



Community of Lake Louise and
Improvement District No. 9

EMERGENCY PREPAREDNESS

ID9

Know your area | Know the risk
Be prepared | Stay informed

Residents of Improvement District No. 9 (ID9) have a role to play to be prepared in case of emergency. Use this guide to create a plan for how you and your household will respond to disasters. Being prepared helps minimize stress and ensures you stay focused and safe.

KNOW YOUR AREA

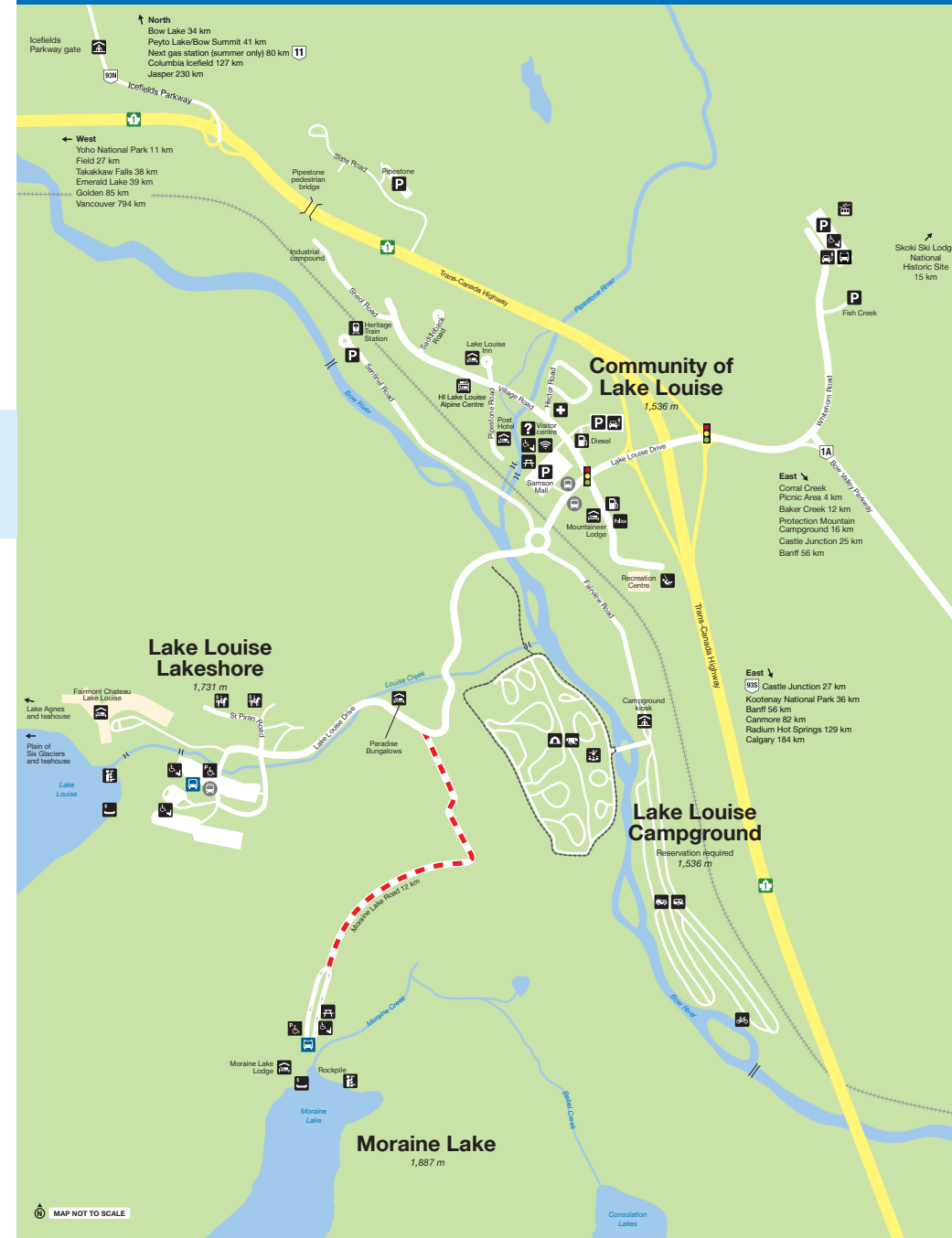
Emergencies are unpredictable. Knowing the hazards present in ID9 can help you prepare effectively.

1. Monitor the local weather and be aware of severe weather warnings.
2. Familiarize yourself with key landmarks that could serve as muster points or safety zones.
3. Identify route options for both access and egress, and consider potential areas where traffic congestion might occur.

TIP: For the community of Lake Louise, consider your options for alternate routes should the main route from your work or residence be impassable.

Key facts

- Banff National Park welcomes over 4.5 million visitors each year.
- The community of Lake Louise is in the Bow River Valley and a part of ID9.
- Lake Louise is the highest elevation community in Canada at 1530 metres (5030 feet).
- Parks Canada holds the mandate to administer all lands within Banff National Park. ID9 includes all of Banff National Park outside the corporate limits of the Town of Banff. Like other improvement districts in Alberta, ID9 is governed by the Alberta Ministry of Municipal Affairs, however, a municipal council of five members are appointed to govern on the Minister's behalf.
- ID9 is home to approximately 1600 people, with 1260 residing in Lake Louise, who mainly live in employer managed staff accommodation. The population can vary by season. Lake Louise residents live in Upper Lake Louise—near Moraine Lake (summer only) and near Lake Louise itself—and in the community adjacent to the Trans Canada Highway.
- Lake Louise has limited services. There are two gas stations. A small market is located in Samson Mall, along with a few other stores and cafes.



KNOW THE RISKS

The community of Lake Louise and surrounding Banff National Park are vulnerable to **natural and human-caused hazards** due to their remote, mountainous location, and proximity to major road and rail corridors.

What is a hazard? A potential source of harm or danger either natural (ex. flood or wildfire) or human-caused (such as derailment or chemical spill).

What is a risk? The likelihood or probability that a hazard will cause harm.

The most likely hazards in ID9 include:

Wildfires and wildfire smoke - wildfire threats may lead to evacuation or extended periods of poor quality air.

Severe weather - can cause disruption to critical infrastructure including power, water, highways and roads.

Flooding - can washout roads, bridges and highways; disrupt water, sewer, and power.

Road and rail incidents - including spills, derailments or hazardous materials.

TIP: Be prepared to look after yourself and your family for at least 72 hours. Your ability to be self-sufficient will free up resources to assist those in need. Emergency preparedness is a shared responsibility.



Visit [Alberta Emergency Preparedness](#) for more information on how to prepare for specific hazards.

Natural Hazards

- Landslide
- Earthquake
- Ice jam
- Snowmelt runoff
- Heavy rainfall
- Heavy snowfall
- Avalanche
- Fog
- Hailstorm
- Thunderstorm
- Drought
- Extreme heat
- Extreme cold

Human-Caused Hazards

- Motor vehicle collision
- Train derailment
- Helicopter crash
- Wastewater disruption
- Fuel shortage or depletion
- Power outage
- Hazardous material release
- Building fire
- Building collapse or explosion
- Cyberattack
- Pandemic



BE PREPARED

Build an emergency kit. Prepare a 72-hour emergency kit and store it somewhere easy to grab if you need to evacuate or shelter-in-place.

Use a labeled backpack, suitcase or bin. Make sure it is light enough to lift into your vehicle. Attach a luggage tag to your kit identifying items you cannot pack right now but will need to take when you go.

Items to put in your emergency kit

- Water, 4-6 liters per person per day
- Copy of your emergency plan including key emergency contacts
- Medications and prescription records
- 3-day supply of non-perishable food per person (dehydrated camping meals)
- Change of clothing with extra warm layers (hat, gloves, socks)
- Extra set of car keys
- First aid kit
- Flashlights or headlamps for each family member
- Charging kit; power bank, charging cables (lightning, mini usb, micro usb, type c)
- Battery powered radio with spare battery
- Copies of important documents (birth certificates, passports, insurance, bank records, will)
- Pet emergency kit (food, water, medications, leash, treats)
- Whistle
- Dust and smoke mask with spare filters for all family members (N95 or P100)



TIP: As a best practice, keep your gas tank at least three-quarters full as gas stations may be busy or unavailable during an evacuation. Reverse park in your driveway, this will make packing the car and leaving easier.

Items to take last minute:

- Wallet (identification, cash, credit cards)
- Cellphone and charger
- Glasses and contact lenses
- Medication
- Car keys
- Cooler, ice packs and leftovers in the fridge

Additional supplies to consider:

- Candles, matches and lighter
- Camping stove, fuel and pot
- Toiletries and personal hygiene items
- Water purification tablets
- Hand sanitizer, toilet paper, garbage bags
- Tarp and rope or cord
- Basic tools, duct tape
- Activities for children (colouring books, portable crafts)
- Comfort items or 1-2 small items of sentimental value

MAKE YOUR PLAN

Create your plan with the fill-in-the-blank home emergency plan below or complete your plan online through the [Government of Canada website](#) or [alberta.ca/emergency-preparedness](#)

Home address: _____

Employer

Name	Phone	Email

Primary residents of home

Name	Phone	Email

Children

Name	Age	Gender

Caregiver or daycare information: _____

TIP: Remember to make a plan if an emergency takes place when your children are at school or home alone.

Individuals requiring extra assistance; physical, medical, sensory or cognitive disabilities (name, description, support required, healthcare provider): _____

Pets

Name	Breed	Demeanour

Trusted neighbours

Name	Phone	Email

Out-of-town emergency contact

Name	Phone	Email

Vehicles

Type	License plate

Health information of residents:

Name	Health card #

Medical needs: _____

Prescriptions: _____

Name	Health card #

Medical needs: _____

Prescriptions: _____

Name	Health card #

Medical needs: _____

Prescriptions: _____

Name	Health card #

Medical needs: _____

Prescriptions: _____

Name	Health card #

Medical needs: _____

Prescriptions: _____



TIP: In emergencies if phone lines or cellular networks are unavailable, satellite messaging can provide a critical way to communicate. It allows you to contact emergency services or let loved ones know you are safe. Be sure to check your device's compatibility and ALWAYS test its satellite features before an emergency occurs. Satellite messaging fees may apply.

Emergency meeting places:

Near home (such as Lake Louise Visitor Centre): _____

Away from home (such as the Banff Fenlands Centre): _____



TIP: Set a yearly reminder to update your emergency plan. Review it with everyone in your household, update information and check your kit to replace expired or missing items.

MAKE A PET PLAN

During an emergency, your pets will be relying on you to help them. Preparing for your pets is just as important as preparing for the humans in your home.

Make sure you have everything you need for your pet(s) in your emergency kit. Each pet should also have their own grab-and-go bag. Make a plan for someone to pick up your pet if you are not home.

Include items such as:

- Treats, favourite toy and blanket
- Food and water bowls
- 3 days - 2 weeks supply of food and water
- Collar, leash, harness or muzzle
- Garbage bags and poop bags
- Pet first aid kit and guide book
- Medication and copy of vaccination records
- Pet carrier or crate
- Photo of you and your pet (proves ownership)
- Vet and daycare information
- Register your pet with BCPetRegistry.ca. Remember to update your pet's information if you move or your information changes.

Other items to consider:

- Cat litter and scoop
- Shavings for bedding (hamsters)
- Cuttlebone and grit (birds)

TIP: Animals can become disoriented, frightened or aggressive in emergencies. Add items to your emergency kit to help calm your pet such as a towel with a familiar scent on it. You may also need thick gloves to help you handle a panicked pet.



For a more in-depth Pet Emergency Plan template, visit alberta.ca/pet-preparedness



EMERGENCY SOCIAL SERVICES

Emergency Social Services is a provincial program provided through the collaboration of trained responders, local businesses and support organizations.

During emergencies, evacuees can access essential and specialized services.

The Banff National Park ESS Program is made up of trained community volunteers who support residents during emergencies by providing reception and registration services, lodging and food services, information and referrals and family reunification services.

Types of Emergency Social Services

- Lodging
- Food
- Clothing
- Incidentals (toiletries)
- Emotional support
- Pet care
- Health services
- Transportation



PREPARE YOUR PROPERTY

All residents have a responsibility to understand wildfire risk and to learn about how our community can work together and be prepared. Reduce the risk of wildfire by applying FireSmart™ principles around your accommodation or property.

Preparing in advance reduces the amount of fuel for embers, surface fires, and large flames. As many as 90 percent of homes lost in a wildfire will catch fire from embers. These embers can travel kilometres away from where a wildfire is actively burning.

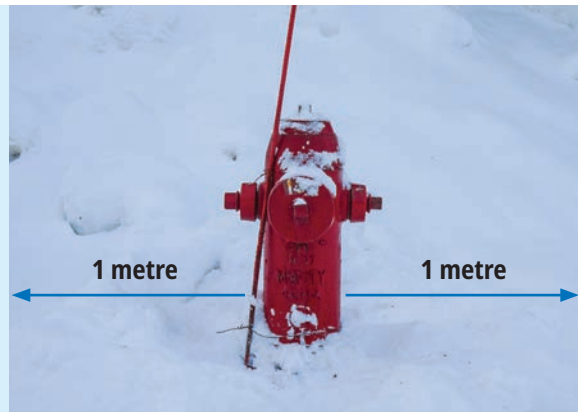
Even if you live in staff accommodation, you can protect your home by:

- Cleaning under decks.
- Removing items that can burn from within 1.5 metres (5 feet) of your building such as dried branches, leaves, lawn furniture, and firewood.
- If you live in employer-owned staff accommodation, talk to your building manager about other FireSmart strategies to use around your building.

Residents and businesses must have a permit to remove trees or make changes to your buildings or property. Visit the Banff National Park stewardship and management [webpage](#) to apply.

Remember: Emergencies can happen year-round. Consider helping out your community by keeping fire hydrants accessible

TIP: Shovel out a 1-metre radius around all sides of the fire hydrant near your home, ensuring there is a clear path from the hydrant to the road. A visible hydrant will mean firefighters do not have to find and dig out your hydrant, wasting critical time in an emergency.



DURING AN EMERGENCY

Depending on the type and severity of the emergency, an evacuation alert or order may be issued. This could affect a single building, the entire community of Lake Louise, or the broader national park area. A **shelter-in-place** directive is used when it is safer to remain indoors. This may be issued during events like chemical spills, hazardous smoke, or severe weather. Know the difference between public notices to quickly respond and stay safe.



EVACUATION ALERT | Potential threat

What to do?

Be ready to leave on short notice.

Activate your emergency plan, pack your kit, fuel your vehicle. Stay informed through Voyent Alert and local communication channels.

Confirm your registration and eligibility with Emergency Support Services (ESS) by using the Evacuee Registration and Assistance Tool (ERA). If you plan to transport RVs, trailers or boats, the alert stage is the time to do that.

Once an evacuation order has been issued, there will no longer be time to safely do this.

SHELTER IN PLACE | Potential or immediate threat

What to do?

Stay indoors.

You may be instructed to close and secure windows and doors and shut off ventilation systems if needed. Follow directions from authorities.

EVACUATION ORDER | Immediate threat to safety

What to do?

Take your emergency kit and leave the area immediately.

Follow directions from authorities and directions in the Evacuation Order. The order will include evacuation routes, assembly points for assistance, and reception center locations.

ALERT RESCIND | Immediate threat has passed

What to do?

You may return home, but remain alert.

Evacuation Alerts may remain and an Evacuation Order could be reissued should conditions change. Do not return home until directed to do so!

STAY INFORMED

Subscribe to Voyent Alert




Parks Canada sends emergency alerts through the Voyent Alert app.

Users can sign up to get alerts for the Banff National Park region.



To register:

- Download the Voyent Alert app at the App store or Google Play.
- For email, SMS or phone registration:
<https://ca.voyent-alert.com/vras/client.html#!/registration>
- Need help registering? Watch the registration tutorial here:
<https://www.youtube.com/watch?v=zSXaklw5tsI>

Notifications will be sent for critical events including wildfire, flood and for important public safety notices to the **community of Lake Louise in Banff National Park.**



VOYENT ALERT!



CRITICAL INCIDENT
NOTIFICATIONS

Download on the
App Store

GET IT ON
Google Play

The complex block features a background image of a flooded street with cars and buildings. At the top, the text 'VOYENT ALERT!' is displayed in white. Below this is the Voyent Alert logo, a white speech bubble containing an orange alert icon. The main text 'CRITICAL INCIDENT NOTIFICATIONS' is prominently displayed in white and orange. At the bottom, there are two buttons for downloading the app: 'Download on the App Store' and 'GET IT ON Google Play'.

TIP: If you are heading into the backcountry, let a trusted friend know where you are going and your itinerary. Have a plan for them to reach you in the backcountry should an emergency occur at home.

STAY INFORMED



Alert Ready is Canada's National Emergency Alert System

Alert Ready is a Canada-wide system that the Province of Alberta uses to send emergency alerts to cell phones, radio and TV. This system is only used during **large-scale disasters** or **life-threatening emergencies**. Alert Ready is tested across Canada following a set testing schedule.

Stay informed in other ways, explore the list below:

- ✓ Banff National Park official website
- ✓ Parks Canada Social Media Platforms
- ✓ Alberta Emergency Information
- ✓ Avalanche Canada
- ✓ Environment Canada
- ✓ 511.Alberta Road Conditions
- ✓ FortisAlberta Outage Map
- ✓ Telecommunications Service Status
- ✓ ID9 official communications

Keep others safe

In case of emergency, report any wildfires or threatening hazards by calling 911. If you are in an area with no cellular service, find the nearest Parks Canada staff member to report what you see.

Banff National Park Dispatch (24 hours, non-emergency):

In the national park, report any close or negative encounters with wildlife, including feeding or harassing, wildfires and smoke, or illegal campfires to 403.762.1470

TIP: When reporting a hazard to dispatch, you will need to provide the following information:

- Your name, location and contact number
- Location of the hazard (coordinates are helpful)
- Type of hazard (wildfire, flood, landslide, etc)
- Description of hazard
- Time of hazard when observed
- Any immediate dangers to people or property
- Your current status, are you safe? Are there others in danger? How many?

Take pictures to support your report!

