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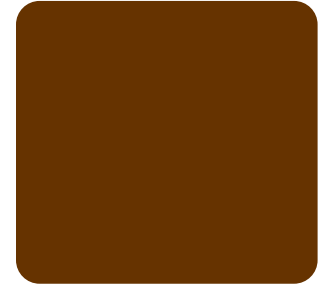
Canadian
Coast Guard

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MARINE SPILLS CONTINGENCY PLAN - NATIONAL CHAPTER



Safety First, Service Always



Marine Spills Contingency Plan – National Chapter
CCG/6044

Published under the Authority of:

Operations Directorate
Fisheries and Oceans Canada
Canadian Coast Guard
Ottawa, Ontario K1A 0E6

2nd Edition – 2018-05-31

Revised – 2018-05-31

Valid Until – 2018-12-31

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Available on the CCG Intranet site

*Disponible en français :
Plan d'urgence pour les déversements en mer
Chapitre national*

N° MGCE 3463416

Amendment Register

#	Date	Description	Initials
1	2011-04-01	1 st Edition	
2	2018-05-31	2 nd Edition	SD

Letter of Promulgation

Pursuant to the *Emergency Management Act*, federal Ministers have a statutory responsibility to ensure each department, agency or Crown corporation within their area of responsibility has an emergency plan to deal with civil emergencies related to their area of accountability. Federal government policy for emergency preparedness is to assign lead agency responsibility to the predominant department.

Through legislation such as the *Canada Shipping Act, 2001*, the *Arctic Waters Pollution Prevention Act*, the *Oceans Act*, the *Marine Liability Act* and subject to various inter-agency agreements, the Canadian Coast Guard, a special operating agency of Fisheries and Oceans Canada, has lead agency responsibility for ensuring a response and will provide a leadership role to ship-source spills, mystery-source spills, pollution incidents that occur at oil handling facilities as a result of loading or unloading oil to or from ships, and spills from any source originating in foreign waters that impact Canadian waters. Additionally, the Canadian Coast Guard will provide assistance to those agencies responding to incidents that do not fall under the Canadian Coast Guard's mandate, where possible.

The Canadian Coast Guard Marine Spills Contingency Plan defines the scope and framework within which the Canadian Coast Guard will operate to ensure a response to marine pollution incidents. In accordance with Canada's Marine Oil Spill Preparedness and Response Regime, the polluter is expected to respond to incidents while the Canadian Coast Guard will work with the polluter and other partners and stakeholders in a Unified Command setting in the capacity of Incident Commander for the federal government or in Single Command for other, specific types of incidents. The Canadian Coast Guard may also provide assistance to other federal, provincial, territorial or local agencies.

The Canadian Coast Guard Marine Spills Contingency Plan – National Chapter (2017) supersedes the previous Marine Spills Contingency Plan – National Chapter (2011). The custodian for the overall coordination of the Plan is the Director General, Operations, Canadian Coast Guard.

Originally signed by:

Gregory A. Lick
Director General, Operations
Canadian Coast Guard

Terminology

Alternative Response Measures – Response methods or techniques other than mechanical containment or recovery. Alternative response technologies may include use of chemical dispersant, in-situ burning, bioremediation, surface washing agents, herding agents, or other alternatives.

Assisting Agency – Any agency or organization providing personnel, services or other resources to the agency with direct responsibility for incident management. An assisting agency may be any federal, provincial/territorial, or local government department, agency or board, any commercial or private organization, any individual in Canada or any government, commercial or private organization or individual in another country.

Canadian Coast Guard National Marine Spills Contingency Plan – A consolidation of the National and Regional Chapters which detail the Canadian Coast Guard's roles and responsibilities when responding to a pollution incident.

Canadian Waters – Pursuant to the *Interpretation Act*, Canadian water is defined as the territorial sea of Canada and the internal waters of Canada.

Emergency Operations Centre – The pre-designated facility established by an agency or jurisdiction to coordinate the overall agency of jurisdictional response and support to an emergency. The Emergency Operations Centre coordinates information and resources to support domestic incident management activities.

Environmental Response Concept of Operations – The document that outlines the overall framework for a revised and improved Environmental Response program for the Canadian Coast Guard.

Environmental Response Deputy Superintendent – The position organized by sector or to address sector or span of control workload in each of the Canadian Coast Guard Region responsible for daily operational direction of the Regional Environmental Response Team and program support elements.

Environmental Response Duty Officer – A staff member of the Environmental Response program responsible for responding to reports of marine pollution on a 24/7 basis.

Environmental Response Manual – The document that contains the framework through which the Environmental Response program delivers its mandate. All policies, procedures, processes and directives can be found in this document.

Environmental Response Operational Governance Committee – A committee of federal government departments to provide consistency with respect to policy and strategic operational issues and initiatives as it relates to the Environmental Response Program.

Environmental Response Superintendent – The individual in each Canadian Coast Guard Region responsible for the execution of the Environmental Response Levels of Service¹.

Environmental Response Team – Environmental Response Program staff responsible for ongoing preparedness activities who will respond in whole or in part as a team when required to augment the Primary Environmental Response Team (PERT) when an incident exceeds its capacity.

Geographically Specific Response Plans – Provides detailed information to be used by first responders and is a sub-component of the Regional Chapter. Geographically

¹ Canadian Coast Guard Levels of Service, May, 2010.

Specific Response Plans cover specific geographical areas within a Canadian Coast Guard Region.

Hazardous and Noxious Substance – Includes any unknown or incompletely identified material or mixture, any pollutant other than oil, or any material regulated as a “Dangerous Chemical”, “Noxious Liquid Substance”, “Dangerous Bulk Material”, or “Dangerous Good” under the [Canada Shipping Act, 2001](#), or [Transportation of Dangerous Goods Act, 1992](#) or other goods of a dangerous nature. For the purposes of this document Liquefied Natural Gas (LNG) and Liquefied Petroleum Gas (LPG) products are categorized separately.

Incident Action Plan – An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during an operational period.

Incident Commander – The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Command Post – The field location at which the primary tactical-level, on-scene incident command functions are performed. The Incident Command Post may be co-located with the incident base or other incident facilities.

Incident Command System – A standardized on-scene emergency management tool specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

Incident Management Team – The Incident Commander and appropriate Command and General Staff personnel assigned to an incident under the Incident Command System.

Initial Response Operations – The actions taken by the Canadian Coast Guard or polluter immediately after the assessment of a marine pollution incident by the Environmental Response Duty Officer; these actions include, but are not limited to, immediate steps to control the source or threat of pollution and mitigate pollution damage.

Life Cycle Management – The process for procuring, utilizing, maintaining and disposing of an asset.

Maritime Security and Intelligence – Responsible for national and maritime security policy, interdepartmental and international coordination of national and maritime security issues, the development and implementation of CCG’s contribution to the Marine Security Operations Centres.

Marine Pollution Incident – When a pollutant enters, or has the potential to enter, Canadian waters, regardless of source.

Marine Pollution Incident Reporting System (MPIRS) – The application used by the Canadian Coast Guard to record marine pollution incidents and response actions taken.

Minister – The Minister of Fisheries, Oceans and the Canadian Coast Guard.

Mobile Incident Command Post – A mobile facility that houses the Incident Command Post.

National Aerial Surveillance Program – A program administered by Transport Canada mainly for pollution prevention purposes. It consists of 3 aircraft with dedicated pollution surveillance equipment that detect and report on illegal discharges from ships sailing in Canadian waters.

National Command Centre (Formerly – National Coordination Centre) – The centre at Canadian Coast Guard Headquarters responsible for providing an information focal point for Canadian Coast Guard Senior Management in the event of an incident affecting Canadian Coast Guard resources and/or personnel.

National Environmental Response Program Office – The Section at Canadian Coast Guard Headquarters under the Director of Incident Management responsible for the national management of the Environmental Response program.

National Exercise Program – The overall framework through which exercises can be organized, coordinated and guided. It is a set of guiding principles and planning tools for the development and execution of marine spill response exercises.

National Incident Management Team – The Canadian Coast Guard Incident Management Team at the Headquarters level that is responsible to the Commissioner for the conduct of strategic level planning related to incidents or the threat of incidents unfolding that may garner national interest and could have an impact on the Canadian Coast Guard.

National Environmental Response Team – The human resource component of a coordinated national environmental response system that allows the cascading of resources from all Canadian Coast Guard Regions to the impacted Region in order to augment the response.

National Strategies – The program at Canadian Coast Guard Headquarters that provides national strategic program policy development for six mandated programs including: Icebreaking, Search and Rescue, Aids to Navigation, Waterways, Marine Communications and Traffic Services, and Environmental Response.

Oil – Petroleum in any form including crude oil, fuel oil, sludge, oil refuse and refined products. ([Canada Shipping Act, 2001, Part 8](#)).

Operational Business – Provides national analysis, planning, monitoring, and reporting for shore and fleet operations, and provides cost recovery and claims services for the Environmental Response program, as well as Ship-Source Oil Pollution Fund (SOPF) liaison functions.

Pollutant – Any substance that, if added to any waters, would degrade the quality of those waters to an extent that is detrimental to their use by humans or by any animal, fish or plant that is useful to humans. ([Canada Shipping Act, 2001, Part 8](#))

Polluter – The owner of a vessel or oil handling facility that is the source of a discharge of a pollutant into Canadian Waters. The term “polluter” is largely interchangeable with the term “Responsible Party” and may be used by other agencies.

Pollution Response Officer – A person designated by the Minister as a Pollution Response Officer pursuant to [section 174.1\(1\) of the Canada Shipping Act, 2001](#).

Regional Chapter – The plan established in each Canadian Coast Guard Region that details roles and procedures that the Region implements to ensure an appropriate response to a marine pollution incident.

Regional Emergency Coordination Centre – Provides operational support to all programs and operational units and acts as the main incident notification and coordination point for the Environmental Response program.

Resources – Equipment, personnel and other assets, either contracted or owned, utilized in a response to a marine pollution incident.

Response Operation – The activities undertaken following a discharge or threat of discharge as defined under [section 181\(4\) of the Canada Shipping Act, 2001](#).

Response Organization – Any person in Canada in respect of which a certificate of designation is issued by Transport Canada pursuant to [section 169\(1\) of the Canada Shipping Act, 2001](#), for the purposes of responding to a marine pollution incident.

Risk-based Regional Response Planning – A holistic risk-based approach to environmental response planning that takes into account unique regional, ecological, geological and socio-economic factors.

Ship (Vessel) – Means any vessel or craft designed, used or capable of being used solely or partly for navigation, without regard to its method of propulsion or lack of propulsion, and includes:

- a) a ship in the process of construction from the time that it is capable of floating; and
- b) a ship that has been stranded, wrecked or sunk and any part of a ship that has broken up. (*navire*) ([Marine Liability Act, Part 6 Section 75](#))

Shipboard Oil Pollution Emergency Plan/Oil Pollution Emergency Plan – The plan which a vessel is required to have in accordance with [Part 9 of the Canada Shipping Act, 2001](#) and an oil handling facility is required to have in accordance with [Part 8 of the Canada Shipping Act, 2001](#). (*Plan d'urgence en cas de pollution par les hydrocarbures à bord du bâtiment/Plan d'urgence en cas de pollution par les hydrocarbures*)

Ship-source pollution incident – Refers to a discharge or threat of a discharge of a pollutant from a ship into the marine environment.

Vessel of Opportunity – A vessel outside of an organization's fleet that is available and may be contracted or directed to conduct specific services for that organization.

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1 PLAN OVERVIEW

1.1 INTRODUCTION

Within Fisheries and Oceans Canada (DFO), on behalf of the Minister, the Canadian Coast Guard (CCG) is the operational arm of the Government of Canada responsible for ensuring an appropriate response to ship-source and mystery-source pollution incidents in Canadian waters. This constitutes a major component of the overall marine pollution response capacity in Canada. The National Strategies Directorate, the Operations Directorates and the National Environmental Response Program Office are responsible for preparedness and response in this regard.

The Government of Canada is accountable to the Canadian public to ensure that the public interest is being protected in the event of a marine pollution incident. The objectives of the CCG are to minimize the environmental, socio-economic, and public safety impacts of marine pollution incidents, and provide humanitarian aid to natural and man-made disasters, where possible.

In addition, an industry funded pollution response capacity exists whereby potential polluters pay for the cost of preparedness for the environmental risk posed by their operations. This preparedness is established and maintained by certified Response Organizations who can be contracted by polluters to provide oil spill response services in the event of a marine pollution incident. This industry funded capacity is known as the Canadian Marine Oil Spill Preparedness and Response Regime and forms the other component of Canada's overall marine pollution response capacity.

CCG will apply the Incident Command System (ICS) as its common and standard incident response methodology for all marine pollution incidents and respond as the Incident Commander for the federal government. Depending on the nature, scope and complexity of an incident, either a Single Command or a Unified Command construct may be established to conduct the incident response effort. When a Unified Command construct is established, it brings together the Incident Commanders of all major organizations that have either the jurisdiction and/or a mandate related to the incident at hand to coordinate an effective response while carrying out their own organization's jurisdictional responsibilities.

Canada has adopted the "polluter pay principle" in legislation and requires polluters to pay for the cost of cleanup and pollution damage. CCG's costs with respect to the response may also be recovered from the polluter.

1.2 PURPOSE

The Marine Spills Contingency Plan – National Chapter provides the details regarding the scope within which CCG will operate to ensure an appropriate response to a marine pollution incident. It outlines the operational precepts under which CCG responds to an incident at the tactical, regional, and national levels.

This Plan outlines the framework CCG will implement during the response to a marine pollution incident. It also establishes procedures when acting as an assisting agency for pollution incidents.

1.3 VISION

To minimize the public safety, environmental and economic impacts of marine pollution incidents occurring in Canadian waters.

1.4 APPLICATION

The Marine Spills Contingency Plan – National Chapter applies to marine pollution incidents occurring in Canadian waters for which CCG is the lead agency. It also guides the manner in which CCG will provide support, upon request, to another lead agency.

1.5 LEGISLATIVE MANDATE

The following Acts of Parliament provide the federal legislative mandate for this Plan:

- The [Canada Shipping Act, 2001](#) gives the Minister responsibilities, powers, and obligations with respect to pollution response:
 - [Canada Shipping Act, 2001 – Part 8 Pollution Prevention and Response – Department of Transport and Department of Fisheries and Oceans.](#)
- The [Oceans Act](#) gives the Minister responsibility for services for safe, economical, and efficient movement of ships in Canadian waters. The *Oceans Act* also gives the Minister responsibility for the marine component of federal marine pollution response, and to support to other government departments, boards, and agencies through the provision of ships, aircraft, and other services:
 - [Oceans Act, 1996 – Part III – Powers, Duties and Functions of the Minister, section. 41\(1\) Coast Guard Services – \(d\) marine pollution response.](#)
- The [Arctic Waters Pollution Prevention Act](#) sets out specific responsibilities for pollution response in the Arctic:
 - [Arctic Waters Pollution Prevention Act, R.S., 1985, c. A-12, S.14.](#)
- The [Marine Liability Act](#) specifies limitation periods for presenting claims against the polluter or the Ship-Source Oil Pollution Fund:
 - [Marine Liability Act, 2001, c.6 – Division 1 – Civil Liability Convention – S. 51 – Liability for pollution and related costs.](#)
- The [Emergency Management Act](#) specifies requirements for Ministers to prepare and plan for emergencies:
 - [Emergencies Management Act, R.S., 2007, c.15, S. 6 – Ministers' responsibilities.](#)
- The International Convention on Oil Pollution Preparedness, Response and Co-operation, 1990 (OPRC) provides a global framework for international co-operation in combating major incidents or threats of marine pollution. The Commissioner, CCG, is the national competent authority with responsibility for oil pollution preparedness and response:
 - [International Convention on Oil Pollution Preparedness, Response and Cooperation \(1990\), Article 6 1\(A\).](#)

Canada is also signatory to a number of international agreements, conventions and Memoranda of Understanding that apply to the conduct of this Plan. Please refer to [Annex A – Existing Agreements and Memoranda of Understanding](#) for a complete list of these agreements.

1.6 NATIONAL INTEGRATED GOVERNMENT OF CANADA RESPONSE

During an integrated Government of Canada response, all involved federal government institutions assist in determining overall objectives, contribute to joint plans, and maximize

the use of all available resources. This occurs at the national and regional levels as necessary, based on the scope and nature of the emergency.

1.6.1 Supporting Departmental Plans

Supporting departmental plans and coordinating departments provide general or specialized assistance to feed into the Marine Spills Contingency Plan – National Chapter.

The Fisheries and Oceans Canada [Strategic Emergency Management Plan \(SEMP\)](#) is an overarching plan that outlines the Department's comprehensive and coordinated approach to emergency management at a strategic departmental level. This plan builds on existing operational and business continuity plans and establishes the Department's objectives, approach and structure for protecting Canadians from threats and hazards within its areas of mandated responsibility.

The Canadian Coast Guard's [Headquarters Operations Emergency Management Plan \(OEMP\)](#) is to ensure that the full resources of Fisheries and Oceans Canada can be brought to the aid of any Canadian Coast Guard ship or unit that is facing a shipboard emergency, including a marine pollution incident. This plan, housed in the Canadian Coast Guard, National Command Centre, provides operational support to the Canadian Coast Guard's National Incident Management Team in the event of an emergency.

1.6.2 Other Coordinating Government Departments

The National Emergency Response System, developed by federal, provincial and territorial governments, provides for the harmonization of joint federal, provincial and territorial response to emergencies. It supports and facilitates procurement and logistics coordination between all levels of government, the private sector, non-governmental organizations and international stakeholders. Although in most instances it applies to federal support at the request of a province or territory, it can also be used in instances where provinces or territories support federal response to an emergency under federal jurisdiction such as the CCG's responsibility to respond to marine pollution incidents.

1.6.2.1 Federal Emergency Response Plan

Public Safety Canada is the federal coordinating department, based on the legislated responsibility of the Minister of Public Safety under the [Emergency Management Act](#), responsible for engaging relevant federal government institutions in a response. Public Safety Canada developed the [Federal Emergency Response Plan](#) in consultation with other federal government institutions and is the Government of Canada's "all-hazards" response plan. The Federal Emergency Response Plan outlines the processes and mechanisms to facilitate an integrated Government of Canada response to an emergency and to eliminate the need for federal government institutions to coordinate a wider Government of Canada response. Federal government institutions are responsible for developing emergency management plans, such as the Canadian Coast Guard's Marine Spills Contingency Plan, in relation to risks in their areas of accountability. By this method, individual departmental activities and plans that directly or indirectly support the strategic objectives of the Federal Emergency Response Plan contribute to an integrated Government of Canada response.

1.6.2.2 Maritime Event Response Protocol

While not a plan, the [Maritime Event Response Protocol](#) recognizes that many government departments and agencies have emergency management responsibilities specifically related to maritime events to which various legislation, regulations and policies apply. The Maritime Event Response Protocol does not diminish the Canadian Coast Guard's mandate as lead

federal agency for marine spills from ships, but rather coordinates a comprehensive approach to incident management with other interested agencies.

The Maritime Event Response Protocol provides strategic guidance for the planning and execution of an integrated and coordinated Government of Canada response to a significant emerging or occurring maritime event affecting Canadian national interests. Although focused primarily on maritime security, events may include, but are not limited to health, pollution or other environmental impacts, unauthorized research or exploitation of the seabed and resources; and terrorism and other criminal activities. The Maritime Event Response Protocol also provides for common situational awareness for all federal government departments and provides a venue for all departmental Headquarters to share information and support the response.

Any of the Core Group Partners, including the CCG (Director, Incident Management, Operations, CCG Headquarter), may activate the Maritime Event Response Protocol for a significant marine event.

The plans mentioned in this section do not supersede the Marine Spills Contingency Plan – National Chapter. Rather, they represent a federal escalation of an emergency response beyond the scope of the activities detailed in this Plan. For example, the Maritime Event Response Protocol fosters enhanced federal communication, coordination and unity of an effort during potentially complex and politically sensitive situations or events.

1.7 HEALTH AND SAFETY

Safety is the first and foremost consideration in any response to a marine pollution incident in Canada. Environmental Response personnel involved in the response to a marine pollution incident shall do so in accordance with provisions stipulated in the [Canada Labour Code](#), specifically those specified in the [Canada Occupational Health and Safety Regulations](#), the [Marine Occupational Safety and Health Regulations](#), the Fleet Safety and Security Management System and the Shore-Based Safety Management System.

The Fisheries and Oceans Canada [Occupational Health and Safety Manual](#) provides an overview of the requirements for Health and Safety under the Canada Labour Code. All personnel who have supervisory responsibilities are responsible and personally liable for protecting the health and safety of their employees while in the workplace.

1.8 GEOGRAPHIC SCOPE – CANADIAN COAST GUARD REGIONS

There are three Canadian Coast Guard Regions to facilitate the administration of program delivery. They are:

- **Western:** includes all Canadian waters on the west coast of Canada out to the outer limit of the Exclusive Economic Zone and the internal waters of British Columbia, the Yukon Territory, the Northwest Territories, Alberta, Saskatchewan and Manitoba;
- **Central and Arctic:** includes all Canadian Arctic waters from the Alaska-Yukon boundary east to the Nunavut-Greenland boundary out to the outer limit of the Exclusive Economic Zone, Hudson and James Bays, the Great Lakes, the St. Lawrence River, and the internal waters of Ontario and Quebec; and
- **Atlantic:** includes all Canadian waters from the maritime border between Quebec and Newfoundland and Labrador east and south to the outer limit of the Exclusive Economic Zone and the internal waters of Newfoundland and Labrador, New Brunswick, Prince Edward Island and Nova Scotia to the United States Border.

Figure 1 depicts the three Canadian Coast Guard Regions and their respective geographic areas of responsibility.



Figure 1: Canadian Coast Guard Regions.

2 ROLES AND RESPONSIBILITIES

2.1 BACKGROUND

This section describes the organization, roles and responsibilities of the Canadian Coast Guard, headquarters, and its relationship with the Environmental Response program. It also makes reference to the primary working relationships between the Environmental Response program and the internal and external support agencies that assist the Canadian Coast Guard in the delivery of its mandate.

2.2 CANADIAN COAST GUARD HEADQUARTERS

The National Strategies Directorate is responsible for identifying the overall program requirements and strategic direction for the Environmental Response program.

Incident Management, Operations, Canadian Coast Guard Headquarters, is responsible for implementing the program requirements identified by National Strategies, as well as guidelines and systems required to support the application of this Plan through the National Environmental Response Program Office.

The Canadian Coast Guard has developed an Environmental Response Concept of Operations, which is a framework for a revised and improved program. These improvements will be implemented by Incident Management, Operations, Canadian Coast Guard Headquarters with support from the Canadian Coast Guard Regions.

The Manager of Environmental Response will liaise with the Regions on a regular basis to discuss matters relating to the Environmental Response program. Furthermore, Incident Management, Operations, Canadian Coast Guard Headquarters, coordinates the implementation of the National Environmental Response Team and the provision of assistance to other countries.

The National Command Centre acts as a formal liaison between the Regional Operations Centres and Canadian Coast Guard Senior Management by way of communication and support. During routine business or in the event of an emergency, Regional Superintendents or their teams have the option to call the National Command Centre for support. National Command Centre duties include, but are not limited to, supporting marine emergencies to the designated personnel in the Canadian Coast Guard, Fisheries and Oceans Canada, the Government Operations Centre, all implicated Federal Operations Centres and providing daily operations briefings to the Commissioner and Senior Management.

The National Command Centre also provides operational support to Canadian Coast Guard Regions in the event of an emergency and is the main contact point for escalating a response to the national level, should the need arise. In these situations, the Regional Operation Centres will provide support to the Regional Incident Management Team. At the time of writing, the Canadian Coast Guard, National Command Centre operates during regular working hours and has a Duty Officer on call 24 hours a day. In the event of an emergency, the National Command Centre can be activated to operate 24 hours a day. In the upcoming months, the National Command Centre will attain 24/7 capability.

2.3 CANADIAN COAST GUARD-ENVIRONMENTAL RESPONSE REGIONS

The Environmental Response Regions are responsible for the operational delivery of the program by responding to marine pollution incidents as the Incident Commander for the federal government, with support by other programs identified in the Environmental Response Concept of Operations, within their respective Canadian Coast Guard Region. They are also responsible for ensuring that regional plans, personnel, equipment and procedures are in place and ready for a response.

Regional personnel will liaise with Incident Management, Operations, Canadian Coast Guard Headquarters, on the development of national policies, directives, guidelines and systems to support the application of this Plan.

2.4 INTERNAL SUPPORT AGENCIES

There are various legislation, agreements and customs that establish operational liaisons between the Environmental Response program and its internal support agencies. For the purposes of this plan, internal support agencies are defined as programs and services within the Government of Canada that actively support Canadian Coast Guard preparedness and response activities. Please refer to [Annex B1 Internal Support Agencies](#) for a list of internal support agencies.

2.5 EXTERNAL SUPPORT AGENCIES

There are various legislation, agreements and customs that establish operational liaisons between the Canadian Coast Guard and various external agencies in response to marine pollution incidents. For the purposes of this Plan, external support agencies are defined as those government departments or agencies, excluding the Government of Canada, that actively support preparedness and response activities. Please refer to [Annex B2 External Support Agencies](#) for a list of external support agencies.

2.6 EXTERNAL RESOURCES

External resources can be engaged by the Environmental Response program for preparedness activities or for support in conducting marine pollution response operations. Services that could be obtained include:

- initial response to a marine pollution incident;
- sustained response to a marine pollution incident;
- facilities for the handling, transportation, and storage of the pollutant; and
- providing resources where appropriate (e.g. personnel, equipment, vessels of opportunity).

External resources generally fall under the following two categories:

1. **Contractors:** Private companies offering various support services may be contracted by the Canadian Coast Guard to either respond or augment the response to a marine pollution incident. All standard contracting rules shall apply in a non-emergency situation when contracting a private company. In an emergency situation, the Canadian Coast Guard may use its emergency contracting authority to enter into a contract with a private company.
2. **Response Organizations:** Response Organizations may be contracted by Canadian Coast Guard personnel to either respond or augment the response to a

marine pollution incident in Canadian waters. All standard contracting rules shall apply when contracting a Response Organization. In an emergency situation, the Canadian Coast Guard may use its emergency contracting authority to enter into a contract with a Response Organization.

The following Response Organizations are currently certified by Transport Canada:

Point Tupper Marine Services Ltd.

Point Tupper Terminal
4090 Port Malcolm Rd.
Point Tupper, N.S. B9A 1Z5

Eastern Canada Response Corporation

1201-275 Slater St.
Ottawa, Ont. K1P 5H9

Atlantic Emergency Response Team Inc.

250 Bayside Dr.
Saint John, N.B. E2J 5C1

Western Canada Marine Response Corporation

201 Kensington Ave.
Burnaby, B.C. V5B 4B2

3 PREPAREDNESS

3.1 LEVELS OF SERVICE

In accordance with established Levels of Service, the Canadian Coast Guard is required to have a preparedness capacity for response to ship-source marine pollution incidents.

The National Environmental Response Program Office will:

- develop and maintain marine pollution response plans including plans with countries sharing contiguous waters with Canada;
- provide competent and qualified personnel for designation by the Minister of Fisheries, Oceans and the Canadian Coast Guard to the role of Pollution Response Officer; and
- provide qualified Environmental Response personnel and appropriate pollution countermeasures equipment.

In accordance with the established Levels of Service, the following Service Standards have been developed:

- the National Marine Spills Contingency Plan is updated every 5 years;
- Regional chapters of the Plan are maintained in all three Regions; and
- a Canadian Coast Guard Environmental Response Duty Officer is available in each Region on a 24-hour, 7 days a week basis.

3.2 CONTINGENCY PLANNING

Canadian Coast Guard Headquarters, Operations, National Environmental Response Program Office, is the custodian of the Marine Spills Contingency Plan – National Chapter, and is responsible for:

- publishing the Marine Spills Contingency Plan – National Chapter, standards, protocols, procedures, directives, and ensuring its availability to partners, stakeholders and the general public;
- ensuring that the plan is reviewed on a cyclical basis and updated, as necessary;
- Establishing standards for the development of the Regional Chapters and the Geographically Specific Response Plans; and
- Ensuring the Regions follow the national system.

The Regional Environmental Response program is responsible for developing and managing their Regional Chapter and Geographically Specific Response Plans in accordance with the standards in [Annex C.1 Geographically Specific Response Plans](#). They are also responsible for developing and maintaining productive working relationships with all internal and external support agencies, clients and stakeholders in their respective Regions.

3.2.1 Regional Risk Based Response Planning

In light of recommendations highlighted by the Tanker Safety Panel's Phase 1 report "A Review of Canada's Ship-source Oil Spill Preparedness and Response Regime – Setting the Course for the Future", the Government of Canada is presently collaboratively developing and implementing tailored regional risk-based response plans in areas across the country. Response plans are intended to take geography, environmental sensitivities, traffic volumes, and local partners and stakeholders into consideration.

3.3 TRAINING

The goal of training is to provide the necessary skills and knowledge for responders to conduct their duties and functions effectively during the response to a marine pollution incident.

The Director, Operational Personnel, Canadian Coast Guard, is responsible for the overall management of the training program.

3.3.1 National Training Program

The Canadian Coast Guard National Training Program is comprised of on-the-job training and a series of courses designed to provide the necessary skills and knowledge to respond safely and effectively to a marine pollution incident. The curriculum for the program is held by the Professional Development and Certification, Operational Personnel, Operations, Canadian Coast Guard Headquarters, with curriculum development support provided by the Marine Education Unit of the Canadian Coast Guard College. Canadian Coast Guard Regions are responsible for delivering the National Training Program in accordance with the National Training Plan and participating in curriculum development and revision.

Environmental Response related courses are as follows:

- Introduction to Oil Spills;
- First Response to Oil Spills Training;
- Marine Oil Spill Response and Recovery;
- Essentials of Marine Oil Spills Training;
- Marine Spill Response Operations Course (MSROC);
- Incident Command System (ICS) Courses;
- On-Scene Commander (OSC) Course; and
- Pollution Response Officer (PRO) Course.

3.3.2 National Training Plan

The goal of the National Training Plan is to outline how the Environmental Response program will develop and maintain a skilled workforce to respond to marine pollution incidents. The National Training Plan is based on competency profiles specific to each position within the Environmental Response and Incident Command System organizational structure.

Identified competencies are achieved using formal and informal training opportunities from both internal and external sources.

Canadian Coast Guard Fleet and other departmental staff that can support the execution of an Environmental Response led operation will be identified within the National Training Plan.

3.4 QUALITY ASSURANCE

The Quality Assurance section is responsible for the audit, evaluation and analysis of all components of the National Environmental Response System. System, planning and training gaps will be identified through examination of exercises, case documentation and case studies. Its recommendations will form part of workplan objectives and drive the National Exercise Program. It will execute national level exercises and assist in regional events.

Specifically, the quality assurance program will be responsible for:

- evaluation of National Environmental Response doctrine against performance measurement criteria:
 - cases (assessment and response)
 - plans
 - procedures
 - exercises; and
 - National Incident Management Team performance
- auditing the Environmental Response Manual documentation;
- National Environmental Response Program Office representation for safety management system;
- National Environmental Response audit, analysis, and evaluation committee;
- providing advice and support to the Director, Incident Management, Operations, Canadian Coast Guard Headquarters ;
- providing secretariat support to the Environmental Response Operations Governance Committee; and
- working collaboratively with regional and national counterparts.

3.4.1 Exercise

Exercises are realistic simulations of various types of marine pollution incidents and can range from a simple alerting exercise to a full-scale deployment of personnel and equipment. The Environmental Response program will conduct exercises in accordance with its National Exercise Program.

3.4.1.1 National Exercise Program

The goal of the National Exercise Program is to reinforce the necessary skills and knowledge required by responders in response to a marine pollution incident. The National Exercise Program provides the framework through which exercises can be organized, coordinated and guided. It is a set of guiding principles and planning tools that have been developed to help achieve maximum benefit from marine spill response exercises. The National Exercise Program is managed by Incident Management, Operations, Canadian Coast Guard Headquarters.

3.4.1.2 National Exercise Plan

The National Exercise Plan is maintained by Incident Management, Operations, Canadian Coast Guard Headquarters, with input from the Regions and provides a schedule of exercises that focus on the fundamental elements of a response. The plan is designed to evaluate training as well as to evaluate the effectiveness of procedures, equipment and resources identified in contingency plans. Exercises are conducted over the training period, which normally occurs over the spring, summer and fall months.

The Environmental Response National Program Office and Canadian Coast Guard Regions are responsible for designing and conducting drills and exercises to practice, validate and reinforce plans, systems and strategies. When appropriate, this will be done in coordination with internal and external support agencies and clients. A Post-Exercise Review and Evaluation report is required for all exercises in accordance with guidelines outlined in Chapter 11 of the National Exercise Program.

3.5 CANADIAN COAST GUARD RESOURCES

3.5.1 Pollution Response Equipment

The Canadian Coast Guard has an established equipment capacity and supporting infrastructure to facilitate monitoring or response operations in each Region. The Canadian Coast Guard maintains more than 80 response equipment depot sites across the country, including 22 sites in the Arctic, which include containment, recovery and storage equipment. In addition, Canadian Coast Guard vessels that sail in the Arctic are equipped with pollution response equipment. The following graphic depicts the general location of the Canadian Coast Guard response equipment and regional and district offices that house Environmental Response personnel.

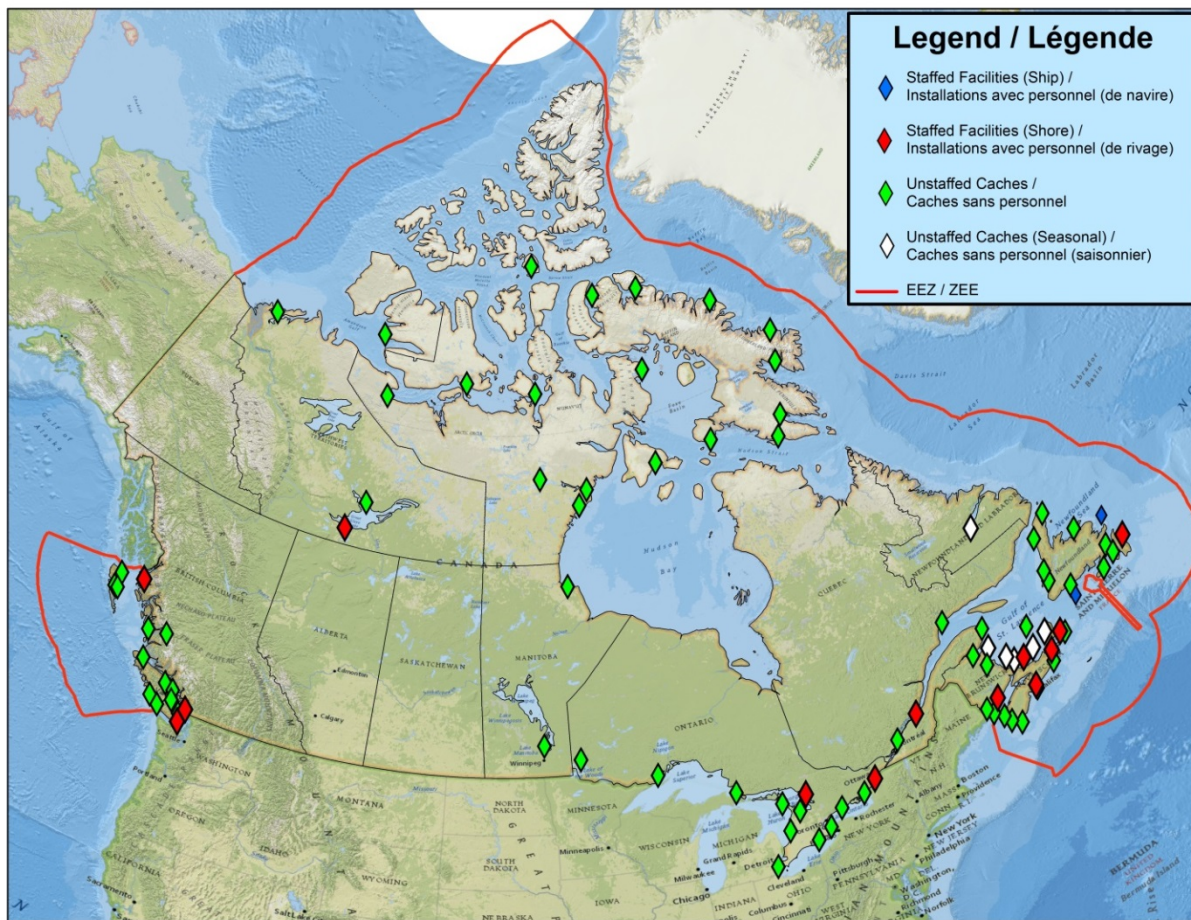


Figure 2: Canadian Coast Guard Offices and Equipment Depots.

3.5.2 Life Cycle Management

Although resources from various areas are available to the Canadian Coast Guard, the Canadian Coast Guard is only responsible for maintaining the preparedness of its own resources. To ensure a nationally consistent and effective state of preparedness, Integrated Technical Services personnel use MAXIMO® to track, repair and maintain assets. This system:

- Allows Integrated Technical Services personnel to maintain a real time record of the location and quantity of resources;
- Allows Integrated Technical Services personnel to maintain a proper state of readiness through a pro-active approach using work order and preventative maintenance; and
- Assists in keeping Environmental Response managers informed about the state of the equipment's preparedness.

4 RESPONSE

4.1 RESPONDER HEALTH & SAFETY

Safety of the responder and of the public is the first and overriding priority.

Departmental Health & Safety protocols, in accordance with the Shore-based Safety Management System and the *Canada Labour Code*, govern all Environmental Response preparedness and response activities. These protocols and Code covers all areas related to the federal government workplaces and personnel include spills sites for which the Canadian Coast Guard has a mandate.

In the event of a response requiring any level of personnel or equipment deployment, an incident specific Health & Safety Plan will be created relating to the particular environment and circumstances of the incident. The process for the creation of this Plan is imbedded in the Incident Command System and duly assigned to a site safety officer for its administration and compliance.

Any conflicts in application of an incident safety plan or conduct of preparedness activities at a federal work site will be resolved by application of the more preventive or least exposure to hazard solution.

4.1.1 Volunteers

During the response to a marine pollution incident, the Canadian Coast Guard may receive requests by individuals who wish to participate in response operations as a volunteer. These offers may include assistance with on-water or shoreline cleanup operations, retrieving and rehabilitating wildlife, operating boats, site rehabilitation and waste management.

In accordance with provisions outlined in various legislation and Canadian Coast Guard policies related to Health and Safety (see [4.1 Responder Health and Safety](#)), the Canadian Coast Guard will not engage / place volunteers in potentially dangerous situations, exposing them to hazardous materials, environments and working conditions. Alternatively, volunteers will be redirected to any recognized volunteer/charitable organization (e.g. The Canadian Red Cross, Ducks Unlimited Canada, etc.) that may be involved with the incident.

Individuals who approach the Canadian Coast Guard to offer their services and time for payment may either be hired under contract, if required, or referred to any response contractors engaged in the response.

4.2 REGIONAL RESPONSE

The Regional Chapters of the Marine Spills Contingency Plan detail the procedures, resources and strategies used to prepare for and conduct a response to a marine pollution incident within a Region's geographic area. Each Regional Assistant Commissioner is responsible for the development and maintenance of the Regional Chapter within their area of responsibility.

The National Environmental Response Program Office, Canadian Coast Guard Headquarters, will provide guidance on the content for Regional Chapters and Geographically Specific Response Plans to ensure consistency amongst all Regions as well as ensure that the Regional Chapters comply with the policies, principles and guidelines provided in the National Chapter.

Standards for Regional Chapters can be found in [Annex C.8 Regional Response](#).

4.3 RESPONSE OPERATIONS – GENERAL

Canadian legislation firmly entrenches the polluter's responsibility to pay for clean-up efforts and pollution damage from ships, however, they are not required to initiate, manage, or sustain these efforts. Understanding the difficulty companies may have maintaining equipment and expertise in pollution response, Transport Canada, through regulation, certified a network of sophisticated and specialized response contractors (see [2.6 – External Resources](#)) across Canada to be available to the industry, should it choose to clean-up its own pollution. Canadians expect the Canadian Coast Guard to actively oversee and participate with industry to manage clean-up operations, and direct or rapidly undertake the operation when necessary. To meet this expectation, the Canadian Coast Guard is the lead agency Incident Commander for all marine pollution incidents that fall within its mandate and will work with the polluter (if willing and able) and stakeholders from federal / provincial / territorial agencies, aboriginal communities, and municipalities in a single or unified command setting for the successful resolution of the incident.

To effectively exercise its command responsibility, the Environmental Response program has personnel strategically located across the regions to assess, activate, and execute a response triggered by a report of pollution. The expectation is for a rapid response, including assessment and deployment of clean-up equipment as necessary. Notably, as the program continues to evolve through implementation of various government initiatives, a greater emphasis will be placed on the increased readiness of Canadian Coast Guard response assets.

Today, the Canadian Coast Guard assesses spill reports regionally through a standby mechanism during after-work hours. Similarly, response activation of command assets occurs regionally through a standby mechanism during after-work hours.

In addition to activating a command team, the Canadian Coast Guard will contract and / or undertake any necessary counter-pollution missions should the polluter's response be inadequate or unwilling. At the earliest appropriate time, Canadian Coast Guard assets not involved in the command and control of the incident (i.e. clean-up equipment) will be stood-down and returned to ready-status and industry resources will be utilized.

The Canadian Coast Guard maintains command and control personnel and response equipment in strategic locations across the country as follows:

- 24/7 first responder capability (containment boom with personnel) at all Search and Rescue stations with the exception of the province of Quebec.
- Environmental Response maintains a dedicated Incident Command team in Quebec City (Que.) and St. John's (N.L.) for the management of spill cases in the Quebec sector and the Newfoundland & Labrador sector. The remainder of Coast Guard assemble their teams from personnel different locations. For all regions, as the case complexity, size, and duration increase the command teams are augmented by regional personnel and by the National Environmental Response Team.
- Environmental Response has response personnel with containment and recovery capability in Prince Rupert (B.C.), Vancouver (B.C.), Victoria (B.C.), Hay River (N.W.T.), Parry Sound (Ont.), Sarnia (Ont.), Prescott (Ont.), Sorel (Que.), Quebec City (Que.), Charlottetown (P.E.I.), Saint John (N.B.), Halifax (N.S.), and St. John's (N.L.).
- Environmental Response has an air transportable capability in Hay River (N.W.T.) for spills in Arctic communities.

- The Environmental Response program maintains equipment in 5 locations within the Province of Quebec to be used by contractors under the direction of the Canadian Coast Guard.
- The Environmental Response program maintains equipment in 21 unstaffed locations in the Arctic.

4.3.1 Pattern of Response

When notified of a marine pollution incident, Environmental Response personnel are prepared to respond. The pattern of response illustrates sequence of events of the response to a reported incident, irrespective of the size or complexity of a marine pollution incident.

Maritime casualty / Search & Rescue / discharge or threat of discharge occurs

Discharge or threat of discharge is the first step and occurs when a vessel is involved in an incident such as a grounding, collision, sinking, intentional release, drifting, abandonment, etc. or from a mystery source, or from an oil handling facility when a transfer of oil to or from a vessel is underway.

Detection

Detection is the point where surveillance assets, the casualty, responding authorities, other agencies in the area, or members of the public notice the presence of / threat of pollution.

Notification

Notification is the report of pollution or potential pollution to the Canadian Coast Guard. Internal notification involves communicating that information to the appropriate groups within the Canadian Coast Guard for action. Notification standards can be found in [Annex C.2 Notification Call-out and Activation Assessment](#).

Assessment

Assessment is the step where the Environmental Response Duty Officer analyses the report of pollution / threat of pollution to see if it falls within the mandate of the Canadian Coast Guard and to identify any potential impact to the safety of the responders / public, and to the environment. Assessment standards can be found in [Annex C.3 Assessment](#).

Assessment termination (no activation of response operations)

Termination of an assessment occurs when the report of pollution / threat of pollution is erroneous, cannot be verified, or fails the mandate filter. Canadian Coast Guard response operations² will not be activated. The Superintendent of Environmental Response³ is the assessment-termination authority. See [Annex C.4 Assessment Termination](#) for related standards.

Activation (initiation of response operations)

Activation of Canadian Coast Guard response operations occurs where the report of pollution / threat of pollution is verified and meets mandate criteria. The Superintendent of Environmental Response⁴ is the activation authority. This is the start of the emergency phase. See [Annex C.5 Activation](#) for related standards.

² Response operations also include monitoring / oversight actions undertaken remotely or from on-scene to observe further developments.

³ Or delegate, as defined by regional protocol for a situation where the Superintendent of Environmental Response is unavailable.

⁴ Or delegate, as defined by regional protocol for a situation where the Superintendent of Environmental Response is unavailable.

Response Operations

Response operations are conducted under the role of the Incident Commander using the Incident Command System until it has been determined that response operations are no longer required.

Transfer of Command

As response operations evolve, decision to replace the Canadian Coast Guard Incident Commander may occur and be based on case details and associated response efforts. In the event a transfer of command occurs, the Superintendent of Environmental Response or the identified superior officer⁵ is the initiating authority.

Response termination

Response termination is the end of the operations determined by suitable end points reached by Incident Command. The Canadian Coast Guard Incident Commander⁶ is the termination authority for Type 3, 2 and 1 incidents. For Type 5 and 4 incidents, the Superintendent of Environmental Response is the termination authority. Response operations shall be terminated in accordance with standards listed in [Annex C.6 Response Termination](#).

Incident legacy management

Upon termination of the response the incident legacy management becomes the responsibility of the Assistant Commissioner. The Assistant Commissioner shall assign / divest responsibility for the project as appropriate.

Post-Incident Activities (Cost Recovery and/or Lessons Learned)

Post-incident activities include cost recovery actions and lessons learned.

⁵ Where the Superintendent of Environmental Response is the Canadian Coast Guard Incident Commander: Regional Director, Canadian Coast Guard Programs; Assistant Commissioner.

⁶ In consultation with advisors, other Incident Commanders and senior management of the Canadian Coast Guard.

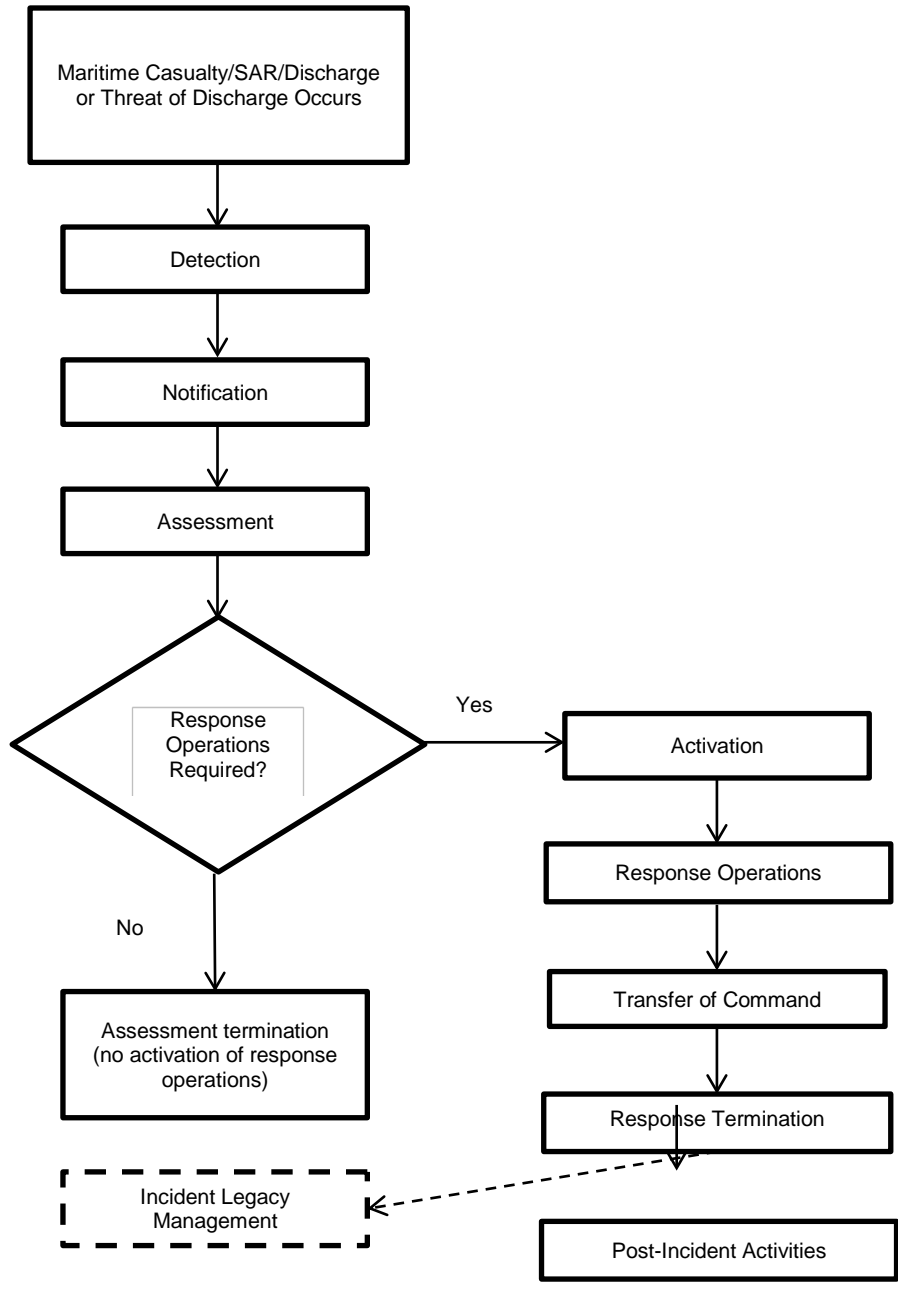


Figure 3: Pattern of Response.

4.3.2 Emergency Phase

From the moment of activation, Canadian Coast Guard operations will transition through two stages:

1. **Initial Response:** The Initial Response occurs immediately after the activation of a Canadian Coast Guard response and is characterized by the execution of pre-determined plans and response strategies (where available) using the pre-staged / closest / most appropriate government and industry resources available.

2. **Tactical Response:** During the Tactical Response period, the Canadian Coast Guard and other Incident Commanders have been able to establish an Incident Command Post (Single or Unified Command) and are working towards an increasingly structured format. Actions are characterized by tactical limitations as additional resources are cascaded in from government and industry in support of a tailored response. Planning horizons are typically up to 72 hours, longer in remote environs.

4.3.3 Project Phase

Once the emergency phase is over, Canadian Coast Guard operations will move through the project phase:

Strategic Response

During the Strategic Response there is time to develop spill-specific and complex incident action plans. This response is characterized by the availability of resources needed to assess and address the exact circumstances of the spill. Canadian Coast Guard on-water and shoreline clean-up operations will have been replaced by an industry capacity, as required.

Recovery and Monitoring Period

The Recovery and Monitoring period starts when the casualty no longer poses a threat and / or the clean-up has concluded and any incident legacy management commences. At this point the Canadian Coast Guard will hand off the case to the most appropriate agency.

4.3.4 Incident Core Response Priorities and Response Domains

The Response Domains represent the three distinct operational foci of a typical response. The incident command team organize its response priorities to address the unique challenges in each domain. The domains are:

- the casualty creating the incident;
- the clean-up of the pollution or threat of pollution; and
- the continuity of the impacted resource (fishery, port, waterway, economy, etc.).

The core response priorities cover most requirements of the majority of responses. The Canadian Coast Guard core response priorities are, in order:

1. safety of responders and the public;
2. incident stabilization / control of the scene;
3. protection of the environment, infrastructure, and property;
4. surveillance and monitoring of the conditions, response effectiveness, and incident impacts; and
5. community engagement.

See [Annex C](#) for common tactical and management objectives for each of the core priority across the each response domain.

4.4 WATCHKEEPING FUNCTION

4.4.1 Regional

The Environmental Response Duty Officer is currently the 24-7 / 365 watchkeeping function of the Environmental Response branch and is charged with receiving internal notifications and assessing a report of marine pollution in accordance with the standards outlined in [Annex C.7 Regional Watchkeeping Officer](#).

The Environmental Response Duty Officer will take a “precautionary approach” and not delay making any decisions that could prevent serious damage to the marine environment, even in the absence of all available information.

The Regional Operations Centre will eventually assume the responsibilities for watchkeeping and assessment of marine pollution incidents. Until the Regional Operations Centre is deemed capable of undertaking these functions, the Environmental Response Duty Officer will continue to fulfill this role as outlined in this Plan.

4.4.2 National

The National Environmental Response Program Office and National Command Centre staff will ensure provisions for a 24-7/365 National Headquarters Duty Officer who will be responsible for providing and supporting the National Command Centre and National Incident Management Team with incident specific information obtained from Regional response personnel to ensure that Canadian Coast Guard senior management have the most up-to-date information available. Specifically, the National Headquarters Duty Officer will:

- maintain daily situational awareness of all open cases;
- receive and assess regional reports of marine pollution;
- determine incident severity based on incident types in accordance with the Incident Command System incident handbook;
- provide daily situation reports to senior management on the status of the response to the incident;
- provide support to and advise the Subject Matter Expert of the National Incident Management Team and the National Command Centre;
- monitor requests for National Environmental Response Team resources; and
- create daily briefing material for departmental senior management and ministerial staff.

4.5 CANADIAN COAST GUARD INCIDENT MANAGEMENT

National Canadian Coast Guard policy stipulates that all marine pollution incidents, for which it is the lead agency, will be managed through the Incident Command System. The Incident Command System has been adapted to meet the unique challenges of maritime spill response within the Canadian legislative framework. It allows Canadian Coast Guard incident management teams to manage the operational response from the emergency phase through the project phase.

Determination of the lead agency for spills in Canada refers to the source, not location of the spill. Pursuant to [subsection 180 \(1\) of the Canada Shipping Act, 2001](#), the Minister, through the Canadian Coast Guard, has the overall mandate to ensure an appropriate response to ship-source and mystery spill marine pollution incidents in order to minimize damage to

Canada's marine and freshwater environment, the Canadian economy and public safety. For greater certainty, the Canadian Coast Guard Incident Commander is the final authority.

A Unified Command construct will be established (except for some Type 5 and 4 incidents), which brings together the Incident Commanders of all appropriate organizations that have either the jurisdiction and/or mandate related to the incident at hand to coordinate an effective response while carrying out their own organization's jurisdictional responsibilities.

The Canadian Coast Guard Incident Commander will work with the polluter in Unified Command (when the polluter is known, willing and able to respond) and, where appropriate, the Incident Commanders of other agencies and organizations that have jurisdictional or functional responsibility to develop a common set of response objectives and strategies.

The following table summarizes the circumstances in which the Canadian Coast Guard will be the Incident Commander:

Pollutant Source	Canadian Coast Guard Role	Comment
Vessel in, on, through or immediately outside Canadian waters ⁷	Incident Commander	Respond under a Single or Unified Command structure with the Incident Commanders of other agencies and the polluter when the polluter is known, willing and able.
Mystery ⁸ source in Canadian waters	Incident Commander	Respond under a Single or Unified Command structure with the Incident Commanders of other agencies.
Oil Handling Facility ⁹ .	Incident Commander	Only when a vessel is attached and transfer of oil is underway. Respond under a Single or Unified Command structure with the Incident Commanders of other agencies and the polluter when the polluter is known, willing and able.
Any source originating in foreign waters that enters Canadian waters	Incident Commander	Respond under a Single or Unified Command structure with the Incident Commanders of other agencies. For operations within Canadian waters.
	Assisting Agency	Upon request, for operations within foreign waters.
Any source, other than a vessel or mystery source, originating in Canadian waters that enter foreign waters	Assisting Agency	Upon request, for operations within Canadian and/or foreign waters.

⁷ Except for the waters of the St. Lawrence Seaway, defined as: the locks, canals and facilities between the port of Montreal and Lake Erie. In cases where the St. Lawrence Seaway Management Corporation is unable or unwilling to ensure an appropriate response, the Canadian Coast Guard will assume the Incident Commander role, as appropriate.

⁸ For greater certainty, "mystery source" does not mean an *unknown land-origin source / other jurisdiction*.

⁹ The Canadian Coast Guard's mandate with respect to a discharge originating from any point between the Oil Handling Facility and the vessel (including the pipeline) that directly or indirectly results in the pollutant entering the water during loading or unloading operations includes Oil Handling Facilities or tank farms which may be located at some distance from the port or wharf and the pipeline running to the vessel.

For incidents that do not fall under the mandate of Fisheries and Oceans Canada, the Canadian Coast Guard can provide assistance and resources to another agency where appropriate for the conduct of a response.

4.6 MARINE POLLUTION REPORTING

Each marine pollution incident reported to the Environmental Response program shall be entered into the Marine Pollution Incident Reporting System (MPIRS). The input of these reports shall be conducted in accordance with [CCG/6046 - Environmental Response Directives D-6010 - The Reporting of Marine Pollution Incidents](#).

Marine pollution incidents that are more significant in nature shall also be reported in accordance with the [National Incident Notification Procedure](#).

As part of the implementation of the Incident Command System, the Canadian Coast Guard will be replacing the Marine Pollution Incident Reporting System with a web-based Incident Command System application. This application will not only record marine pollution incidents and streamline the notification process, but will allow response personnel to manage incidents in real time using Incident Command System concepts, processes and forms.

4.7 NATIONAL ENVIRONMENTAL RESPONSE TEAM CONCEPT

4.7.1 Background

The Canadian Coast Guard has adopted a “National Environmental Response Team” concept to assist in the response to marine pollution incidents or natural or man-made disaster. This concept is based on the premise that surge capacity is promulgated from within. During major incidents with sustained and prolonged resource requirements, all Canadian Coast Guard personnel and material resources constitute one national team of competent individuals for the response to a marine pollution incident or other casualty and can be deployed to any Region in Canada, or internationally, to augment a response.

4.7.2 National Response Team Activation Criteria

The following indicates when activation of the National Environmental Response Team may occur:

- insufficient resources exist in the affected Region to effectively sustain or support incident command and / or management team functions to a Type 3,2 or 1 marine pollution incident;
- a request has been received by another lead agency for assistance to the response of a domestic natural or man-made disaster and insufficient resources exist within the affected Region to sustain or support the operation; and
- a nation requests Government of Canada assistance to a marine pollution incident (see [4.9 – International Cooperation in Pollution Response](#), for further information regarding procedures).

The Canadian Coast Guard Incident Commander will be advised of the requirement for National Environmental Response Team assistance by his/her Command / General Staff. Once advised, the Canadian Coast Guard Incident Commander will task the Logistics Section to begin determining resource requirements to sustain / augment response operations.

4.7.3 Operational Protocols for Response Assistance

The following flow chart depicts the process for requesting National Response Team assistance to help sustain or augment a response.

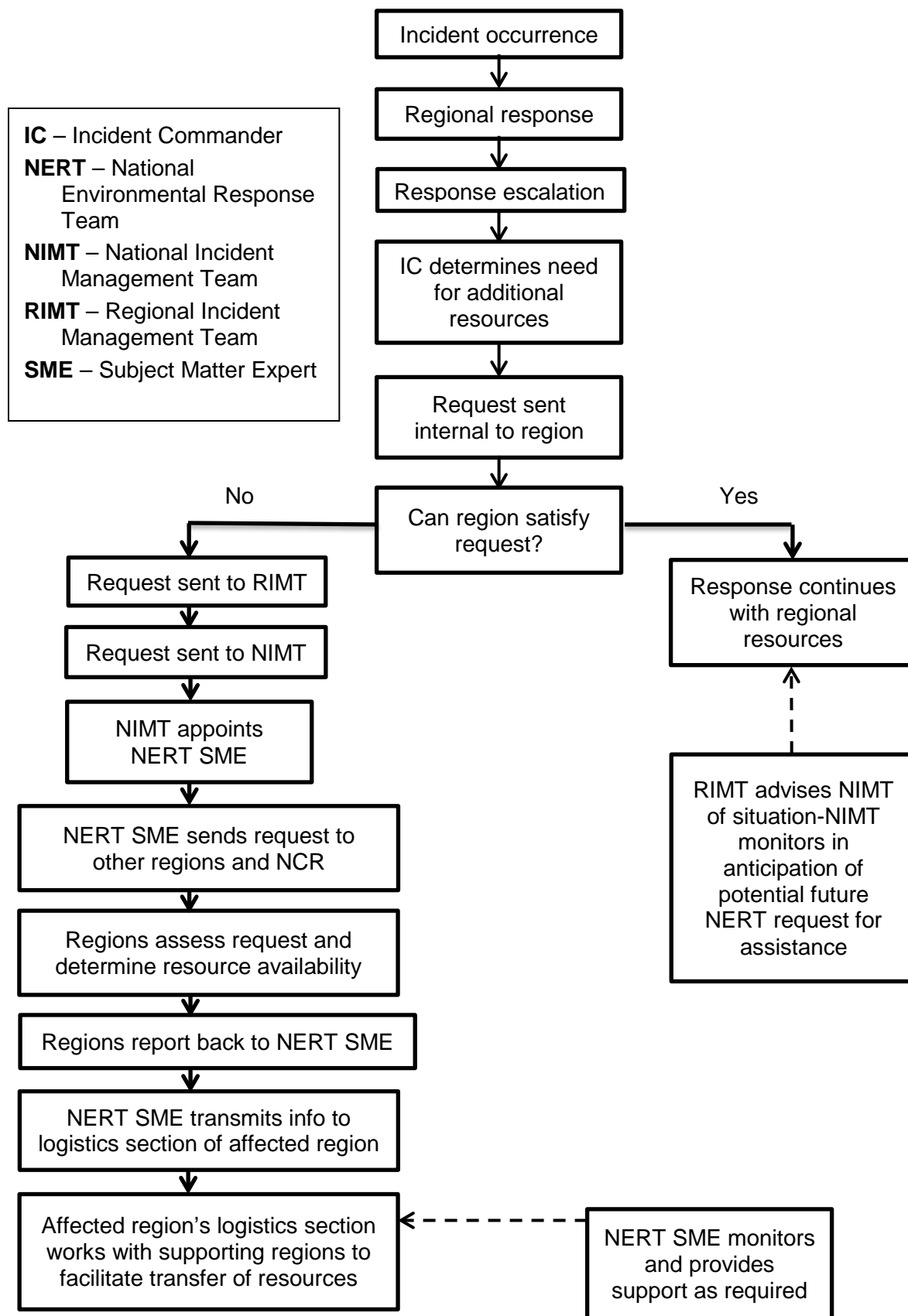


Figure 4: National Environmental Response Team Process.

A description of each phase of National Environmental Response Team activations is as follows:

Incident Occurrence

A marine pollution incident that falls under the mandate of the Canadian Coast Guard occurs and is reported to the Environmental Response Duty Officer.

Regional Response

A response is initiated as per section [4.3 Response Operations – General](#).

Response Escalation

The Canadian Coast Guard Incident Commander has determined that the response to the incident has escalated to a point where Regional Environmental Response resources are insufficient to sustain the response at an adequate level.

Incident Commander Determines Need for Additional Resources

The Incident Commander, through the General Staff, determines the resource requirements to help sustain or augment the response. In determining the resource requirements, the Incident Command Post shall consider the following:

- If personnel are required:
 - quantity;
 - qualification requirements (i.e. Incident Command System role, equipment operators, boat drivers, safety specialist, etc.)
 - shift requirements (i.e. 1 or 2 week rotation, etc.)
 - date required; and
 - reporting location.
- If equipment resources are required:
 - type;
 - quantity;
 - whether personnel will be required to accompany / operate equipment (see above); and
 - estimated time equipment will be required.

Request Sent Internal to Region

The request for assistance will be sent within the Region through the Regional Incident Management Team to the other Canadian Coast Guard program's Superintendents. This includes:

- Search and Rescue;
- Marine;
- Aids to Navigation;
- Maritime Security;
- Marine Communication and Traffic Services; and
- Integrated Technical Support.

If the request for assistance can be satisfied within the Region, the response will continue without National Environmental Response Team support. However, the Regional Incident Management Team will advise the National Incident Management Team of the situation, who will monitor regional operations in anticipation of a request for national support.

Request Sent to the Regional Incident Management Team

If other Canadian Coast Guard programs within the Region are unable to sustain or augment the response, a request for assistance will be sent to the Regional Incident Management Team leader.

Request Sent to the National Incident Management Team

The Regional Incident Management Team Leader will transmit the response to the National Incident Management Team Leader for action.

National Incident Management Team Appoints a National Environmental Response Team Subject Matter Expert

A National Environmental Response Team Subject Matter Expert will be appointed by the National Incident Management Team to respond to the request for assistance. The Subject Matter Expert will be the main point of contact within the National Incident Management Team to respond to the request for assistance.

National Environmental Response Team Subject Matter Expert Sends Request to Other Regions

Once the Subject Matter Expert has received the request for assistance, he/she will confirm they have the required information before proceeding with sending the request to the other Regions for consideration. The request shall be sent to the Superintendents of Environmental Response for action.

Regions Assess Request / Determine Resource Availability

The Superintendents of Environmental Response will assess the request and determine resource availability. This will be based on a number of factors, but mainly:

- the potential risk to Canadian Coast Guard personnel and equipment;
- the capability to respond; and
- the impact the request will have on normal operations and Canadian Coast Guard services.

Regions Report Back to the National Response Team Subject Matter Expert

The Superintendent of Environmental Response will report back to the Subject Matter Expert with the required information regarding the request for assistance. The Subject Matter Expert will assess the information provided and request further information/clarification from the Superintendents of Environmental Response, if required.

National Environmental Response Team Subject Matter Expert Transmits the Information to the Logistics Section of the Affected Region in the Incident Command Post

The information provided by the Superintendents of Environmental Response will be sent to the affected Region's Logistics Section contact.

Affected Region's Logistics Section Work with the Supporting Regions to Facilitate the Transfer of Resources

The affected Region's Logistics Section will work with the other Regions to facilitate the transfer of resources to the affected Region. This includes determining travel schedules, arrival times, accommodations, transfer method of equipment, etc. This work will be conducted Region to Region.

The National Environmental Response Team Subject Matter Expert Provides Support as Required

While the transfer of resources occurs, the Subject Matter Expert will monitor the situation and provide support, where possible. This could include assisting with making travel arrangements, equipment transport or sourcing resources from international partners.

4.7.4 National Environmental Response Team Subject Matter Expert Roles and Responsibilities

The National Environmental Response Team Subject Matter Expert is a member of the National Environmental Response Program Office and is responsible for executing National Environmental Response Team functions at the national level and may be activated in Type 3-1 incidents. Specifically, the National Response Team Subject Matter Expert will:

- support the National Incident Management Team and partake in all meetings;
- execute requests for resources received from impacted Regions;
- monitor response operations in the impacted region in anticipation of a request for national resources;
- support the National Incident Management Team leader;
- support the regions for logistical coordination;
- support the regions for incident command post personnel; and
- have situational awareness of National Environmental Response Team capabilities and availability.

4.8 CANADIAN COAST GUARD AS AN ASSISTING AGENCY

In the event of an incident which does not fall under the mandate of the Canadian Coast Guard, Environmental Response may provide assistance to a lead agency. The Environmental Response program may provide resources in the form of personnel, equipment, or a combination of both.

Requests for assistance may be from:

- the Minister or Deputy Minister of a federal department, or a regional representative authorized to act on a federal department's behalf (i.e. National Energy Board for a pipeline spill);
- the Premier of a province, the leader of a territorial government, or a provincial/territorial official designated by the provincial or territorial government (i.e. provincial ministry of the environment for a land based spill impacting a water body);
- a senior representative of the public or private agency or board leading the response; or
- the lead agency's Incident Commander.

Organizations seeking federal government assistance shall make their requests through Public Safety Canada. In those incidents where Canadian Coast Guard assistance is being sought, Public Safety Canada shall process and send those requests to the Director, Incident Management, Operations, Canadian Coast Guard, Headquarters, in accordance with established procedures.

When receiving requests from Public Safety Canada for assistance to another lead agency, the Director, Incident Management, Operations, Canadian Coast Guard, Headquarters, shall request, as a minimum, the following information:

- the name of the person making the request and under what authority the request is being made;
- the name of the organization the person represents;
- the telephone number and address of the person making the request;
- the nature of the marine emergency and extent of assistance being requested;
- the name of the Incident Commander and the person to be used as operational contact; and
- financial arrangements.

The requests for assistance shall be transmitted to the appropriate Regional Superintendent of Environmental Response, who will make a recommendation based on the following:

- the potential risk to Canadian Coast Guard personnel and equipment;
- the propriety and justification of the request;
- the capability to respond; and
- the impact the request will have on normal operations and Canadian Coast Guard services.

Requests that are more significant in nature will be made to the Assistant Commissioner who, if necessary, will liaise with the Director General, Operations and make a recommendation to the Canadian Coast Guard Commissioner.

Environmental Response staff competent in the operation of the requested equipment shall be tasked to accompany the equipment in order to provide field service maintenance, equipment operation and trouble-shooting guidance and/or training.

Assistance to the lead agency will be on a cost recovery basis unless otherwise directed. Costs incurred while acting as an assisting agency must be recovered from the lead agency pursuant to either a memorandum of understanding or contractual arrangement depending on which is established at the time of the request for assistance.

4.9 INTERNATIONAL COOPERATION IN POLLUTION RESPONSE

4.9.1 Providing/Requesting Assistance to/from Other Countries

Requests for response assistance to/from the Canadian Coast Guard to/from other countries will follow established procedures and protocols outlined in the relevant response plan, international agreement or Memorandum of Understanding, as follows:

Canada – U.S. Joint Marine Spills Contingency Plan

Requests for assistance to/from the United States Coast Guard shall be done in accordance with procedures outlined in the Canadian Coast Guard – United States Coast Guard Joint Marine Pollution Contingency Plan, 2013, and is done on a Region to District basis, as outlined in the relevant Regional Annex.

International Convention on Oil Pollution Preparedness, Response and Cooperation

Countries signatory to this convention, which includes Canada, can make requests for response assistance directly to the International Maritime Organization – Marine Environmental Protection Division. As per the International Maritime Manual for

Response Assistance, requests for assistance will be sent directly to the National Command Centre from the Marine Environmental Protection Division. In cases where the Canadian Coast Guard requires response assistance, the National Incident Management Team, after consulting with the Incident Commander, will make the request to the International Maritime Organization through the appropriate channels.

Agreement on Cooperation on Marine Oil Pollution Preparedness and Response in the Arctic

Requests for assistance to/from the Canadian Coast Guard can be made to other signatory Arctic nations for incidents occurring in Arctic waters. Requests shall be made in accordance with procedures outlined in the Agreement on Cooperation on Marine Oil Pollution Preparedness and Response in the Arctic.

Other requests for assistance

A request for Canadian Coast Guard assistance may be received from a country other than the United States, one of the countries bordering Arctic waters identified in the Agreement on Cooperation on Marine Oil Pollution Preparedness and Response in the Arctic, or a country signatory to the International Convention on Oil Pollution Preparedness, Response and Cooperation. As there are no standard protocols for receiving these types of request, requests may be received by Global Affairs Canada, the Government Operations Centre, or the Commissioner of the Canadian Coast Guard. In any case, the request will be relayed to the Commissioner of the Canadian Coast Guard, who, once the request is approved, will direct the Director General, Operations, who will respond to the request.

4.9.2 General Guidelines for Providing Assistance to Other Countries

These guidelines shall apply in cases where no established joint plan or agreement exists between the Canadian Coast Guard and other country(ies):

Activation of National Environmental Response Team Resources

When a request for international assistance has been received, the Director General, Operations, will convene the National Incident Management Team to review the request. A National Environmental Response Team Subject Matter Expert will be appointed who will consult with the Environmental Response Superintendents to determine if the request for assistance can be met and in what capacity. If it is agreed that assistance can be provided, each Region will work with the National Environmental Response Team Subject Matter Expert who will facilitate transportation, logging, border procedures, etc., to the requesting nation.

Reporting Requirements

The National Environmental Response Team Subject Matter Expert will develop protocols in accordance with the specific request for resources and/or issues related to the host country's request and, in conjunction with other appropriate government departments, will determine the protocols required for that particular country.

Release and Repatriation of Resources

The requesting nation shall specify the amount of time Canadian Coast Guard resources will be required. If the requesting nation determines at a later time that Canadian Coast Guard resources are required for longer than originally anticipated, this request shall be made to the Director General, Operations, who will consider the request.

Once Canadian Coast Guard resources are no longer required, the National Environmental Response Team Subject Matter Expert will work, in conjunction with

Global Affairs Canada, Minister of Foreign Affairs, to repatriate resources as expeditiously as possible.

Cost Recovery

The Operational Business branch of the Canadian Coast Guard, Headquarters, is responsible for the accounting for the costs of such assistance for the purposes of cost recovery.

4.9.3 General Guidelines for Requesting Assistance from Other Countries

These guidelines shall apply in those cases where no established joint plan or agreement exists between the Canadian Coast Guard and other country(ies):

Decision Point

A decision to request additional resources from other countries shall be made when the Canadian Coast Guard Incident Commander and senior Canadian Coast Guard management has determined that the required resources to sustain or augment a response in the affected Region are no longer available in Canada by the Canadian Coast Guard, other federal, provincial or municipal government department, or private contractor. In such a case, the National Environmental Response Team Subject Matter Expert will determine, with the Logistics Section of the impact Region, the resources required.

Requesting Resources

A request for resources shall be made in accordance with procedures specified in [4.9.1 Providing/Requesting Resources to/from Other Countries](#).

Importing Resources

Once international resources have been confirmed, the National Environmental Response Subject Matter Expert will work with their international contacts to determine transportation, the expedition of people and equipment across the border, and other logistical issues.

Release of Resources

Once international resources are no longer required, the National Environmental Response Team Subject Matter Expert will work with the affected Region's Logistics Section to facilitate the release of international resources to their country of origin.

Assisting countries shall provide the National Environmental Response Team Subject Matter Expert invoices/costs associated with the use of their resources. These costs shall be passed on to the Manager, Operational Service Delivery, for processing.

5 POST-RESPONSE ACTIVITIES

Once response operations have concluded, the Canadian Coast Guard will undertake Cost Recovery and Post-Incident Review and Evaluation activities in accordance with established protocols and procedures.

5.1 COST RECOVERY AND CLAIMS

Pursuant to the [Marine Liability Act](#), costs incurred by the Minister to monitor or respond to marine pollution incidents are recoverable either from the polluter or from national and international compensation regimes. This ability to recover costs from the polluter forms the basis of the “polluter pay” principle.

In accordance with the Cost Recovery manual, Regions are responsible for ensuring that costs are itemized and recorded using the appropriate Incident Command System forms and that claims are made against the polluter or Ship-Source Oil Pollution Fund.

5.2 POST-INCIDENT REVIEW AND EVALUATION

The objective of a post-incident review is to evaluate the response to a marine pollution incident with the goal of improving all elements involved in the response. The process for conducting a post-incident review is similar to the principles used in exercise evaluation.

The requirement for the conduct of a post-incident review, or Lessons Learned, shall be determined by the Environmental Response Superintendent, Regional Director or Assistant Commissioner. The Incident Commander for the incident, as the case may be, is responsible for the preparation of the report, which will be submitted to the Manager, National Environmental Response Program Office at Canadian Coast Guard Headquarters and the Regional Director, Canadian Coast Guard Programs.

All Post-Incident Reviews and Evaluations shall be posted on the Canadian Coast Guard, [Environmental Response intranet site](#), made available to all Regional personnel and will be made available for future reference.

5.2.1 Conduct of a Post-Incident Review

The Post-Incident Review should be conducted in accordance with the principles contained in the National Exercise Program – Evaluation Guidelines (Chapter 11). These principles include:

- briefing the response/monitoring team;
- evaluating the incident;
- preparing a summary of key observations;
- conducting an incident debriefing session; and
- preparing an official Post-Incident evaluation report.

The following elements should be covered when conducting a post-incident review:

- state of readiness;
- state of response plans;
- notification;
- assessment;
- activation;

- safety measures taken during the response;
- key partners and stakeholder engagement;
- measures taken to control and contain pollution and protect private property and infrastructure; and
- surveillance measures taken at the time of the incident.

Lessons Learned should be documented in the post-incident evaluation report, which should also outline how the Lessons Learned can be incorporated into their relevant areas.

Lessons learned will identify problem areas or failures within the system requiring remediation. The relevant program area will implement the required changes, as follows:

- National Program Deficiency:
 - Responsible Program – National Strategies, Headquarters;
 - Deficiency Type – program structure and mandate and Levels of Service.
- System Deficiency:
 - Responsible Program – National Environmental Response Program Office, Headquarters;
 - Deficiency Type – Environmental Response Manual, directives, Incident Command System (process and web application) and general procedures.
- Training Deficiency:
 - Responsible Program – Operational Personnel / Canadian Coast Guard College;
 - Deficiency Type – course curriculum, content, type and frequency and delivery.

Once the particular failure has been addressed, the performance of the Environmental Response program will be monitored to ensure that remedial measures are having the desired outcomes.

6 PLAN MAINTENANCE

6.1 CUSTODIANS

The Marine Spills Contingency Plan – National Chapter, excluding Regional Plans / Annexes, is the responsibility of the:

Director General, Operations

Canadian Coast Guard
200 Kent St.
Ottawa, Ont. K1A 0E6

The Regional Chapters of the National Marine Spills Contingency Plan are the responsibility of the Assistant Commissioners:

Western Region

Assistant Commissioner
Canadian Coast Guard
25 Huron St.
Victoria, B.C. V8V 4V9

Central & Arctic Region

Assistant Commissioner
Canadian Coast Guard
105 McGill St.
Montreal, Que. H2Y 2E7

Atlantic Region

Assistant Commissioner
Canadian Coast Guard
280 Southside Rd.
St. John's, N.L. A1C 5X1

All National Standard Operating Procedures, Directives, Standards, Protocols and Procedures are the responsibility of the Manager, National Environmental Response Program Office:

Manager, National Environmental Response Program Office

Canadian Coast Guard
200 Kent St.
Ottawa, Ont. K1A 0E6

Regional Standard Operating Procedures are the responsibility of the Environmental Response Superintendents:

Atlantic Region

Environmental Response Superintendent
Canadian Coast Guard
50 Discovery Drive
Dartmouth, N.S. B2Y 3Z8

Central and Arctic Region

Environmental Response Superintendent
Canadian Coast Guard
520 Exmouth St.
Sarnia, Ont. N7T 8B1

Western Region

Environmental Response Superintendent
Canadian Coast Guard
25 Huron St.
Victoria, B.C. V8V 4V9

6.2 REVIEW REQUIREMENTS

This Plan shall be reviewed annually and amended as required. This review will be completed by Canadian Coast Guard headquarters in conjunction with each Canadian Coast Guard Region. All revisions to the plan shall be documented on the Register of Amendments.

6.3 REVISION REQUEST

All inquiries regarding this document, including suggestions for revision and requests for interpretation, shall be addressed to the:

Manager, National Environmental Response Program Office

Canadian Coast Guard
200 Kent St.
Ottawa, Ont. K1A 0E6

These requests shall include:

- originator (including position, return address and telephone number);
- date;
- subject (e.g. request for revision or interpretation);
- suggested change (including section and page number references); and
- reason for revision.

All formally received requests will be acknowledged in writing and assessed for against the National Chapter. Subsequent revisions will be distributed accordingly upon approval.

7 MARINE POLLUTION INCIDENT REPORTING

The following are regional contact numbers for reporting a marine pollution incident in their respective Region.

7.1 ATLANTIC REGION

Newfoundland and Labrador, Nova Scotia, Prince Edward Island and New Brunswick

Toll-free: 1-800-565-1633 (24 hours)

7.2 CENTRAL AND ARCTIC REGION

Quebec Sector

Toll-free: 1-800-363-4735 (24 hours)

Ontario, Nunavut, Arctic Waters

Toll-free: 1-800-265-0237 (24 hours)

7.3 WESTERN REGION

British Columbia, Yukon, Alberta, Manitoba and North-West Territories

Toll-free: 1-800-889-8852 (24 hours)

8 REFERENCES

- [CCG/6046 – Environmental Response Directives D-6010 - The Reporting of Marine Pollution Incidents](#)
- National Exercise Program – Evaluation Guidelines
- [CCG/6048 – Environmental Response Cost Recovery Manual](#)
- [CCG Concept of Operations and Amended CCG Shore-Based Organizational Structure](#)
- [Environmental Response Levels of Service](#)
- [CCG/6030 – CCG Pollution Response Officer Procedures Manual](#)
- [CCG/6031 – CCG Environmental Response Equipment – Charge-out Rates](#)
- [Equipment Loan Agreement](#)
- [CCG Intranet – Environmental Response](#)
- Incident Command System (ICS) Plan for Incident Management
- National Incident Notification Policy and Procedure
- Operations Emergency Management Plan

ANNEX A EXISTING AGREEMENTS AND MEMORANDA OF UNDERSTANDING

A.1 INTERNATIONAL AGREEMENTS

- [International Boundary Waters Treaty, 1909](#)
- [Great Lakes Water Quality Agreement, 2012](#)
 - Pursuant to the agreement, the Canadian and United States Coast Guards are responsible for the development of a Joint Marine Pollution Contingency Plan.
- [Canada-United States Joint Marine Pollution Contingency Plan](#)
 - 2013 revised Joint Contingency Plan is intended to provide non-binding guidance to the Canadian and United States Coast Guards, and other appropriate authorities, in coordinating preparedness and response operations.
- [Canada-Denmark Agreement for Cooperation Relating to the Marine Environment](#)
 - Annex B: Joint Contingency Plan concerning pollution incidents resulting from shipping activities.
- Canada-France Administrative Arrangement Establishing the Canada-France (Saint-Pierre et Miquelon) Joint Marine Contingency Plan
- Arctic Environmental Protection Strategy
 - Signed declaration in June 1991 with the seven other circumpolar countries concerning the protection of the Arctic environment and international cooperation in emergency prevention, preparedness and response.
- [Declaration on the Establishment of the Arctic Council](#)
 - Signed on September 19, 1996 by Canada and the seven other circumpolar countries. This declaration establishes the Arctic Council as a high-level forum to oversee and coordinate the programs under the Arctic Environmental Protection Strategy (AEPS), including Emergency Prevention, Preparedness and Response.
- [Agreement on Cooperation on Marine Oil Pollution Preparedness and Response in the Arctic](#)
 - Signed on May 15, 2013, by Canada and 7 other circumpolar countries. This agreement strengthens cooperation, coordination and mutual assistance among the parties on oil pollution preparedness and response in the Arctic in order to protect the marine environment from pollution by oil.
- [International Convention on oil pollution preparedness, response and cooperation, 1990](#)
 - Contracting States to the International Convention, Oil Pollution Preparedness, Response and Cooperation, Convention (1990) are required to establish measures for dealing with pollution incidents, either nationally or in co-operation with other countries.
- Civil Liability Convention
 - The [International Convention on Civil Liability for Oil Pollution Damage \(CLC\) \(1992\)](#) covers those who suffer oil pollution damage resulting from maritime

casualties involving oil-carrying ships. The Convention places the liability for such damage on the owner of the ship from which the polluting oil escaped or was discharged. The 1992 protocol widened the scope of the Convention to cover pollution damage caused in the exclusive economic zone (EEZ) or equivalent area of a State Party.

- [International Convention on the Establishment of an International Fund for Compensation for Oil Pollution Damage \(FUND\)](#)
 - The purposes of the Fund Convention are:
 - to provide compensation for pollution damage from tankers to the extent that the protection afforded by the [International Convention on Civil Liability for Oil Pollution Damage \(1969\)](#) and its protocol is inadequate. It also gives relief to shipowners in respect of the additional financial burden imposed on them by the 1969 Civil Liability Convention, such relief being subject to conditions designed to ensure compliance with safety at sea and other conventions; and
 - to give effect to the related purposes set out in the convention.
- [1992 Fund Convention and Supplementary Fund Protocol](#)
 - The aim of the established Fund is to supplement the compensation available under the 1992 Civil Liability and Fund Conventions with an additional, third tier of compensation. The Protocol is optional and participation is open to all States Parties to the 1992 Fund Convention.
- Bunkers Convention
 - The [International Convention on Civil Liability for Bunker Oil Pollution Damage \(BUNKER\)](#) was adopted to ensure that adequate, prompt, and effective compensation is available to persons who suffer damage caused by spills of oil when carried as fuel in ships' bunkers.

A.2 MEMORANDA OF UNDERSTANDING AND LETTERS OF AGREEMENT

- Fisheries and Oceans Canada –Transport Canada
 - [Memorandum of Understanding between: Transport Canada and Fisheries & Oceans Canada Respecting Marine Transportation Safety & Environmental Protection \(1996\)](#). This Memorandum of Understanding provides an administrative framework that ensures a coherent and consistent approach to all aspects of marine transportation safety and environmental protection. It also clarifies each department's roles and responsibilities with respect to marine pollution and the environment.
- [Resource Transfer Agreement between the Department of Fisheries and Oceans/Canadian Coast Guard \(DFO/CCG\) and Transport Canada \(TC\) Respecting Transfer of Marine Safety Policy Responsibilities \(2005\)](#). The provisions of the [1996 MOU](#) that are not affected by this MOU remain valid. This agreement provides a framework for cooperation subsequent to the transfer of responsibilities, personnel and resources from Fisheries and Oceans Canada to Transport Canada and clarifies each department's responsibilities resulting from the transfer.
- Fisheries and Oceans Canada – Environment and Climate Change Canada(formerly Environment Canada)

- [Letter of Agreement Respecting Transfer of Responsibility for Mystery Spills from Environment Canada to the Canadian Coast Guard/Fisheries and Oceans Canada](#). This is a Letter of Agreement transferring lead agency responsibility for mystery spills in waters of Canadian interest to the Canadian Coast Guard (1996).

ANNEX B INTERNAL AND EXTERNAL SUPPORT AGENCIES

B.1 INTERNAL SUPPORT AGENCIES

Canadian Coast Guard College – Continuing Marine Education Department

The Canadian Coast Guard College supports program preparedness by acting as the coordinator for curriculum development. These courses are offered to Environmental Response personnel as well as other government and industry representatives.

Canadian Coast Guard Operations – Marine Communications and Traffic Services

Marine Communications and Traffic Services provides notification to the Environmental Response Duty Officer of a marine pollution incident (some Regions – see “Canadian Coast Guard Fleet – Regional Operations Centre” below), establish and direct vessels in emergency zones in accordance to directions provided by Pollution Response Officers, disseminate marine information, issue Notice to Shipping and provide vessel information, as necessary.

Canadian Coast Guard Fleet

Fleet will provide support or lead agency services upon request of the Environmental Response Duty Officer, Incident Commander. These services can include: initial spill assessments; verifications and initial response operations; take on-water samples on behalf of the Pollution Response Officer; conduct Incident Commander functions when requested by the Environmental Response program; and provide site safety.

Canadian Coast Guard Fleet – Regional Operations Centre

The Regional Operations Centre may provide notification to the Environmental Response Duty Officer of a marine pollution incident (some Regions – see “Canadian Coast Guard Operations– Marine Communications and Traffic Services” above) and will provide the coordination and allocation of Canadian Coast Guard resources, as requested by the Incident Commander.

Canadian Coast Guard Integrated Technical Services

Integrated Technical Services provides technical support services with respect to the procurement and Life Cycle Management of capital assets, including but not limited to pollution countermeasures equipment and vessels.

Canadian Coast Guard Facilities/Fisheries and Oceans Canada Facilities

Provision of small vessels, base facilities, storage, helicopter pads, boat launch and docking facilities and staging areas.

Fisheries and Oceans Canada – Corporate Services – Real Property, Safety & Security

Provision of advice regarding site and employee safety and the application of departmental security measures, general health and safety advice, and a Health and Safety Officer as required under the Response Management System (or Incident Command System equivalent) organizational structure.

Fisheries and Oceans Canada – Information Management and Technical Services – IT Security

Information Technology (IT) Security will provide informatics systems such as computer systems, servers, software and email applications, handheld communication devices such as Blackberries, and the appropriate IT security infrastructure meeting all Fisheries and Oceans Canada IT requirements as required under the Response Management System (or Incident Command System equivalent) organizational structure.

Fisheries and Oceans Canada – Communications

Communications will process inquiries from media organizations through the application of the Fisheries and Oceans Canada Crisis Communications Plan. Communications branch also coordinates all aspects of information being released to ensure the public is getting the most relevant, accurate information as soon as practicable. This sector would fulfill the Communications Officer function in the Response Management System (or Incident Command System equivalent) organizational structure.

Fisheries and Oceans Canada – Finance

Provide support and resources to the Finance section of the Response Management System. In conjunction with Canadian Coast Guard personnel, Fisheries and Oceans Canada Finance will provide the Fisheries and Oceans Canada financial systems relevant to Canadian Coast Guard operations and providing costing, contractual and accounting services.

Fisheries and Oceans Canada – Human Resources

Provides administration and support to the Environmental Response program regarding services typically found within the human resources community such as: staffing, labour relations and compensation.

Fisheries and Oceans Canada/Department of Justice – Legal Services

Provision of legal services to the Canadian Coast Guard is the responsibility of the Federal Department of Justice, within Fisheries and Oceans Canada Legal Services in Ottawa. The assistance and advice provided will be in support of the Incident Commander. Legal Counsel will be part of the Command Staff of the Incident Command System organizational structure.

Other Fisheries and Oceans Canada Resources (Habitat, Science, etc.)

As a participant of the Science Table, Fisheries and Oceans Canada will provide scientific and technical advice respecting the location of critical fisheries resources and their habitat, the timing and location of fishing activities, oceanographic information, support in spill tracking and trajectory modeling, general advice in support of clean-up operations and strategies, the impact of pollutants on sensitive resources, monitoring the potential impact of response strategies, and priorities for environmental protection related to the fisheries.

Transport Canada – Marine Safety

Transport Canada, Marine Safety, is responsible for on-board investigation of ship-source pollution occurrences and will provide technical expertise with respect to the ship and the ship's on-board activities, which can assist in mitigating ship-source spills. In addition, Transport Canada is responsible for the [Environmental Prevention and Response National Preparedness Plan](#) and the [Marine Oil Spill Preparedness and Response Regime](#) for safety oversight, pollution prevention, monitoring of compliance with regulations and enforcement action. These responsibilities include:

- management of the National Aerial Surveillance Program;
- review vessel and oil handling facility pollution prevention and response plans;
- assistance with the review of salvage plans;
- Regime Governance (Regime oversight, National/Regional Advisory Councils, User Committees in accordance with OIC P.C.2003-2090 and P.C. 2004-0322); and
- certification of Response Organizations and monitoring of their activities and exercises.

Environment and Climate Change Canada

Environment and Climate Change Canada is the federal authority for environmental and scientific advice during a marine pollution incident. Environment and Climate Change Canada normally chairs the Science Table which is responsible for providing consolidated environmental advice during the course of response operations, including weather forecasts and information on the physical operating environment, spill movement and trajectory forecasts, appropriate response strategies, the location of sensitive areas, approving the use of spill treating agents and cleanup techniques.

Health Portfolio, Public Health Agency of Canada/Health Canada

The Federal Health Portfolio (HP) (Public Health Agency of Canada and Health Canada), share a mandate to prepare for and respond to public health emergencies. The HP leads or provides assistance to Government of Canada institutions/departments responding to a request from the province/territory for assistance to an emergency that may impact the health of their populations, including First Nations and Inuit Health.

Canadian Armed Forces – Canadian Joint Operations Command

The Canadian Armed Forces may provide persons, facilities, logistics, naval and airborne support and other resources during a marine pollution incident. The availability of these resources is dependent upon National Defence established priorities and operational requirements.

Indigenous and Northern Affairs Canada

Indigenous and Northern Affairs Canada can provide advice to the Canadian Coast Guard regarding pollution incidents in the Arctic and on or near Indigenous lands regarding land claims agreements, cultural and other issues. They may participate in the Environmental Emergency Team, provide expertise in specific areas and/or act as a community liaison to Indigenous groups.

Public Safety Canada

Public Safety Canada is responsible for the Federal Emergency Response Plan and can provide support in a large-scale incident that requires additional coordination of federal resources beyond the Canadian Coast Guard's capability.

Government Operations Centre

The Government Operations Centre (GOC) operates within Public Safety Canada and provides 24/7 monitoring and reporting of events of national interest and provides strategic level coordination on behalf of the Government of Canada in response to an emerging or occurring event affecting the national interest. The GOC is also the main contact point for the Canadian Coast Guard in accordance with the Agreement on Cooperation on Marine Oil Pollution Preparedness and Response in the Arctic.

National Energy Board

The National Energy Board (NEB or Board) is the lead agency for spills that occur at offshore and nearshore oil and gas exploration and production facilities on frontier lands. It is an independent federal agency that reports to the Minister of Natural Resources Canada and regulates international and interprovincial aspects of the oil, gas and electric utility industries. They may be included as part of the Science Table for expertise in this field.

Global Affairs Canada, Minister of Foreign Affairs

Canadian Coast Guard headquarters will work with this department to provide assistance to contracting states to the International Convention, Oil Pollution Preparedness, Response and Cooperation, Convention (1990) and to request

assistance from other countries in accordance with the procedures stipulated in section 5.4 International Cooperation in Pollution Response of the National Contingency Chapter.

B.2 EXTERNAL SUPPORT AGENCIES

Provincial and Territorial Governments

Provincial and territorial governments, through their various agencies and departments, have legislative mandates and expertise that can contribute to the overall response and should be included in Regional Plans as required.

Municipal Governments, Agencies, or Boards

The first responders to a spill in any community are typically the local fire department or public works. Municipal governments can provide valuable local knowledge on what sensitivities are important to local community they represent and what resources are available to assist in a response. The Canadian Coast Guard will work closely with these groups to ensure an appropriate response.

Indigenous Groups

Indigenous Groups may provide people, knowledge and equipment, and can identify resources at risk during the response to marine pollution incidents on or from their lands and indigenous traditional territories. They should be included in area plan development as required.

Canada-Newfoundland and Labrador Offshore Petroleum Board

The [Canada-Newfoundland and Labrador Offshore Petroleum Board](#) has the lead agency responsibility for pollution response with respect to incidents related to offshore Newfoundland petroleum exploration or production installations. In the event of such an incident, the Canadian Coast Guard may provide assistance in accordance with the [Memorandum of Understanding \(MOU\) between the Canada-Newfoundland and Labrador Offshore Petroleum Board and the Canadian Coast Guard](#) as a resource agency.

Canada-Nova Scotia Offshore Petroleum Board

The [Canada-Nova Scotia Offshore Petroleum Board](#) has the lead agency responsibility for pollution response with respect to incidents related to offshore Nova Scotia petroleum exploration or production installations. In the event of such an incident, the Canadian Coast Guard may provide assistance in accordance with the [Memorandum of Understanding \(MOU\) between the Canada-Nova Scotia Offshore Petroleum Board and the Canadian Coast Guard](#) as a resource agency.

ANNEX C NATIONAL ENVIRONMENTAL RESPONSE STANDARDS

The National Environmental Response Standards have been developed to provide regional planners specific guidelines with respect to the development of Regional Contingency and Geographically Specific Response Plans. These standards help to further define the Pattern of Response elements outlined in [4.3.1 Pattern of Response](#) and ensure national consistency.

Each region shall integrate these standards in their Regional Contingency Plans and Geographically Specific Response Plans.

C.1 GEOGRAPHICALLY SPECIFIC RESPONSE PLANS

Geographically specific response plans shall be completed to cover the entire region under the following priorities:

- **Priority 1:** An individual response plan for each of the *Canada Port Authorities* (as identified in the *Canada Marine Act*) paying close attention for the inclusion of municipalities and aboriginal communities that port operations impact.
- **Priority 2:** An individual plan for each large Municipality and Aboriginal Community that have a significant shipping / fishing vessel / pleasure craft nexus.
- **Priority 3:** An individual plan for the remaining areas in between the above areas, with consideration given to appropriate of waterways, or grouping of smaller Municipalities / harbours that have an identified shipping / fishing vessel / pleasure craft risk.

Required Information

The individual geographically specific response plans shall contain the following information, organized as follows:

- **Section 1:**
 - Authority, signatories, application, date in-force and amending procedures in the specific response plan.
- **Section 2:**
 - Introduction, overview, and description of the roles and responsibilities of positions and / or agencies involved in the response to a marine pollution incident in the specific response plan.
- **Section 3:**
 - Description of how / when reports of a marine pollution incident are made.
- **Section 4:**
 - Description of notification procedures in the specific response plan:
 - Notification procedures for the 24/7 Environment Canada National Environmental Emergencies Centre Duty Officer;
 - Notification procedures for the 24/7 Transport Canada Marine Safety Duty Officer;
 - Notification procedures for the 24/7 Provincial / Territorial Ministry of Environment Duty Officer;
 - Notification procedures for the 24/7 Port Authority emergency Duty Officer (as appropriate);

- Notification procedures for 24/7 Municipal emergency Duty Officer;
- Notification procedures for 24/7 emergency Duty Officer from the aboriginal community;
- Notification procedures for other appropriate 24/7 emergency Duty Officers (as appropriate).
- **Section 5:**
 - List strategy for the contact procedures / capabilities / limitations of any asset that could be identified to provide surveillance of, or verify, any report of a marine pollution incident.
- **Section 6:**
 - Provide a description of the initial actions (post activation) taken, including any pre-identified strategies and / or response tactics, as well as a description of pre-identified joint communications procedures.
- **Section 7:**
 - Procedures for contacting other agencies / stakeholders, as follows:
 - Potential unified commander from Province / Territory / Ports Authorities / Municipality / Aboriginal Community;
 - Environment Canada regional office (as applicable) with jurisdiction;
 - Transport Canada regional office with jurisdiction;
 - The appropriate Provincial / Territorial agency office with jurisdiction;
 - The appropriate Municipal agent that would participate as a resource agency / supporting agency or provide persons to participate in an Emergency Operations Centre or Incident Command Post;
 - The appropriate aboriginal community agent that would participate as a resource agency / supporting agency or provide persons to participate in an Emergency Operations Centre or Incident Command Post.
- **Section 8:**
 - List strategy for or details on the location and contact procedures of likely applicable personnel and equipment available within 12 and 24 hours.
 - Ideally all response plans should identify environmental, cultural, economic vulnerabilities and strategies / tactics to address the protection of these vulnerabilities.
- **Section 9:**
 - Identification of likely sources / location of pollution: Oil Handling Facility facilities; maritime reception facilities; marinas; fishing ports; etc. in the specific response plan.
 - Description of likely locations for incident command posts, staging areas, and incident bases.
 - Description of notable feature, limitation, or consideration for response operations in the area defined by the plan.
- **Section 10:**
 - Any necessary appendices.

C.2 NOTIFICATION CALL-OUT AND ACTIVATION ASSESSMENT

The regional Superintendent Environmental Response is responsible for:

- ensuring 7/24/365 contact methods for the reception of the reporting of pollution and potential pollution from sources external to the Canadian Coast Guard are made available to the public and other reporting bodies external to the Canadian Coast Guard;
- maintaining and publishing internal procedures for the timely movement of accurate information from a likely reception source to the group responsible for notifying the Environmental Response Duty Officer;
- maintaining and publishing a daily roster which includes on-call duty personnel, their contact particulars for a determined timeframe for the assessment of incoming reports;
- maintaining and publishing a redundancy procedure for the assessment of in-coming reports; and
- maintaining and publishing a redundancy procedure for the activation of a response.

C.3 ASSESSMENT

The standard applies to individuals charged with the responsibility of conducting assessments once a report of marine pollution incident has been received.

The objective of the standard is to describe the acceptable end-state of the assessment of a report of a marine pollution incident received by the Canadian Coast Guard.

The assessment is complete¹⁰ only when:

- immediate hazards¹¹ are identified and actions are taken for the safety of those reporting / on-scene;
- the marine pollution incident is confirmed to fall within the mandate of the Canadian Coast Guard;
- the marine pollution incident is verified;
- the polluter is identified and their intentions are known¹² or the spill is assessed to be a “mystery spill¹³”;
- pollutants (as cargo / bunkers) are identified as follows:
 - type of pollutants involved; and
 - quantity: volumes spilled; volumes at risk and volumes not at risk.
- Transport Canada duty officer is contacted for any appropriate risk assessment for the stability and / or integrity of the vessel;
- the Environment and Climate Change Canada’s National Environmental Emergencies Centre duty officer is contacted for trajectory, fate & effects estimates are identified for volumes spilled and volumes at risk, as required;
- Canadian Ice Service is contacted for ice conditions and forecast, as required;

¹⁰ Ideally an ICS-201 is produced with all necessary charts, MSDS, diagrams and tables.

¹¹ Anticipated presence of explosive environments (pollutants with flash point <38°C) or response measures requiring greater than level D personal protective equipment (PPE).

¹² Through the issuance of a Notice Order pursuant to CSA (2001) 180(1).

¹³ A *mystery spill* is deemed to be ship-source until proven otherwise. Additionally, an *unknown land-based source spill* is not to be deemed a *mystery spill*.

- the United States Coast Guard or any other agency duty officer identified for a particular location, as found in the geographically specific response plans, as required;
- response hazards are identified;
- resources at risk are identified;
- environmental / cultural / economic vulnerabilities are identified;
- key stakeholders¹⁴ are alerted;
- Superintendent Environmental Response is briefed on the incident assessment details;
- the National Incident Notification Procedure initial situation report is triggered;
- appropriate Notices to Shipping are issued.

C.4 ASSESSMENT TERMINATION

Upon termination the Canadian Coast Guard Incident Commander / Superintendent of Environmental Response (as appropriate) shall:

- notify regional senior management in accordance with any established regional protocol;
- as appropriate, notify any *joint* Authorities (United States Coast Guard; Arctic Council members, etc.) of incident facts and Canadian Coast Guard intentions, in accordance with any agreements;
- notify impacted stakeholders¹⁵ of incident facts and Canadian Coast Guard intentions, and in accordance with any plans / Memorandum of Understanding;
- ensure the final National Incident Notification Procedure is completed and submitted; and
- notify the Ship-Source Oil Pollution Fund and the Manager, Operational Service Delivery.

C.5 ACTIVATION

In support of activation, the Superintendent of Environmental Response shall:

- assign (or retain) the incident command function, appropriate for the response level¹⁶;
- select¹⁷ regional staff to occupy positions in the (initial) Incident Management Team;
- establish¹⁸ initial command direction: priorities and objectives; limitations and considerations; and, safety information from assessment;
- augment¹⁹ (as required; as directed) standing Critical Information Requirements for the Incident Management Team;

¹⁴ Stakeholders typically include (but are not limited to) an agent from any impacted: Province / Territory; indigenous group; municipality; Port Authority, or as identified for the geographically specific response plan in force.

¹⁵ Stakeholders typically include (but are not limited to) an agent from any impacted: Province / Territory; indigenous group; municipality; Port Authority

¹⁶ Types 1-5, as established through the Canadian Coast Guard's Incident Management Handbook; 1 / 3 / 5 corresponding to national / regional / minor response, respectively.

¹⁷ Superintendents of Environmental Response to maintain a list of regional staff officers with the requisite training and experience for incident management level 4 and 5.

¹⁸ As communicated through the ICS-202A form with incident ICS-201 from.

¹⁹ As communicated through the ICS-202A form

- notify regional senior management, in accordance with any established regional protocol;
- as appropriate, notify any *joint* Authorities (United States Coast Guard; Arctic Council members, etc.) of incident facts and Canadian Coast Guard intentions, in accordance with any agreements;
- notify impacted stakeholders²⁰ of incident facts and Canadian Coast Guard intentions, and in accordance with any plans / Memoranda of Understanding;
- ensure the National Incident Notification Procedure is completed and submitted;
- obtain Financial Coding (project) and an official file number; and
- notify the Ship-Source Oil Pollution Fund, Manager, Operational Service Delivery, and the Fisheries and Oceans Canada's Chief Financial Officer (for Type 3, 2, 1 incident).

C.6 RESPONSE TERMINATION

In support of closing a case, the Superintendent of Environmental Response shall:

- notify regional senior management, in accordance with any established regional protocol;
- as appropriate, notify any *joint* Authorities (United States Coast Guard; Arctic council members, etc.) of incident facts and Canadian Coast Guard intentions, in accordance with any agreements;
- notify impacted stakeholders²¹ of incident facts and Canadian Coast Guard intentions, and in accordance with any plans / Memoranda of Understanding;
- ensure the final National Incident Notification Procedure situation report is completed and submitted; and
- notify the Ship-Source Oil Pollution Fund and Manager, Operational Service Delivery.

C.7 REGIONAL WATCHKEEPING OFFICER

The Environmental Response Duty Officer is the 24-7 / 365 watchkeeping function of the Environmental Response branch and is charged with receiving and assessing a report of marine pollution. The regional Superintendent Environmental Response is responsible for:

- selecting Environmental Response personnel with sufficient experience to become Duty Officers;
- ensuring each Duty Officer is trained in pollution report assessment;
- ensuring each Duty Officer is trained as a Pollution Response Officer pursuant to section 174.1(1) of the *Canada Shipping Act, 2001*;
- providing communication and / or computer equipment for the assessment of pollution reports;
- providing and maintaining pollution report assessment tools;

²⁰ Stakeholders typically include (but are not limited to) an agent from any impacted: Province / Territory; indigenous group; municipality; Port Authority

²¹ Stakeholders typically include (but are not limited to) an agent from any impacted: Province / Territory; indigenous group; municipality; Port Authority

- maintaining a team of qualified Duty Officers to ensure a Duty Officer is available on a daily (37.5 hour paid / 16.5 hour standby weekday / 48 hour standby weekend) watchkeeping schedule; and
- ensuring the branch workplan does not interfere with performance of the daily Duty Officer function.

Please note that this function will be transferred to the Regional Emergency Coordination Centre in accordance with the Environmental Response Concept of Operations.

C.8 REGIONAL RESPONSE

The individual Regional Chapters shall contain the following information, organized as follows:

- **Section 1:**
 - Authority, application, date in-force, and amending procedures in the region.
- **Section 2:**
 - Introduction, overview, and general description of the roles and responsibilities of positions and / or agencies involved in the response to marine pollution in the region.
 - List of subordinate geographically specific response plans.
- **Section 3:**
 - Description of how reports of pollution are received in the region.
- **Section 4:**
 - Description of how, when, and among whom external and internal notification occurs in the region.
- **Section 5:**
 - Description of who conducts assessments in the region.
- **Section 6:**
 - Description of how activation occurs in the region.
- **Section 7:**
 - Details on the location of Environmental Response personnel and equipment within the region, and the response services they are capable of providing.
- **Section 8:**
 - Details on the Fleet resources available and the response services they are capable of providing, and equipment description and location / range associated with these vessels;
- **Section 9:**
 - Description of specific agreements with other agencies that impact the Environmental Response program or the response to marine pollution.
- **Section 10:**
 - Any necessary appendices.

Response domains → Core response priorities ↓	The casualty	The clean-up	The continuity of the impacted resource
Safety of responders and the public	Provide for the safety and welfare of citizens and response personnel by (dd:mm / hh:mm).# Conduct an operational risk assessment and ensure controls are in place to protect responders and the public by (dd:mm / hh:mm).#		
Incident stabilization / Control of the scene	Develop and implement a salvage plan by (dd:mm / hh:mm)*	Initiate actions to stop, control, collect at / near the source to minimize the total volume released by (dd:mm / hh:mm).# Contain, treat, and recover spilled materials from the water's surface by (dd:mm / hh:mm).#	Implement measures to limit usage of the <i>impacted resource</i> by (dd:mm / hh:mm).*
Protection of the environment, infrastructure, and property	Develop and implement a pollution impact mitigation plan by (dd:mm / hh:mm).* Develop and implement a transit plan to include final destination and berth for vessel(s) by (dd:mm / hh:mm)*	Protect identified environmentally sensitive areas by (dd:mm / hh:mm).# Haze, recover, and rehabilitate injured wildlife by (dd:mm / hh:mm).# Conduct shoreline assessment by (dd:mm / hh:mm).# Conduct pre-impact shoreline debris removal by (dd:mm / hh:mm).# Conduct shoreline cleanup efforts by (dd:mm / hh:mm).#	Restore basic functionality of the <i>impacted resource</i> to facilitate the rapid resumption of normal usage by (dd:mm / hh:mm).*
Situational awareness	Conduct damage/stability assessment of vessel by (dd:mm / hh:mm)* Identify safe refuge/berth for impacted vessels by (dd:mm / hh:mm)* Identify social, political, and economic issues by (dd:mm / hh:mm)* Implement a coordinated response with regulatory and other law enforcement / investigating agencies by (dd:mm / hh:mm)*	Conduct surveillance and monitoring operations of plume, air/water quality, presence and type of wildlife by (dd:mm / hh:mm).# Identify environmentally sensitive areas, wildlife, habitats, and culturally significant properties by (dd:mm / hh:mm).* Identify threatened species at risk by (dd:mm / hh:mm). # Determine oil and hazardous substance fate and effect (trajectories by (dd:mm / hh:mm).* Investigate the potential for and, if feasible, use alternative technologies to support response efforts by (dd:mm / hh:mm).* Identify social, political, and economic issues by (dd:mm / hh:mm).* Implement a coordinated response with regulatory and other law enforcement / investigating agencies by (dd:mm / hh:mm).*	Identify impacts to <i>resources</i> by (dd:mm / hh:mm).* Identify constraints on <i>impacted resource</i> as a result of an incident by (dd:mm / hh:mm).* Identify a pre-impact baseline for the <i>impacted resource(s)</i> by (dd:mm / hh:mm).* Identify social, political, and economic issues by (dd:mm / hh:mm).* Implement a coordinated response with regulatory and other law enforcement / investigating agencies by (dd:mm / hh:mm).*
Community engagement	Establish an information transfer process to facilitate communications with stakeholders and organizations by (dd:mm / hh:mm).* Establish a Joint Information Centre (JIC) with partner / stakeholder agencies by (dd:mm / hh:mm).* Develop and implement multi-language/culture outreach program by (dd:mm / hh:mm).* Establish a Volunteer Management Program and assign a coordinator by (dd:mm / hh:mm).* Establish a Vessels of Opportunity Program and assign a coordinator by (dd:mm / hh:mm).*		

* = Incident Objective – ICS – 202 (CCG) # = Incident Open Action Tracker – ICS – 233 (CCG)