



# POLICY MANUAL

<b>Subject Area:</b>	<b>Corporate – City Wide</b>	<b>Policy #</b>	<b>10.17</b>
<b>Policy Title:</b>	<b>Environmental Complaints and Issues on City Property</b>		
<b>Authority:</b>	<b>Legislative</b>	<b>X</b>	<b>Effective Date: 1996-01-01</b>
	<b>Administrative</b>		<b>Review Date: 2010</b>
<b>Issued By:</b>	<b>Director of Engineering and Operations</b>	<b>Issue Date:</b>	<b>1996-01-01</b>
		<b>Manner Issued:</b>	<b>Email to all staff</b>

## **Policy Statement:**

In situations where environmental complaints involve City owned property, including road allowances, the Engineering and Public Works Department will take a lead role in dealing with the situation.

In situations where there is an imminent hazard or an emergency, the City's Fire Department is involved. A coordinated effort is used to attend to the situation.

## **Procedure:**

1. The Department receiving the complaint is to carry out an initial investigation and assessment. If identified as an environmental issue/problem, the receiving department is to contact the Engineering/Public Works department immediately. (See Appendix A for contact personnel.)
2. If the situation poses an imminent hazard or threat to human life or property, the Fire Department is to be contacted immediately and requested to attend. Engineering/Public Works department will review the situation with the receiving department and conduct a site inspection.

3. If deemed necessary, the Engineering/Public Works department will communicate with external agencies which may include, but are not limited to the following:

- Ministry of Environment
- Ministry of Health
- Fish and Wildlife Environmental Protection
- Department of Fisheries and Oceans
- R.C.M.P.

(See Appendix B for contact names, telephone numbers and issues.)

4. All external agencies contacted are to be apprised of the situation including location and type of environmental concern. A request to attend at the site should be made to the agency.
5. In situations where containers/barrels of known chemicals are involved, it may be appropriate to contact the supplier to inquire if they would be interested in salvaging the material.
6. A summary report is to be prepared and forwarded to the Engineering Department with appropriate copies forwarded to other involved departments and/or external agencies. Whenever possible, in situations where labels are found on any containers, all information is to be recorded and included in the summary report.
7. Engineering/Public Works department will keep internal departments informed, including Environmental Protection Committee and, as necessary, the City Administrator.
8. In some situations, it may be appropriate to issue a press release. Any press releases are to be prepared and released through the offices of the City Administrator.

## **END OF POLICY**

### **Record of Amendments:**

<b>Policy</b>	<b>Issue date</b>	<b>Reviewed</b>	<b>Replaced</b>	<b>Re-issue Date</b>
1.03			Moved to new location – 10.17	