north.
Richford	Exit neighborhood south onto Ellerslie east to Gateway Blvd north.
Blackburne	Follow Blackburn Dr west to 111 St north to Anthony Henday Dr.

#### RABBIT HILL

Edmonton South West	Exit area north onto Ellerslie Rd east to Gateway Blvd north or Exit south to Hwy 19 east to Gateway Blvd north.
Edmonton South Central	Exit area north onto Ellerslie Rd east to Gateway Blvd north or Exit south to Hwy

	19 east to Gateway Blvd north.
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WEST HENDAY	
Hawks Ridge	Follow Hawks Ridge Blvd east to Winterburn Rd / 215 St south to Yellowhead Tr east.
Trumpeter Area	Follow Trumpeter Way west to Winterburn Rd / 215 St south to Yellowhead Tr east.
Starling	Follow Starling Dr north to 137 Ave east to Ray Gibbons Dr south to Anthony Henday Dr.
Rural West Big Lake	Exit Properties onto Winterburn Rd south to Yellowhead Tr east.
Kinglet Gardens	Follow 122 Ave west or 120 Ave west to 231 St south to 118A Ave east to Winterburn Rd south to Yellowhead Tr east.
Winterburn Industrial Area West	Follow 115 Ave east, 112 Ave east, 103 Ave east, or Stoney Plain Rd east to Winterburn Rd / 215 St north to Yellowhead Tr.
Winterburn Industrial Area East	Follow 118A Ave west, 109 Ave west, 107 Ave west, or 103 Ave west to Winterburn Rd / 215 St north to Yellowhead Tr east.
Westview Village	Follow Westview Blvd east or Lakeview Drive east, to Winterburn Rd / 215 St north to Yellowhead Tr.
Secord	Follow 92 Ave east or Secord Blvd east to Winterburn Rd / 215 St north to Yellowhead Tr.
Lewis Farms Industrial	Follow Weber Grenns Dr. north, 97 Ave west, or 100 Ave west to Winterburn Rd / 215 St north to Yellowhead Tr.
Stewart Greens	Follow Lewis Greens Dr south to Webber Greens Dr west to Winterburn Rd / 215 St north to Yellowhead Tr.
Webber Greens	Follow 211 St south or Lewis Greens South to Webber Greens Dr east to Anthony Henday Dr.
Suder Greens	Follow Webber Greens Dr east or Suder Greens east to 87 Ave east to Whitemud Dr.
Potter Greens	Follow Lewis Estates Blvd south to Whitemud Dr, or Suder Greens Dr north to 87 Ave east to Anthony Henday Dr.
Breckenridge Greens	Follow Breckenridge Dr north to Suder Greens Dr east to 87 Ave east to Whitemud Dr, or follow Breckenridge Dr south to Lewis Estates Blvd south to Whitemud Dr east.
Rosenthal	Ext neighborhood onto 92 Ave east to Winterburn Rd / 215 St south Whitemud Drive east.
Granville	Exit Neighborhood north onto Guardian Rd north to Whitemud Dr. east, or south onto 62 Ave east to Anthony Henday Dr.
Glastonbury	Exit Neighborhood north onto Guardian Rd north to Whitemud Dr. east, or south onto 62 Ave east to Anthony Henday Dr.
The Hamptons	Exit neighborhood north onto 62 Ave east to Anthonth Henday Dr, or east to 199 St north to 62 Ave east to Anthony Henday Dr.

Edgemont	Follow 199 St north or south to Lessard Rd east to Anthony Henday Drive.
The Uplands	Follow 199 St south to 23 Ave / Maskekosihk Tr east to Anthony Henday Dr.
Stillwater	Follow Stillwater Blvd north or Richard Rice Blvd north to 23 Ave / Maskekosihk Tr east to Anthony Henday Dr.
River's Edge	Follow 192 St north to 23 Ave / Maskekosihk Tr east to Anthony Henday Dr.
Riverview Area	Follow 199 St north to Richard Rice Blvd north to 23 Ave / Maskekosihk Tr east to Anthony Henday Dr.

HORSE HILL	
Edmonton Energy and Technology Park	Exit area south onto Hwy 15 / Manning Dr south to Anthony Henday Dr.
Rural Northeast Horse Hill	Exit area north onto Hwy 15 / Manning Dr south to Anthony Henday Dr.
Rural Northeast South Sturgeon	Exit area north onto Hwy 15 / Manning Dr south to Anthony Henday Dr, or follow 153 Ave west to Anthony Henday Dr.
Marquis	Exit area north or west onto Hwy 15 / Manning Dr south to Anthony Henday Dr.
Evergreen	Follow Meridian St south to 153 Ave west to Anthony Henday Dr.