

File: 2019-G-0018

July 2, 2019

Dennis R. Young  
1330 Ravenswood Drive SE  
Airdrie, AB T4A 0P8

RECEIVED  
JULY 9, 2019  
[Signature]

Dear Mr. Young,

**Subject: Freedom of Information and Protection of Privacy (FOIP)  
Partial Disclosure of Records**

On May 8, 2019 the Service Alberta Freedom of Information and Protection of Privacy (FOIP) office on behalf of Alberta Municipal Affairs, received your clarified access to information request for the following:

- All records referring to the damage claims made by residents of High River that were made during and following the 2013 flood in High River, including who was responsible for paying these damage claims, the corrective action that was taken to ensure these unnecessary damage claims don't happen in future emergencies, who was held accountable and records showing whether or not the corrective action restored trust in the RCMP among High River residents who suffered the consequences of those mistakes.
- Records include copies of all correspondence, emails, texts, reports, talking points, legal opinions, briefing notes, meeting minutes, etc. to and between the department; Ministers' and Premier's Offices; and Deputy Ministers' Offices of:
  - Municipal Affairs
  - Alberta Emergency Management Agency
  - Justice and Solicitor General (including Deputy Solicitor General Bill Sweeney)
  - Premier and Executive Council
- Timeline: June 20, 2013 to May 8, 2019

After considering all relevant factors, we have made the decision to partially withhold the records that you requested, subject to limited and specific exceptions and/or exclusions to disclosure as follows:

- **Section 4(1)(q):** Records were created by/for MLA and are exempt from the *FOIP Act*.
- **Section 17(1):** The disclosure would be harmful to the personal information of a third party.

In addressing the following part of your scope: **"whether or not the corrective action restored trust in the RCMP among the High River residents who suffered the consequences of those mistakes"**, the ministry did not locate any responsive records in their custody and/or control as the ministry would not undertake an assessment of the relationship between the RCMP and residents of High River. The actions taken by the RCMP in High River during the flood response and any resulting corrective actions that the RCMP may have taken in response to those actions would be under their jurisdiction and records relating to this matter should be requested from the RCMP.

After you have had an opportunity to review the records, if you have any concerns or questions about the processing of your request or severing decisions made by the ministry, please contact me so that they can be addressed. It is often during these conversations that I am able to provide greater insight into why information has been withheld. I can be reached at my direct line (780) 415-1084 or email to [caroline.dahl@gov.ab.ca](mailto:caroline.dahl@gov.ab.ca).

If we are unable to resolve your question or concern, under section 65(1) of the *FOIP Act*, you may ask the Information and Privacy Commissioner to review the decisions made in respect of your request. To request a review, you must complete and deliver a Request for Review form within 60 days from the date of this notice to the Commissioner at 410, 9925-109 Street, Edmonton, Alberta, T5K 2J8. The form is available under the Resources tab on the Commissioner's website [www.oipc.ab.ca](http://www.oipc.ab.ca) or you can call 1-888-878-4044 to request a copy of the form.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Caroline Dahl', is written over the printed name.

Caroline Dahl  
Acting FOIP Coordinator

Enclosures

## EXCEPTION SHEET

**File Number:** 2019-G-0018

Section 4(1)(q) Record created by/for MLA  
Section 17(1) Personal Information

	Disposition			
Page Number	Full Release	Partial Release	No Release	FOIP Exception
1 – 20	✓			
21		✓		Non responsive information removed
22	✓			
23 – 27			✓	S.4(1)(q)
28	✓			
29 – 31		✓		S.17(1)
32	✓			
33 – 34		✓		S.17(1)
35 – 38	✓			



## Helen Chow

---

**From:** Brad Ison  
**Sent:** Saturday, June 29, 2013 6:56 AM  
**To:** Laurel McKay; Doug Miles; Rick Thrall; Rory Badger; Nurgul Sperle; Judy Blakney  
**Subject:** High River Update

Team. This is a confidential email which the contents of this email could change at any time.

I am in High River. The City starts re entry today. Phase one will enter over the next three days. I am not sure if there is 1,700 homes or 1,700 people in Sector 1. People can stay at their homes if they want.

Three links below on info regarding re-entry of Sector 1. Please start to familiarize yourself with the layout of the town and the high level details of re-entry.

The next group to reenter will be south of Sector 1 then they re-enter moving east towards the area currently under water. Sector 3 will be between Centre Street and Emerson lake and possibly open to re-enter in a week or week and a half. If you look at the neighbourhood map you will see there is an area still under water to the east side of town. They are pumping or will pump that water.

I will try to keep you up to date with regards to the number of homes that are Green, Yellow, Red. I know not many are green.

Most doors in the community were kicked in by RCMP for home inspection. I said homeowners must submit a receipt to the Town for the cost. We will pay the town. I said for this item we have to pay as near to replacement value as possible with install costs. Homeowners will be instructed to take pictures of their doors.

They have a welcome centre at the Rodeo grounds which is marked on the Satellite Map. That's where I will be today with DRP info.

### **Items we need to plan for and consider:**

1. Communicate! Often and as we'll as possible.
2. Can we afford a resource to be here permanently for the next two weeks? Laurel, can Kerry answer residential questions or is she municipal only? What is her schedule and relief?
3. Timing to set up a DRP registration centre and how many people could be here in a week? Can use keep the temp staff from Calgary. There are lots of volunteers here, I will see if I can start training a group. One person is going to shadow me today.
4. Being on the ground the urgency is NOT a first cheque from DRP. It is safety and security of people and town, re-entry, allow people to clean and get insurance dealt with. Then DRP. I am going to let that play out as much as I can. I think adjusters will move in here fast.

Next update around 11:30am

I will have Naz send out a telecon number and pass code. We may need to set up a regular call if we are going to be split up.

<http://alberta.ca/NewsFrame.cfm?ReleaseID=/acn/201306/344718DD5105A-E18D-AD6E-EB6728D6F7F207C1.html>

[http://alberta.ca/albertacode/images/HighRiverFlood2013\\_re-entry\\_town.pdf](http://alberta.ca/albertacode/images/HighRiverFlood2013_re-entry_town.pdf)

[http://alberta.ca/albertacode/images/HighRiverFlood2013\\_re-entry.pdf](http://alberta.ca/albertacode/images/HighRiverFlood2013_re-entry.pdf)

Brad Ison

AEMA

780 288 9986

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager.

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



## ICS 209a - INCIDENT SITUATION REPORT

Incident:	High River Flood 2013			Operational Period	From: (Date/Time)	June 27 09:00
Reference #:		Sitrep #:			To: (Date/Time)	June 27 20:00

**1. Highlights (Previous Operational Period):**

- Main sewage lift station has been running well for past 48 hrs
- Water is being pumped out at Sunshine pond
- The drainage into the channel is flowing well
- Residences and commercial establishments are getting inspected at an increasing rates
- Good success on vehicle clearing more than 300 vehicles have been collected

**2. Highlights (Situational Overview – Key Points):****Priority 1 – Sewer Lifts**

- Three of the 10 lift stations are still under water.
- Frank lift station pumps are awaiting new VFD's are on ordered. Should be operational in 24-36 hours.

**Priority 1 – De-water areas**

- 2<sup>nd</sup> Avenue Berm is still progressing – at 70%.
- Irrigation canal is breached and flowing well.
- Four of the five pumps at Sunshine meadows are operational, the last is awaiting parts.
- There barge on Sunshine Pond is operational.
- Three six inch pumps have been added to the work at George Lane Park behind the water plant.

**Priority 1 – Restore Water**

- Partial backwashing and air scour will continue for the next 2 weeks
- Additional large volume well has been added to the supply.
- The water is potable; however, boil water advisory in effect.
- Currently running 6 wells.
- Water reservoir is at approx 100%.

**Priority 1 – Gas Restoration**

- ATCO Gas is available as required.
- Dealing with issues as they arise.
- Reports of possible gas leaks in Sunshine Meadows.

**Priority 1 – Electrical Restoration**

- Fortis has restored power, no re-energization until authorized by the EOC.
- Most Fortis mainlines and transformers are back on line awaiting re-energization.

**Priority 1 – Building Inspections**

- Five building inspection teams have been deployed. Work is progressing well in priority areas.
- Commercial establishments are being inspected. Underground fuel tanks have been approved.





## HIGH RIVER EMERGENCY MANAGEMENT

### Priority 1 – Infrastructure

- No change to Centre Street Bridge – Emergency use only. The bridge still needs a engineering inspection.
- Route recce reconfirmed. Downtown cleanup begun
- City vehicle yards at Heritage Hotel parking lot.

### Priority 2 – Road Access

- Vehicle route clearance started today.
- Street sweeping and flushing roads has begun as well.

### Priority 2 – Pet/Owner Reuniting

- Reports from animal rescue teams are that 80-90% of the animals previously rescued have been reunited with their owners.
- With the new vacancy at rescue kennels teams will now return to the animals that are being maintained in their homes and remove them to safety.

### Other things:

- High River Fire Dept. will only be responding to fire calls within the town limits until further notice.
- The Public Information Team continues with the Mayor's daily Noon public briefings.
- Media Room is at EOC West Wing

### Planning Section

#### Priority 1 – Re-Entry Plan

- See Attached Re-entry project plan

### 3. Current Priority Needs (Resources / Information / Support):

- Staffing increases for Planning and Logistics



## INCIDENT SITUATION REPORT

## 4. People Impacted (Estimated / Confirmed)

Evacuated	Injured	Homeless	Missing	Dead	Hospitalized

## 5. General Situation / Status

Transportation	Routes Closed	Partial Blockages	Reopening Times
Roads	See Map	See Map	TBD
Bridges	Centre St. Bridge		
Tunnels			
Transit			
Rail			
Other:			

Critical Transportation Issues:

## 6. Utilities

## Customers Without Services

## Comments

	#	%	
Water	All		
Power			
Electricity	All		
Gas	None	except	Where Atco to provide
Telephone			
Cable			
Internet			

Critical Utilities Issues:

Water Treatment is ongoing backwashing and air scour  
 Water wells to be flushed and brought online  
 Water distribution needs fleshing

## 7. EOC Communications

Types Functioning:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Internet  | <input checked="" type="checkbox"/> Telephone |
| <input checked="" type="checkbox"/> Cell      | <input type="checkbox"/> Trunk Radio          |
| <input type="checkbox"/> Amateur Radio        | <input checked="" type="checkbox"/> Email     |
| <input checked="" type="checkbox"/> Fax       | <input type="checkbox"/> Satellite Phone      |
| <input type="checkbox"/> SMS / Text Messaging |   |

Anticipated Communications Problems:





# HIGH RIVER EMERGENCY MANAGEMENT

## INCIDENT SITUATION REPORT

### 8. Current Response Information

		Assigned	Available	Out of Service	Reserved	Critical Need
1	Police Staff					
	Police Vehicles					
2	Fire Staff					
	Fire Vehicles					
3	EMS Staff					
	EMS Ambulances					
4	Waterworks Staff					
	Waterworks Vehicles					
5	Transportation Staff					
	Transportation Vehicles					
5	Transit Staff					
	Transit Vehicles					
7	ESS Staff					
8	Public Information Staff					
9	Other					

### 9. ESS Reception Centre (RC) Information

Name & Address of RC Activated	Total # Registered	Total # Sheltering In Reception Centre	Total # Accessing Services



## INCIDENT SITUATION REPORT

## 10. Hospital Status

Facilities/Location	Operational Status Yes / No			# Hospitalized	# Beds Available	Comments
	Communication	Power	Water			

## 11. Community Health Status (Summary of Current and Outstanding Actions)

Public Health	
Mental Health	
Continuing Care	

## 12. Weather Conditions

Temperature	Precipitation	Wind (Speed and Direction)	Air Quality	Forecast (24 Hours)
24 C	none	20-40 km/hr W		AV index high

## 13. Future Outlook / Planned Actions (Next Operational Period)

- Inspection teams continue checking homes
- Work ongoing restoring essential services
- 1100-1330 daily Media briefing West wing
- Re-entry Plan coming along



## HIGH RIVER EMERGENCY MANAGEMENT

### INCIDENT SITUATION REPORT

#### 14. Future Outlook / Planned Actions (*Long Range Outlook*)

- Re-entry priorities and enhancement of plan

#### 15. Other Comments

- Hazard assessment reporting.
- Review Safety Messages with work teams every morning.
- Continue to mark up the maps at the completion of every day, so that we can keep it updated with progress.
- Status of safety of all members
- Update to maps to show progress

Approved by: M. Eckley Prepared by: K. Lehr Planning Chief

## The Town of High River Re-Entry Plan





## HIGH RIVER EMERGENCY MANAGEMENT

### Introduction:

**MISSION/OBJECTIVE:** To enable the return of residents to their homes in a safe and orderly fashion with a view to supporting further recovery and long term restoration activities.

**Re-entry Criteria:** The decision by the Emergency Operation Centre to allow for the re-entry of residents must meet all of the following criteria:

- Water system functional and able to deliver water; under boil water advisory if necessary
- Sewage collection and treatment system functioning
- Essential Services including governance, utilities, 911 or replacement emergency number, and protective services declared in operation by the Emergency Operation Centre
- Perimeter fencing in place for high risk properties and/or areas
- Sufficient roadways are cleared, safe for public use and open
- Completed inspection and classification of homes to determine habitability
- Health Services declared in operation by Alberta Health Services, and
- Re-entry support including temporary housing and the High River Welcome Centre (similar to Slave Lake Wellness Centre) declared open by the Emergency Operation Centre

### Classification System Used by the building inspection team:

#### Green

- no impact, habitable

#### Yellow

- Minor Impact, requires minor cleanup
- Possible minor repairs
- habitable

#### Orange

- Damaged, requires extensive repairs or renovations
- Not immediately habitable

#### Red

- Severely damaged, beyond economical repair
- Unhabitable

### Phase 1 Pre-Entry Work:

1. EOC, POC, the Town and others are working on preparations for all of phase 1.
  - a. This is the setting up and organizing of the Re-Entry Station, and the Welcome Centre and all of those associated tasks.
  - b. This includes getting buses, fencing, security, etc.

### Phase 2 Re-Entry Station Process:

Page 7



## HIGH RIVER EMERGENCY MANAGEMENT

1. Communications group will inform the residents of the plan. Then, as neighbourhoods become ready for occupancy, they will advise residents of the following:
  - a. *Sector and Neighbourhood name*, has some homes that may be occupied starting on July xx.
  - b. Residents of that neighbourhood may report to the Re-Entry Station commencing at xx:xx July xx to receive re-entry information and receive access passes.
  - c. Residents will learn of their home classification at that time.
  - d. The location of the Re-Entry Station.
2. Residents will attend the Re-Entry Station on the designated date. At the Re-Entry Station, residents will be greeted by staff, who will sit down with them to explain the Re-Entry process. Residents will be informed of the following:
  - a. The classification of their homes. They will be told that this is an initial assessment. As the water recedes and their basements get emptied of water, this classification may change.
  - b. The classification system (Green, Yellow, Orange and Red) will be explained to them. Ensuring that they know this is based on observations from Licensed Inspectors.
  - c. That there may be /or is damage to their homes:
    - i. Firstly, from water damage, sewer backup and/or debris. This may include windows, doors, structural damage, mold, etc.
    - ii. Secondly, their homes may have sustained entry damage when the RCMP and the military conducted the initial searches to ensure everyone was out of the home and safe; compensation is available for this.
  - d. Clean up procedures and the resources available to them.
  - e. Mental health and other social assistance that may be available to them.
  - f. Where to go to get help.
  - g. The Orange and Red residents will be informed of their process.
    - i. It will be explained that their homes, at this point, appear to be uninhabitable, and the Town is not recommending living in the home. This is for their safety.
    - ii. The Resident will be given a copy of the inspection report
    - iii. The resident will be asked to sign off on the information that they have received to release the liability from the Town of High River
    - iv. It will be explained that their basements will be pumped out of water for them.
    - v. It will be explained that they can go to their residents by travel coach or personal vehicle to see their residence.
    - vi. Bus services will be provided during certain hours of the day to travel in and out of the area.
    - vii. Once the water is out of their basement, a building inspection team will inspect the residence again.
    - viii. After the re-inspection, the resident will be notified of the result.
    - ix. The Welcome Centre, and the resources available will also be explained to the residents.
    - x. The residents will be asked to provide their contact information so that they can be notified when their house has been inspected.
  - h. The Yellow and Green residents will be informed of their process.
    - i. They will be encouraged to attend the Welcome Centre, once they return to their neighbourhood; and they will be informed of all of the resources that will be available to them at the Welcome Centre.

## HIGH RIVER EMERGENCY MANAGEMENT



- ii. The rules and guidelines will be explained to them – possible curfew, restrictions on travel within the Town, restriction on visitors, etc.
- iii. They will be educated about safety procedures and provided personal protective equipment...gloves, masks.

### Phase 3 – Re-Entry for Orange and Red

1. The bus will return the residents to the Re-Entry Station.
2. At the Re-Entry Station there will be support services available to the residents.
3. There will also be people available to help answer their questions about the process.
4. Once their homes are pumped out and accessible, the home inspection team will inspect the residence again. The resident will be notified of the outcome of the inspection.
  - a. If the residence has been updated from Orange to Yellow, the homeowner will be allowed to return home and encouraged to visit The Welcome Centre.
  - b. For an orange if there is no change in the classification, or if the home goes from Red to Orange, then the resident will be advised, and they can, at that time, seek the assistance of contractors or other professionals to assist them with renovations or further assessments of their home.
  - c. If a home is still classified as Red, after the water has been removed, then these situations will be discussed with the resident and Town officials on a case by case basis.

### Phase 4 – Re-Entry for Yellow and Green

1. Green and yellow will attend to their neighbourhood at their designated time.
2. They will show identification indicating that they live in the neighbourhood that has been opened, to the RCMP at the checkpoint at the entrance to the town.
3. They will proceed to either their homes or the Welcome Centre.
4. They can attend to the Welcome Centre, at any time (during open hours) to receive assistance, information, some supplies, counseling, etc.
5. They will have certain travel restrictions to some closed parts of the town.
6. They may have a curfew (to be determined).
7. There may be a limitation on visitors (to be determined).

End.



## Glennis Baker

---

**From:** Brad Geddes  
**Sent:** Monday, July 06, 2015 8:18 AM  
**To:** Glennis Baker  
**Subject:** RE: Project #264 - Residential Door Replacement

Yes we should pay. Approved.

Brad Geddes  
Executive Director, Recovery Branch  
C. 780-499-0768  
E. [brad.geddes@gov.ab.ca](mailto:brad.geddes@gov.ab.ca)

**Alberta Emergency Alert: Stop. Listen. Respond.**  
**Follow us on Twitter: @AB\_EmergAlert**  
[www.emergencyalert.alberta.ca](http://www.emergencyalert.alberta.ca)

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

The logo for the province of Alberta, featuring the word "Alberta" in a stylized script font with a small red and white flag icon to the right.

---

**From:** Glennis Baker  
**Sent:** Monday, July 06, 2015 7:59 AM  
**To:** Brad Geddes  
**Subject:** FW: Project #264 - Residential Door Replacement  
**Importance:** High

Please advise.

Thanks,

---

**From:** Glennis Baker  
**Sent:** Tuesday, June 30, 2015 7:22 AM  
**To:** Brad Geddes; Zoe Kavanagh  
**Cc:** Kevin Taron  
**Subject:** RE: Project #264 - Residential Door Replacement

Hi Brad,

Please advise if I should pay these claims or hold off.

Thanks,

Glennis

**From:** Glennis Baker  
**Sent:** Tuesday, June 23, 2015 5:09 PM  
**To:** Brad Geddes; Zoe Kavanagh  
**Cc:** Kevin Taron  
**Subject:** RE: Project #264 - Residential Door Replacement

Hi All,

Just spoke to Jim Cornish regarding the doors and he has indicated they are eligible. He spoke to Section 21.1.1 of the Emergency Management Act and indicated these costs should be eligible through EOC. He has been advising applicants to apply through the RCMP as he thought they would be paying it. We will require proof that the muni did pay for the doors. Jim indicated these costs would be DRP and DFAA eligible.

Please advise if we will pay.

Thanks,

Glennis

---

**From:** Brenda Dryer [<mailto:BDryer@highriver.ca>]  
**Sent:** Tuesday, June 23, 2015 4:11 PM  
**To:** Brad Geddes  
**Cc:** Kevin Taron; Glennis Baker  
**Subject:** Project #264 - Residential Door Replacement

Good Afternoon Brad,

As we discussed on Friday's meeting, I have inquired into the background regarding the decision to have the Town of High River process the claims for damage approved by the RCMP. There was no formal agreement with the RCMP or AEMA; verbal direction was given to the Town from AEMA. The Town's CFO, Tom Maier was working closely with AEMA and the RCMP to determine the process that would be followed. Following that decision, the attached media release was distributed. As back-up, I have also attached an email chain between Tom Maier and John Conrad whereby John is giving direction as to the specific items that could be included in the claims.

I trust this is sufficient information to meet your request. Please let me know if you have any additional questions.

Regards,



Brenda Dryer  
Manager of Financial Services  
Renewal Operations  
Town of High River  
403.358.9231

[www.highriver.ca](http://www.highriver.ca)

The contents of this email message and any documents accompanying this transmission contain confidential information intended for a specific individual and purpose. The information is private and is protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this electronically transmitted information is strictly prohibited. If you have received this communication in error, please notify the sender immediately at the email address listed above.

**Maureen Klein**

---

**From:** Kevin Tetzlaff <KTetzlaff@highriver.ca>  
**Sent:** Wednesday, September 18, 2013 7:18 PM  
**Subject:** Residents to Be Compensated for Damage to Doors Incurred During Searches  
**Attachments:** 09-18\_Residents-to-Be-Compensated-for-Damage-to-Doors-Incurred-During-Searches.pdf

**MEDIA ADVISORY**  
Wednesday, September 18, 2013

**Residents to Be Compensated for Damage to Doors Incurred During Searches**

HIGH RIVER, AB: The Town of High River Mayor and Council have collaborated with the Province of Alberta and the RCMP that sees The Town manage a process to compensate residents who incurred damage to their door and entry-way windows as a result of the emergency response efforts made by the RCMP and other first responders following the flood.

The Mayor and Council appreciate the work and resources both the Province of Alberta and the RCMP have put into resolving these concerns and helping to rebuild the Town of High River.

If you think the RCMP and first responders damaged your doors and entry-way windows as a result of the emergency response efforts following the flood, please call RCMP at 403.652.2356. An officer will come to your home and confirm the damage. Please have photographs of the damage or take photos. Repair the damage and submit the receipts for reimbursement to the RCMP detachment in High River. Following that, the Town of High River will process and mail the payment as quickly as possible. If you have already started a claim with the RCMP you will not be required to resubmit the claim.

--30--

*For more information contact:*  
*Vickie Megrath, Communications, Manager*  
*Town of High River*  
*403.336.5458*





**Maureen Klein**

---

**From:** John Conrad  
**Sent:** Sunday, September 29, 2013 9:47 PM  
**To:** Tom Maier  
**Cc:** Tom Maier; ! LASHBACHER; Scott KLAPPSTEIN (scott.klappstein@rcmp-grc.gc.ca); Barrie Brand  
**Subject:** Re: DRP Clarification - Eligible Costs for Door Replacement Program

Sorry. Hit send too soon. Once the RCMP forward the batch lists to your team you can pay out on carpets that are damaged/cleaned as part of the forced door claim process.

The carpets replacements and carpet cleaning that should stay as part of An individual's DRP application are those costs that are NOT associated with a forced door.

John

Sent from my iPad

On Sep 29, 2013, at 9:43 PM, "John Conrad" <[john.conrad@gov.ab.ca](mailto:john.conrad@gov.ab.ca)> wrote:

Tom. Sorry about being unclear. Trying to do too much at once. Carpet cleaning and replacement associated with a force door claim should be covered by the forced door payment process (ie, payable by High River once the RCMI forward the batch lists)

Sent from my iPad

On Sep 29, 2013, at 9:34 PM, "Tom Maier" <[TMaier@highriver.ca](mailto:TMaier@highriver.ca)> wrote:

Hi John,

Just to confirm, carpet cleaning or replacement associated with forced door entry will NOT be through the Forced Door Payment Plan?

We might have misinterpreted your first response when you said that carpet cleaning/replacement would be covered through the DRP process. DRP is also the municipal funding mechanism for the Forced Door Replacement Plan. Sounds like you meant the homeowner DRP program.

I'm currently out of the country, so could you call my colleague Leana Ashbacher at 403-603-3442 to clarify. We want to ensure that we get the proper messaging out to our residents.

Tom

<image001.jpg>

[www.highriver.ca](http://www.highriver.ca)

Tom Maier, CGA

Chief Financial Officer

Town of High River

309B Macleod Tr. S.W.

High River, AB

T1V 1Z5

Tel: 403.603.3428

Cell: 587-435-3136

Fax: 403.652.2396

**From:** John Conrad [mailto:john.conrad@gov.ab.ca]

**Sent:** Friday, September 27, 2013 7:09 AM

**To:** Tom Maier

**Cc:** Colin Lloyd; Barrie Brand; Shane Schreiber; Leana Ashbacher; Scott KLAPPSTEIN  
([scott.klappstein@rcmp-grc.gc.ca](mailto:scott.klappstein@rcmp-grc.gc.ca)); Colin Lloyd; Stephen Carr

**Subject:** Re: DRP Clarification - Eligible Costs for Door Replacement Program

Tom. Spoke with Scot on Wednesday. Point a. No damage to door but mud on carpet I would rather this be claimed through their DRP application and keep it separate from the forced door payment plan we worked out. Same reimbursement model for reclamation and or replacement.

For self labor, we will pay them an hourly rate based on the average, industry standard for skilled labour. Scot was going to pull the index for us. So yes.

John

Sent from my iPad

On Sep 25, 2013, at 12:57 PM, "Tom Maier" <[TMaier@highriver.ca](mailto:TMaier@highriver.ca)> wrote:

Hi John,

Thank you for the response. That's great news.

Just to clarify a couple of items on the door repairs and carpet cleaning/replacement:

- What if there was no damage to the door, but the homeowner had their carpets impacted by first responders entering their homes. Would these cleaning/replacement costs also be eligible for reimbursement under the Door Repair Program and DRP?
- Scott Klappstein from the RCMP had asked about homeowners that did their own repairs. Any funding for the labour time spent by a homeowner in completing the repairs?

I just want to ensure that we have full clarity on these items for the public.

Thank you.

Tom

<image001.jpg>

[www.highriver.ca](http://www.highriver.ca)

Tom Maier, CGA  
Chief Financial Officer  
Town of High River  
309B Macleod Tr. S.W.  
High River, AB  
T1V 1Z5

Tel: 403.603.3428  
Cell: 587-435-3136  
Fax: 403.652.2396



**From:** John Conrad [<mailto:john.conrad@gov.ab.ca>]  
**Sent:** Wednesday, September 25, 2013 11:53 AM  
**To:** Tom Maier  
**Cc:** Colin Lloyd; Barrie Brand; Shane Schreiber  
**Subject:** Re: DRP Clarification - Eligible Costs for Door Replacement Program

Tom. I regret the delay. Here is what we discussed. The DRP will pay for the cleaning costs of an applicant's carpet/ rug. In the case where the carpet or rug was deemed ruined or beyond reclamation, the Program will cover the replacement cost.

Kindest regards

John

Sent from my iPad

On Sep 23, 2013, at 2:26 PM, "Tom Maier"  
<[TMaier@highriver.ca](mailto:TMaier@highriver.ca)> wrote:

Hi John and Colin,

For the door replacement reimbursement program we are treating the following costs as eligible for DRP purposes:

- Door
- Door Frame
- Sidelights (door frame windows)
- Lockset
- Door Trim

There has been a lot of comments and questions on carpet cleaning associated with the entry into homes by first responders.

Are you or your team able to provide any additional clarification on what associated costs, if any, would be eligible or not eligible for funding from the DRP program for the door replacement program?

Any clarification, definitions or wording would be appreciated.

Thank you for your assistance in moving this program forward.

Cheers.

Tom

<image001.jpg>

[www.highriver.ca](http://www.highriver.ca)

Tom Maier, CGA

Chief Financial Officer

Town of High River

309B Macleod Tr. S.W.

High River, AB

T1V 1Z5

Tel: 403.603.3428

Cell: 587-435-3136

Fax: 403.652.2396

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify

the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



# Incident Duty Log

(Timeframe of Records: June 20, 2013 – July 31, 2013)

Entry

Created By

JULY 11, 2013

Non responsive  
information

Just to clarify and for future reference, the RCMP and Army were not searching for weapons, they were looking for people potentially trapped in their homes by the flood. It was at that stage a SAR operation as there was no certainty that everyone had evacuated.  
The unsecured weapons were found in the course of those searches and for safety sake they took them into safe custody. It would have been borderline negligence to leave an unsecured firearms lying around in a disaster area.  
I will try and pass on to insurance industry contacts for guidance as well.

Len

Director  
Provincial Operations Centre  
780-643-1618  
POC.director.i@gov.ab.ca  
"Public Safety is our Common Purpose"

**From:** Provincial Operations Center  
**Sent:** Wednesday, July 10, 2013 3:16 PM  
**To:** poc.rcmp.i; poc.operations.i; poc.director.i  
**Subject:** RCMP Claims for damage

Had a very heated call from a resident from High River asking about restitution for damages caused when the search teams kicked his door in and searched for weapons. He was informed by

GEOC OPS1

# Incident Duty Log

(Timeframe of Records: June 20, 2013 – July 31, 2013)

Entry

Created By

**JULY 11, 2013**

his insurance company that the door would not be paid for!

I informed him to contact the local detachment and inquire as to whether "reimbursement of the door damages" would be considered.

First time a question of this type has come through the POC 24 hr desk but we may get more calls of this nature.

PS: Usually when we did a kick in for a search warrant or even attending the wrong house for a possible suicide call, damages caused by the Police force were covered? Who knows in this case.

**Provincial Duty Officer**

Provincial Operations Centre (POC)  
Alberta Emergency Management Agency  
Ministry of Municipal Affairs  
14515 122 Avenue NW  
Edmonton AB T5L 2W4

POC 24/7 Emergency Assistance: 1-866-618-2362  
POC Non-Urgent Inquiries: 780-644-5425  
POC Email: [ma.poc@gov.ab.ca](mailto:ma.poc@gov.ab.ca)

Alberta Emergency Alert: Stop. Listen. Respond.  
[www.emergencyalert.alberta.ca](http://www.emergencyalert.alberta.ca)  
Follow us on Twitter: @AB\_EmergAlert

**JUSTICE AND SOLICITOR GENERAL INPUT FOR MUNICIPAL AFFAIRS**

**Subject: Kicked Down Doors in High River by RCMP**

With respect to the submission and payment of claims for damages caused during the state of emergency, the following process is being communicated to impacted residents. The claims process will require affected residents to submit their claim to the local Royal Canadian Mounted Police (RCMP) detachment. The RCMP will first complete a verification process to confirm the property location and amount of damages claimed. Once the claim is processed by the RCMP, it will be presented to the Town of High River for payment directly to the resident. The RCMP are doing their best to quickly assess claims for damages and acknowledge the frustration of those affected. The town will then submit a bulk claim to the province as a disaster-recoverable expense.

Those persons who wish to formalize their concerns about the damages to, or seizure of, property by the RCMP are encouraged to contact the Commission for Public Complaints Against the RCMP (CPC) to file a formal complaint. The CPC is an agency created by Parliament to be responsible for ensuring that public complaints made about the conduct of RCMP members are examined fairly and impartially. The CPC is independent of the RCMP and can be contacted by telephone or fax from anywhere in Canada: 1-800-665-6878, TTY: 1-866-432-5837 or through the web at: <http://www.cpc-cpp.gc.ca/cnt/srv/mac/index-eng.aspx>.

It is acknowledged that the intentions and actions of the RCMP during this emergency were to address the interests of public safety. On June 27, 2013, Honourable Jonathan Denis, QC, Minister of Justice and Solicitor General, wrote to Deputy Commissioner Dale McGowan, Commanding Officer, RCMP "K" Division, to address concerns on behalf of Albertans about the RCMP collection of firearms and the processes for retrieval of those firearms. Given this and the mounting public concern, as a matter of national public interest, on July 5, 2013, the CPC initiated a public interest investigation into the conduct of RCMP members in High River, Alberta. The investigation will examine whether the RCMP members' actions complied with all appropriate policies, procedures, guidelines and statutory requirements.

The Province of Alberta, as a contracting partner for the services of the RCMP, will work with the CPC to ensure that sufficient accountability to Alberta and its' citizens results from this independent review.



## Helen Chow

---

**From:** Elaine Highet  
**Sent:** Wednesday, November 13, 2013 10:57 AM  
**To:** Teresa Gibeau  
**Cc:** Eric Taylor; Nancy Richardson; Diana Guenette; Lois Henebury; Carol Gagne; Penny Miller  
**Subject:** FW: Disaster Recovery Program

Elaine  
780-415-0584

---

**From:** Anne Laviolette  
**Sent:** Wednesday, November 13, 2013 10:31 AM  
**To:** Diana Guenette; Elaine Highet; Eric Taylor; Nancy Richardson  
**Cc:** Danielle Roth; Camille Hauck  
**Subject:** FW: Disaster Recovery Program

Below is a response from S.17(1) PI to the Minister from AR AR69463. Please review and provide a response from the Minister.

Thanks

Anne  
5-4897

---

S.17(1) PI  
**From:**  
**Sent:** Tuesday, November 12, 2013 2:59 PM  
**To:** Doug Griffiths  
**Cc:** Office of the Premier; Ministry of Justice  
**Subject:** RE: Disaster Recovery Program

Good afternoon Doug.

I have just gotten off the phone with Sarah Shields from the RCMP Civil Litigation Unit and this is the story... they don't know where our file is, it could be in High River at the detachment or it could be in Calgary. No one seems to know where it is. Sarah told us that she has been told not to call inquiring about individual file numbers.

As I told Sarah, \$1800.00 is not a lot of money to some people but right now it is very, very important to us. We have a lot of out of pocket expenses.

Two RCMP officers come to our door, take pictures of the damage, give us a file number, why is this so difficult.

The process is wasting valuable employee time, not to mention tax payers money, if what I have been told is true. I was told the Detachment in High River have to go through the files to make sure everything is in order and then it goes to Calgary for the same process and then sent to Edmonton to only go through this process again.

Is this true??? If so, someone really needs to look closely at this. We were told by our Premier that damaged door issue this was being dealt with by the DRP. Is this not true?

As far as our appeal on our DRP application the individual from your office has been very helpful and we hope to come to a positive resolve very soon.

S.17(1) PI

---

**From:** Doug Griffiths [mailto:doug.griffiths@gov.ab.ca]

**Sent:** November-12-13 1:00 PM

**To:** S.17(1) PI

**Cc:** Office of the Premier; Ministry of Justice

**Subject:** re: Disaster Recovery Program

AR69463

S.17(1) PI

Dear S.17(1) PI

Thank you for your followup email of October 23, 2013 regarding your appeal to the Disaster Recovery Program and the damage to your door.

I have been advised that you are working directly with a Disaster Recovery Program co-ordinator to address some of the issues that initially prevented your application from being deemed eligible. I understand that this matter is progressing in a positive direction and I encourage you to continue with this approach.

For information on the status of the damage claim for your door, please call the RCMP Civil Litigation Unit at 780-341-3070 and request to speak with analyst Sarah Shields.

Thanks you again for writing.

Sincerely,

Doug Griffiths  
Minister of Municipal Affairs

copy: Honourable Alison M. Redford, QC  
Premier

Honourable Jonathan Denis, QC  
Minister of Justice and Solicitor General

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.

## Helen Chow

---

**From:** Charlene Elward  
**Sent:** Wednesday, October 30, 2013 10:50 AM  
**To:** Chuck Costello  
**Subject:** FW: Ongoing Concerns About Door Damage in High River

Hi Chuck. Please see email below from Wendy Moshuk.

Thanks.

Charlene

---

**From:** Justin Cenaiko  
**Sent:** Wednesday, October 30, 2013 10:48 AM  
**To:** Charlene Elward  
**Subject:** RE: Ongoing Concerns About Door Damage in High River

No, I think that is ok. Chuck might have to wordsmith/paraphrase the info a bit.

JC

---

**From:** Charlene Elward  
**Sent:** Wednesday, October 30, 2013 10:45 AM  
**To:** Justin Cenaiko  
**Subject:** FW: Ongoing Concerns About Door Damage in High River

Hi Justin. Do you see any issues with forward Wendy's information on to Chuck at Municipal Affairs?

Thanks.

Charlene

---

**From:** Marie Anne Babie  
**Sent:** Wednesday, October 30, 2013 10:44 AM  
**To:** Charlene Elward  
**Subject:** FW: Ongoing Concerns About Door Damage in High River

FYI

---

**From:** Wendy Moshuk  
**Sent:** Monday, October 28, 2013 2:50 PM  
**To:** Cheryl Beck; Lesley Kelly; Marie Anne Babie  
**Cc:** Diane Magnusson  
**Subject:** RE: Ongoing Concerns About Door Damage in High River

Good afternoon ! Further to the **S.17(1)** inquiry, I just now spoke with the Civil Litigation Unit at RCMP "K" Division. Scott Klapstein (Managerial contact with Civil Litigation advises that the **S.17(1)** and others in a similar situation) should contact the **Civil Litigation Unit directly at (780) 341-3070 and speak with the dedicated analyst Sarah**



Shields. Currently - FYI - Civil Litigation advise that they have approximately 1400-1800 claims in the queue. They have worked their way through the first 350 of them where full payment for damages has been processed. Unfortunately this process is slow going and therefore, they are more than happy to explain to the claimants what is involved in the process and check on the status of their individual claims. The Detachment is still the first line of contact where people are to go with their estimates and/or receipts for work completed. A backlog exists as well due to a shortage of contractors performing the work. Given all factors the process is experiencing delays. In ALL cases whether a claim is approved in full, partially or denied the RCMP Civil Litigation Unit will contact the claimant.

Hope this helps !

Wendy Moshuk  
Provincial Public Complaint Director  
Law Enforcement and Oversight Branch  
Alberta Justice and Solicitor General  
10th Floor, 10365-97 Street  
Edmonton, Alberta T5J 3W7

Office: (780) 644-6935  
Fax: (780) 427-5916

---

**From:** Cheryl Beck  
**Sent:** Friday, October 25, 2013 1:24 PM  
**To:** Lesley Kelly; Wendy Moshuk  
**Subject:** FW: Ongoing Concerns About Door Damage in High River

Is the process that once the person's claim has gone to the town, then they will deal with any further contact with that person? If it's the RCMP, then we need to let K Division know that there's a problem.

Cheryl

---

**From:** Diane Magnusson  
**Sent:** Friday, October 25, 2013 1:11 PM  
**To:** Cheryl Beck; Lesley Kelly; Wendy Moshuk  
**Cc:** Gloria Ohrt  
**Subject:** FW: Ongoing Concerns About Door Damage in High River

*Diane Magnusson*

Office Manager  
Law Enforcement and Oversight Branch  
Public Security Division  
10th Floor, J.E. Brownlee Building  
10365 - 97 Street  
Edmonton AB T5J 3W7  
T: (780) 427-7014 F: (780) 427-5916

---

**From:** Marie Anne Babie  
**Sent:** Friday, October 25, 2013 12:11 PM

**To:** Diane Magnusson  
**Subject:** Ongoing Concerns About Door Damage in High River

Please and thanks with a response back to me for Charlene.

MA

---

**From:** Charlene Elward  
**Sent:** Friday, October 25, 2013 12:08 PM  
**To:** Marie Anne Babie  
**Cc:** Margaret Dallimore; Gayla Kozun  
**Subject:** FW: Ongoing Concerns About Door Damage in High River

Hi Marie Anne. Please have staff review and provide me any input. Let me know if we have no input.

Due back to me via email by Oct. 29<sup>th</sup>.

Thanks a bunch.

Charlene

---

**From:** Chuck Costello  
**Sent:** Friday, October 25, 2013 12:05 PM  
**To:** Charlene Elward  
**Cc:** Margaret Dallimore; Gayla Kozun  
**Subject:** Ongoing Concerns About Door Damage in High River

Hi, Charlene,

Does Sol Gen have any additional input on the **S.17(1)** latest email? In particular, is there any information that can clarify the process for claiming for damages to the RCMP? For example, can we advise them that their claim is being processed and they will hear from the town eventually?

Thanks,

Chuck Costello  
Manager  
Executive Correspondence Unit  
Municipal Affairs  
422-9338

---

**From:** **S.17(1)**  
**Sent:** Wednesday, October 23, 2013 8:44 PM  
**To:** Doug Griffiths  
**Cc:** Office of the Premier; Ministry of Justice  
**Subject:** RE: Disaster Recovery Program

Thank you for your reply.  
We are still waiting to hear for the DRP regarding our appeal.

Regarding the damages to the door, we submitted to the RCMP September 7th, 2013. We have not received any communication from the RCMP or the town as of this writing.

We called the town last week and were told to call the RCMP. We then called the RCMP and you can guess what they said "Call the town"

S.17(1)

---

**From:** Doug Griffiths [mailto:doug.griffiths@gov.ab.ca]

**Sent:** October-18-13 8:46 AM

**To:** S.17(1)

**Cc:** Office of the Premier; Ministry of Justice

**Subject:** Disaster Recovery Program

AR69463

S.17(1)

Dear S.17(1)

Thank you for your recent emails on your appeal to the Disaster Recovery Program (DRP) and the damage to your door. The Honourable Alison Redford, Premier, has reviewed your comments and asked me, as Minister of Municipal Affairs, responsible for the Disaster Recovery Program, to respond on behalf of the Government of Alberta.

Your application for a review of the decision on your DRP file was received by the DRP on September 17, 2013. The Director of Recovery Operations will inform you, in writing, of the outcome of the review, in due course.

For damages caused during the state of emergency to doors and other items, residents can submit their claim to the local Royal Canadian Mounted Police (RCMP) detachment. The RCMP will verify the property location and amount of damages claimed. They will then present the claim to the Town of High River for payment directly to the resident. For more information, residents can call the RCMP at 403-652-2356.

Thank you again for writing.

Sincerely,

Doug Griffiths  
Minister of Municipal Affairs

copy: Honourable Alison M. Redford, QC  
Premier

Honourable Jonathan Denis, QC  
Minister of Justice and Solicitor General

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager.

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail.



[HOME](#)
[RESIDENTS](#)
[VISITORS](#)
[BUSINESS](#)
[TOWN HALL](#)
[PUBLIC FORUMS](#)

## Deadline to submit damaged door claims to RCMP is June 30, 2014

### PUBLIC SERVICE ANNOUNCEMENT

Updated June 20, 2014

High River, AB: The deadline to submit invoices and expense claims to the RCMP for damage caused to doors and entryways (removed windows) during the June 2013 flood is June 30, 2014.

Residents seeking compensation are asked to submit invoices and expense claims to the RCMP before June 30, 2014 in one of the following ways:

Mail or in-person to the High River RCMP Detachment:

1104 14 Street S.E.

High River, AB T1V 1W2

Email: [High\\_river@rcmp-grc.gc.ca](mailto:High_river@rcmp-grc.gc.ca)

Please include your claim number and any photos of the damage/repairs as well.

If residents are financially unable to complete repairs to their doors, they can submit a quote for the repairs with pictures of the damages. The RCMP Civil Litigation Unit in Edmonton is in charge of authorizing the completion of the repairs.

More than 1,100 invoices have already been processed and paid. In some cases open claims have not yet been paid as property owners still need to submit invoices to the RCMP or complete the necessary repairs.

*Town to pay  
↳ Make claim  
Jim Cornish → Information  
Dave Galea  
Brenda → email  
CFO Tom Myer → send.*

### RELATED TOPICS

[NEWS FLASH](#)
[NEWS RELEASES](#)
[TOWN CRIER](#)
[NEWSLETTERS](#)
[COMMUNITY GARDEN](#)
[DOWNTOWN PHASE 2](#)
[DROP-IN INFORMATION SESSION APRIL 14, 2015](#)
[GEORGE LANE PARK CENTENNIAL STAGE REDESIGN](#)
[HIGH RIVER MURALS](#)
[LAND USE BYLAW AMENDMENTS](#)
[PARK'S PROJECTS](#)
[RESIDENTIAL HERITAGE INVENTORY PROJECT](#)
[SECONDARY SUITES](#)
[2015 SOUTH EAST ANNEXATION](#)

### SUBSCRIBE TO EMAIL UPDATES

Subscribe to Town Crier email list

Email Address:

## Session Notes by Ministry

### Justice and Solicitor General – Guns in High River

- I want to thank the RCMP and all first responders for the incredible work they did during the floods. They worked tirelessly around the clock helping thousands of residents (and over 2000 pets) evacuate safely from their homes. They do not deserve the scorn and name calling.
- This government supports and appreciates the efforts of our RCMP officers as they put life and limb on the line during those terrifying weeks in Southern Alberta.
- The RCMP are conducting an oversight investigation into their actions and we will wait to see those results instead of unfairly demonizing hard-working Albertans.

#### *Claims that Minister or Premier directed operations:*

- The allowance of the RCMP to enter a private residence falls under the Emergency Management Act which is Municipal Affairs legislation. The temporary storage of guns in this case would fall under Section 117.04(2) of the federal criminal code.
- It would be highly inappropriate for any elected official to direct policing operations.

#### **Background:**

During the evacuation procedures in High River, RCMP officers secured improperly stored firearms from people's homes while doing door-to-door checks of residences.

Minister Denis wrote a letter to the RCMP immediately after learning that this was going on to ensure there was a process being developed to have the firearms returned.

To date, over 95% of the firearms have been returned. There was no issue with people retrieving their firearms as long as they had the correct documentation.

There was no order given to the RCMP from any elected official to secure guns during flood evacuation procedures. This has been stated publicly by the RCMP.

## Flood Session Notes by Ministry – Spring 2014

### Justice and Solicitor General High River Flood Gun Seizures

The RCMP removed guns from many homes in High River during the 2013 floods. The RCMP are being criticized for taking others property when it was not necessary. Minister may be asked about what he is doing to ensure the RCMP are accountable for their actions and this does not happen again.

#### *Meta message*

- The issue is being investigated by the Commission for Public Complaints Against the RCMP.

#### *Additional messages*

- It's important to respect that process and wait for the outcome.

#### *If asked about homeowners being compensated for the RCMP forcibly removing secured guns.*

- Questions about gun seizure and compensation for damages caused by RCMP entry into homes should be directed to the High River RCMP detachment.

#### *If asked about Minister's letter to the RCMP earlier this summer:*

- Yes, I did send a letter about the issue on June 27, 2013.
- Again, as it's being looked at by the Commission, and it's appropriate to wait for the conclusion of its investigation.

#### *If asked about the Property Rights Advocate's letter to the RCMP earlier this summer:*

- We are aware of the letter.
- Again, as this is being looked at by the Commission, it's appropriate to wait for the conclusion of the investigation.

#### **Background**

- The Commission for Public Complaints Against the RCMP is independent of the RCMP.
- During states of emergencies, local authorities can authorize the entry, without warrant, into any building or on any land by any person in the course of implementing an emergency plan.
- As part of the emergency response, the RCMP searched homes and other buildings for victims who may have been stranded, injured or simply have been physically unable to escape the floodwaters.
- They were also tasked with recovering abandoned pets, providing perimeter security to the flooded community and escorting building inspectors who were identifying health- and utility-related hazards.