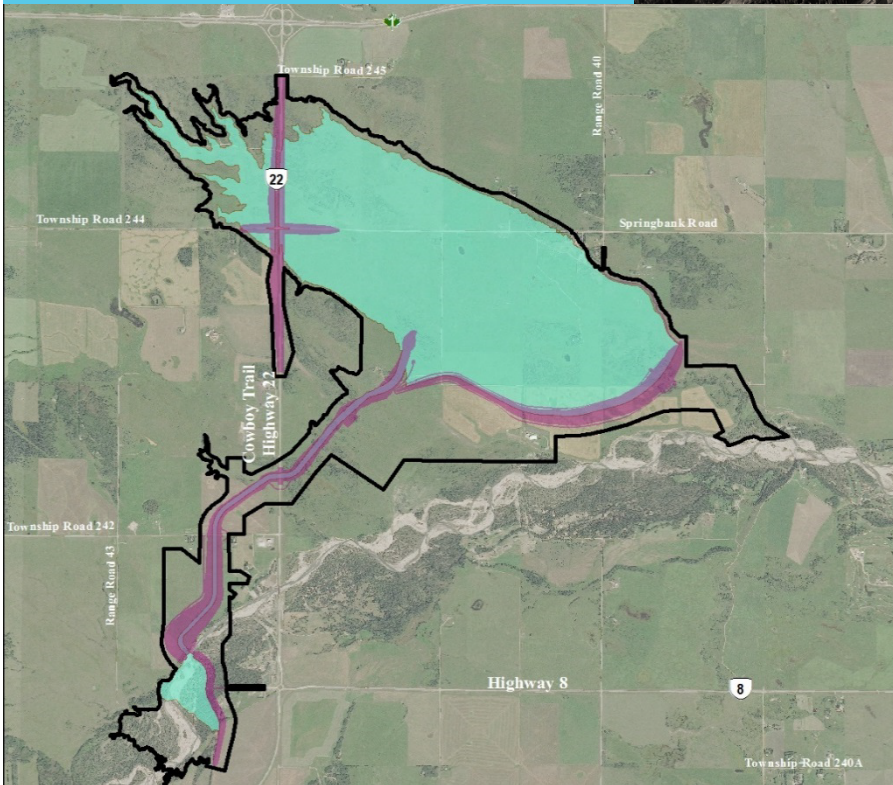


Springbank Off-stream Reservoir Project



Communication Plan

January 2022

**SPRINGBANK OFF-STREAM
RESERVOIR PROJECT
Communication Plan**



Prepared for:
Alberta Transportation

Prepared by:
Stantec Consulting Ltd.

January 19, 2022

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Abbreviations

AEP	Alberta Environment and Parks
Contractor	Prime contractor for construction
FAQ	Frequently Asked Questions
IAAC	Impact Assessment Agency of Canada
LAA	Local Assessment Area
PDA	Project Development Area
SR1; the Project	Springbank Off-Stream Reservoir Project
Stantec	Stantec Consulting Ltd.
The City	City of Calgary

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Introduction
January 19, 2022

1.0 INTRODUCTION

This document describes the Communication Plan (the Plan) specific to construction activities for the Springbank Off-stream Reservoir Project's (SR1, the Project). This Plan has been developed consistent with the commitments made by Alberta Transportation in the environmental impact assessment and in accordance with approval conditions identified by the Impact Assessment Agency of Canada (IAAC) and the Natural Resources Conservation Board (NRCB).

Alberta Transportation is committed to complying with regulatory conditions set out by the regulators who have reviewed and approved this Project.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Goals of Communication
January 19, 2022

2.0 GOALS OF COMMUNICATION

The goal of this Plan is to share information with Indigenous groups, stakeholders and Albertans about SR1 construction activities. This plan will be updated accordingly to address:

- Project schedule and status updates
- Construction activities (including any work required in the Elbow River)
- Impacts from construction (e.g. traffic changes, road closures, speed / lane reductions, noise, air quality, dust)
- Items uncovered during archaeological and heritage work
- Accidents or malfunctions

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Principles of Communication
January 19, 2022

3.0 PRINCIPLES OF COMMUNICATION

Communication will embody the spirit of the following principles:

- **Timely Information** – Current information will be shared and questions will be answered in a timely fashion.
- **Plain Language** – Project information will be readily accessible and developed using plain language.
- **Collaboration** – All information will be reviewed and approved by Alberta Transportation before distribution, dissemination or publication.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Approval Conditions
January 19, 2022

4.0 APPROVAL CONDITIONS

This Plan meets the IAAC and NRCB Decision conditions as well as Alberta Transportation commitments for the Project. Table 1 summarizes the approval conditions as defined by IAAC and NRCB as they relate to the Plan according to the phase of the Project; Appendix A expands Table 1 with details of each condition.

Table 1 Summary of Approval Conditions for Communication

Reference	Activity
Alberta Transportation Commitment - IAAC IR4-05	Develop a communication plan prior to construction that outlines the means and procedures for communicating project information during construction.
IAAC approval condition 2.14	Publish annual reports publicly that summarize the following: <ul style="list-style-type: none"> • specific environmental and archeological activity associated with the Project • accidents and malfunction responses • updates to the Plan
IAAC approval condition 6.4	Develop and implement a follow-up program to verify the accuracy of the environmental assessment and the effectiveness of mitigation measures pertaining to adverse changes to air quality attributed to the Project.
IAAC approval condition 6.5	Provide Indigenous groups with the results of the follow-up program referred to in condition 6.4 in plain language at a minimum twice annually, at a time determined in consultation with Indigenous groups.
IAAC approval condition 7.3	Develop a protocol for receiving complaints related to exposure to noise attributable to the Project prior to construction and in consultation with Indigenous groups.
IAAC approval condition 7.4	Develop a communication plan prior to construction and in consultation with Indigenous groups.
IAAC approval condition 8.7	Provide Indigenous groups the final project design in advance of construction activities to allow Indigenous groups to catalogue, harvest and transplant traditional and medicinal plants present within the project development area, in a culturally appropriate way.
IAAC approval condition 11.5.1 and 11.5.2	Notify Indigenous groups and relevant authorities with respect to accidents and malfunctions as part of the Plan.
IAAC approval condition 11.6	Develop a communication plan for accidents and malfunctions prior to construction that will be implemented and kept up-to-date.
IAAC approval condition 12.4	Provide Indigenous groups with the schedules referred to in conditions 12.1 and 12.2, and any update to the initial schedule made pursuant to condition 12.3 at the same time the Proponent provides these documents to the Agency.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Approval Conditions
January 19, 2022

Table 1 Summary of Approval Conditions for Communication

Reference	Activity
IAAC Condition 13.3	Notify IAAC and Indigenous groups of changes to the Project's contact information.
NRCB condition 10	Make monitoring results for the following publicly available: <ul style="list-style-type: none"> • Aquatic ecology • Hydrology and sediment transport • Surface water quality • Groundwater quality and quantity • Vegetation • Terrain and soils • Wildlife and biodiversity • Air quality
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	Notify adjacent landowners and disposition holders of Project construction activities and schedule to allow for management of livestock and other farming operations.
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	Install detour signs for traffic and for the Our Lady of Peace Cairn during construction of road realignments and modifications.
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	Communicate regularly with Rocky View County to provide project updates, and to identify and address project-related traffic problems and other potential implications for services and infrastructure.
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	Monitor noise continuously and report data to the environmental inspector during the construction phase and the environmental coordinator during post-flood operation. Establish a telephone number for noise complaints. Address all noise complaints, which may include implementing the use of sound barriers or adjustment of construction timing. Implement complaint response procedure to address noise complaints.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Approval Conditions
January 19, 2022

4.1 RESPONSIBILITIES AND REPORTING

4.1.1 Responsibility

Alberta Transportation is responsible for implementing the Plan during the construction phase. Following construction, Alberta Environment and Parks (AEP) will develop and implement a Communication Plan during dry, flood and post-flood operations.

4.1.2 Community Liaison

Throughout construction, a Community Liaison from Alberta Transportation will serve as the public point of contact for all stakeholders and Indigenous groups to address questions and concerns associated with the Project. The contractor will support the Community Liaison by regularly providing appropriate information in a timely fashion, to respond and engage with stakeholders and others.

The Community Liaison will work with Indigenous groups to identify preferred means of communication for each Indigenous group (e.g., phone call, email, letter, meeting) for receiving information. Information from the First Nations Land Use Advisory Committee will be provided to the Community Liaison.

The Community Liaison will address any complaints during construction and work with the contractor, to investigate, explore and take necessary action to address.

4.1.3 Approval Condition Reporting Requirements

As per IAAC Conditions 2.14 and 7.4, the Plan will be shared publically on Alberta Transportation's website at <https://www.alberta.ca/springbank-off-stream-reservoir.aspx>.

In compliance with IAAC approval condition 2.11, an annual report summarizing the monitoring results will be provided to IAAC and the First Nation Land Use Committee by October 31 of the reporting year. In compliance with NRCB approval condition 10, the annual reports will be easily accessible to the public, subject to privacy protection requirements and to the satisfaction of AEP.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Indigenous Groups and Stakeholders
January 19, 2022

5.0 INDIGENOUS GROUPS AND STAKEHOLDERS

The Community Liaison will work with Indigenous groups to identify preferred means of communication for each Indigenous group for receiving information. As a default, all communication will occur via email through the Consultation Offices of the Indigenous groups, which are kept up to date by the Alberta Consultation Office, and are available at: <https://www.alberta.ca/indigenous-consultation-contacts.aspx>.

Indigenous groups engaged on the project include:

- Blood Tribe (Kainai First Nation)
- Ermineskin Cree Nation
- Foothills Ojibway First Nation
- Louis Bull Tribe
- Métis Nation of Alberta, Region 3
- Montana First Nation
- Piikani Nation
- Samson Cree Nation
- Siksika Nation
- Stoney Nakoda Nations
- Tsut'ina Nation
- Ktunaxa Nation.

Stakeholders include:

- Adjacent landowners and disposition holders in the local assessment area (LAA)
- Landowners within and adjacent to the PDA
- Community of Springbank
- Hamlet of Bragg Creek
- Rocky View County (includes Redwood Meadows)
- City of Calgary
- Local businesses and associations (including the City of Calgary Chamber of Commerce)

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Project Description
January 19, 2022

6.0 PROJECT DESCRIPTION

The Elbow River flood of 2013 was a devastating environmental event, which caused significant damage socially and economically to the City and surrounding communities. As per a report prepared in 2017 by the IBI Group, an unmitigated 1:200-year event on Elbow River would cause an estimated \$1.98 billion in damages within the City alone. To reduce the effects of future extreme flooding events on infrastructure, watercourses, and residents of the City and downstream communities, Alberta Transportation is proceeding with the construction of the Springbank Off-stream Reservoir (SR1; The Project). The Project is located approximately 15 kilometres west of the City, in Rocky View County. Following construction, Alberta Environment and Parks (AEP) will own and operate the reservoir.

Construction activities on the Project are anticipated to begin in early 2022 starting with tree and shrub clearing. AEP will manage engagement related to land use planning for the Project, which is out of scope of this communication plan.

7.0 COMMUNICATION TACTICS

Construction and project information, questions, and comments will be shared with Indigenous groups and stakeholders via:

- Community Liaison
- Project email address
- Project website
- Newsletters, handouts and updates
- 511 Alberta
- Telephone number for complaints
- Stakeholder/ Community meetings and presentations
- Annual report

7.1 COMMUNITY LIAISON

A Community Liaison will serve as the point of contact for all Indigenous groups and stakeholders to address questions and concerns associated with the Project as discussed in Section 4.1.2 above.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Communication Tactics
January 19, 2022

7.2 PROJECT EMAIL

A regularly monitored project email address, springbank-project@gov.ab.ca, will be used to allow for information sharing. The project team will document all correspondence in a record of contact database.

7.3 PROJECT WEBSITE

A project website will be created and maintained throughout the course of construction. It will include information on the project, contact information, FAQ information, and act as the primary source of information about the project. When possible, the website will also contain photos, videos and visual aids to help explain construction activity.

7.4 NEWSLETTERS, HANDOUTS AND UPDATES

Project updates, newsletters and handouts will be regularly circulated via email and the project website.

7.5 511 ALBERTA

As construction progresses, information regarding potential traffic effects will be shared to 511 Alberta.

7.6 DEDICATED TELEPHONE NUMBER

The telephone number, 780-422-2008, will be published to allow for information sharing and to provide an opportunity to log any complaints during construction. The project team will document all correspondence in a record of contact database.

7.7 STAKEHOLDER AND COMMUNITY MEETINGS

Meetings with stakeholders and community members will occur periodically, including at a minimum, one annual meeting to provide opportunities to learn and engage with the project team.

Before the main active construction begins, an information session (in person or virtual, contingent on public health guidelines for COVID-19) will introduce the contractor and the Community Liaison and present the upcoming work.

7.8 ANNUAL REPORTS

An annual report will be prepared and shared with IAAC and the First Nation Land Use Committee by October 31 of the reporting year. It will include a plain language executive

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Records of Contact
January 19, 2022

summary in both official languages. Indigenous groups, the First Nation Land Use Advisory Committee and IAAC will be notified of the annual reports within 48 hours of publication.

Alberta Transportation will make the annual reports easily accessible to the public, subject to privacy protection requirements and to the satisfaction of AEP.

8.0 RECORDS OF CONTACT

Throughout construction, a central database will document all Indigenous groups and stakeholders' interactions with the project team. Information collected will include:

- Date of communication
- Contact information (stakeholder name and contact information)
- With whom the information, question or concern was communicated (project team member, website, other)
- How the information was communicated (meeting, phone call, email, newsletter, other)
- Summaries of questions/ concerns and responses
- Commitments and outstanding information to be communicated

9.0 SPECIFIC CONSIDERATIONS

9.1 CONSTRUCTION UPDATES

Alberta Transportation will provide regular construction and status updates regarding activities and impacts, including providing adequate notice to landowners for livestock management and other farming operations.

9.2 TRAFFIC IMPACTS

The Contractor will be responsible for traffic management and day-to-day construction management including speed, lane changes, detours, road closures, signage, flag persons and timing of activities.

specific considerations
January 19, 2022

9.3 NOISE COMPLAINTS

Specific to site preparation construction activities, including tree and shrub clearing, Alberta Transportation (or a representative) will notify residents and stakeholders living within 500 metres of the activity of noise generating activities seven (7) days beforehand. All noise complaints can be directed to Yvonne Carignan with Alberta Transportation by email at Yvonne.Carignan@gov.ab.ca or by phone at 1-780-422-2008. This is the same general telephone number for the project.

During construction, Alberta Transportation or a representative will respond to all noise complaints within a 48 hour time frame. If required, corrective action will be implemented to reduce exposure to noise.

This noise complaint protocol may be updated after the main construction contract has been awarded and additional details are known.

9.4 ACCIDENTS AND MALFUNCTIONS

Any accident or malfunction that may occur during construction (e.g. fuel spill) will be reported as per local, provincial and federal requirements. Any release of silt, hazardous substances or other deleterious substances will be immediately reported to the Environmental Response Line 1-800-222-6514 and Fisheries and Oceans Canada 1-800-642-3800.

In the event of an accident or malfunction which may affect area(s) outside of the PDA, Indigenous groups will be notified via email. The email will include details of the accident and/or malfunction and if there is an opportunity to assist in the response.

In the event of a release of hazardous substance that has the potential to affect the groundwater and adjacent groundwater well users, in addition to reporting to the Environmental Response Line, Alberta Transportation, via the Community Liaison, will notify adjacent groundwater well owners of the spill via email and telephone.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Appendix A Summary of Approval Conditions and Commitments for Communication
January 19, 2022

APPENDICES

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Appendix A Summary of Approval Conditions and Commitments for Communication
January 19, 2022

Appendix A SUMMARY OF APPROVAL CONDITIONS AND COMMITMENTS FOR COMMUNICATION

Reference	Activity
Alberta Transportation Commitment - IAAC IR4-05	Develop a communication plan prior to construction that outlines the means and procedures for communicating Project information during the different phases of the Project.
IAAC approval condition 2.14	The Proponent shall publish on the Internet, or any medium which is publicly available, the annual reports and the executive summaries referred to in conditions 2.11 and 2.13, the final offsetting plan(s) referred to in condition 3.9, the protocol to rescue fish referred to in condition 3.16, the migratory bird protocol referred to in condition 4.9, the protocol to prevent the mortality of amphibians referred to in condition 5.5, the communication plan referred to in condition 7.4, the archaeological and heritage management plan referred to in condition 9.3, the accident and malfunction response plan referred to in condition 11.3, the reports related to accidents and malfunctions referred to in conditions 11.5.3 and 11.5.4, the accident and malfunction communication plan referred to in condition 11.5, the schedules referred to in conditions 12.1 and 12.2, and any update or revision to the above documents, upon submission of these documents to the parties referenced in the respective conditions. The Proponent shall keep these documents publicly available for 15 years following their publication. The Proponent shall notify the Agency, Indigenous groups, the First Nation Land Use Committee referred to in condition 8.11 and potentially affected parties of the availability of these documents within 48 hours of their publication.
IAAC approval condition 6.4	The Proponent shall develop, prior to construction and in consultation with Environment and Climate Change Canada and Health Canada, and implement during all phases of the Designated Project, a follow-up program to verify the accuracy of the environmental assessment and determine the effectiveness of mitigation measures as it pertains to adverse changes to air quality attributed to the Designated Project.
IAAC approval condition 6.5	The Proponent shall provide Indigenous groups with the results of the follow-up program referred to in condition 6.4 in plain language at a minimum twice annually, at a time determined in consultation with Indigenous groups.
IAAC approval condition 7.3	The Proponent shall develop, prior to construction and in consultation with Indigenous groups, a protocol for receiving complaints related to exposure to noise attributable to the Designated Project. The Proponent shall provide the protocol to the Agency prior to construction and shall implement it during construction. As part of the implementation of the protocol, the Proponent shall respond to any noise complaint attributed to any component of the Designated Project within 48 hours of the complaint being received and shall implement any corrective action, if required to reduce exposure to noise, in a timely manner.

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Appendix A Summary of Approval Conditions and Commitments for Communication
January 19, 2022

Reference	Activity
IAAC approval condition 7.4	<p>The Proponent shall develop a communication plan in consultation with Indigenous groups. The Proponent shall develop the communication plan prior to construction and shall implement and keep it up to date during all phases of the Designated Project. The plan shall include procedures, including timing and methods, for sharing information on the following:</p> <p>7.4.1 the schedule and location of construction activities that have the potential to exceed the noise limits set out in the U.S. Environmental Protection Agency Office of Noise Abatement and Control document Information on levels of environmental noise requisite to protect public health and welfare with an adequate margin of safety, and any update to that schedule;</p> <p>7.4.2 the details of the protocol for receiving complaints related to exposure to noise attributable to the Designated Project implemented pursuant to condition 7.3, including how to record a complaint; and</p> <p>7.4.3 the time periods identified pursuant to condition 8.7</p>
IAAC approval condition 8.7	<p>The Proponent shall provide the Agency and Indigenous groups with the final project design within seven days of its finalization and shall consult with Indigenous groups at least 60 days in advance of construction activities to understand locations and timing needed to allow Indigenous groups to catalogue, harvest and transplant traditional and medicinal plants present within the project development area, in a culturally appropriate way.</p>
IAAC approval condition 11.5.1 and 11.5.2	<p>11.5.1 implement the communication plan referred to in condition 11.6 as it relates to accidents and malfunctions;</p> <p>11.5.2 notify, as soon as possible, Indigenous groups and relevant authorities of the accident or malfunction, and notify the Agency in writing no later than 24 hours following the accident or malfunction</p>
IAAC approval condition 11.6	<p>The Proponent shall develop, in consultation with Indigenous groups and potentially affected parties, a communication plan for accidents and malfunctions occurring in relation to the Designated Project, including accidents and malfunctions occurring within the project development area which may affect area(s) outside of the project development area. The Proponent shall develop the communication plan prior to construction and shall implement and keep it up-to-date during all phases of the Designated Project. The plan shall include:</p> <p>11.6.1 the types of accidents and malfunctions requiring the Proponent to notify Indigenous groups and potentially affected parties;</p> <p>11.6.2 the manner by which Indigenous groups and potentially affected parties shall be notified by the Proponent of an accident or malfunction and of any opportunity to assist in the response to the accident or malfunction; and</p> <p>11.6.3 the contact information of the representatives of the Proponent that Indigenous groups and potentially affected parties may contact and of the representatives of each Indigenous groups and potentially affected parties to which the Proponent shall provide notification.</p>

SPRINGBANK OFF-STREAM RESERVOIR PROJECT COMMUNICATION PLAN

Appendix A Summary of Approval Conditions and Commitments for Communication
January 19, 2022

Reference	Activity
IAAC approval condition 12.4	The Proponent shall provide Indigenous groups with the schedules referred to in conditions 12.1 and 12.2, and any update to the initial schedule made pursuant to condition 12.3 at the same time the Proponent provides these documents to the Agency.
IAAC Condition 13.3	The Proponent shall notify the Agency and Indigenous groups of any change to the contact information of the Proponent.
NRCB condition 10	<p>10. The Operator shall, subject to privacy protection requirements, make Project monitoring results for:</p> <ul style="list-style-type: none"> • Aquatic ecology • Hydrology and sediment transport • Surface water quality • Groundwater quality and quantity • Vegetation • Terrain and soils • Wildlife and biodiversity • Air quality <p>easily accessible to the public, subject to the satisfaction of Alberta Environment and Parks.</p>
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	Notify adjacent landowners and disposition holders of Project construction activities and schedule to allow for management of livestock and other farming operations.
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	Install detour signs for traffic and for the Our Lady of Peace Cairn during construction of road realignments and modifications.
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	Consult regularly with Rocky View County to provide project updates, and to identify and address project-related traffic problems and other potential implications for services and infrastructure.
Alberta Transportation Commitment – EIA, Volume 4, Appendix C, Table C-1	<p>Monitor noise continuously and report data to the Environmental Inspector during the construction phase and the Environmental Coordinator during post-flood operation.</p> <p>Establish a call-in number for noise complaints.</p> <p>Address all noise complaints, which may include implementing the use of sound barriers or adjustment of construction timing.</p> <p>Implement complaint response procedure to address noise complaints.</p>