



Township of Drummond/North Elmsley

Emergency Response Plan

2018

Emergency Quick Reference Guide

- Upon the arrival of three or more members, the Municipal Control Group (MCG) may initiate its function.
- Ensure that all Community departments have been notified and either activated or placed on standby. MCG members are responsible for their own department.
- The Reeve must inform the Province of Ontario that the Township has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Emergency Management Ontario.
- Turn to individual responsibilities within the plan. Provide input and assistance as required.
- Each member of the MCG will report and respond to immediate needs in accordance with the Operations Cycle format.
- The CLERK ADMINISTRATOR (Operations Officer) or his/her designate will direct the activities in the Emergency Operation Centre.

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Part 1 Administration

Foreword

The Emergency Plan for our community has been developed to provide an all-hazards approach to emergency measures. The effective use and maintenance of this plan is reliant upon all concerned being aware of its provisions and prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals are expected to participate in emergency training, and exercises that will assist them in the fulfillment of their roles accordingly.

The heads of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities.

Together we work to ensure that our community is prepared to respond to an emergency in the most effective manner possible.

Aim

The aim of this plan is to protect the health, safety, welfare and property of our citizens, from the effects of a natural or human-caused emergency.

Emergency Response Plan Amendments

This Emergency Plan is updated annually and distributed electronically. The Plans located in the EOCs are manually updated.

Glossary of Terms

CBRN - Chemical, Biological, Radiological and Nuclear

CEMC - Community Emergency Management Coordinator. The person responsible and accountable for the development and implementation of their communities emergency management program.

CEMPC - Community Emergency Management Program Committee. The critical management team that oversees the development, implementation and maintenance of a community emergency management program.

CERV - Community Emergency Response Volunteer.

CISM - Critical Incident Stress Management.

Critical Infrastructure - Interdependent, interactive, interconnected networks of institutions, services, systems and processes that meet vital human needs, sustain the economy, (protect public safety and security), and maintain continuity of and confidence in government.

Disaster - A widespread or severe emergency that seriously incapacitates a community.

Disaster Recovery Assistance for Ontarians – a provincial financial assistance program intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged in a natural disaster.

Emergency - Emergency is defined as a situation caused by a natural, accidental or intentional act, or otherwise, which constitutes an actual or impending danger to life or property.

Emergency Management - Organized and comprehensive program and activities taken to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.

Emergency Management Ontario - EMO is an organization within the Office of the Fire Marshal and Emergency Management within the Ministry of Community Safety and Correctional Services, a part of the government of the Province of Ontario. EMO is responsible for monitoring, coordinating and assisting in the development and implementation of emergency management programs in Ontario.

Emergency Management Program - A comprehensive program that is based on a hazard identification and risk assessment process (HIRA) and includes the four core components of mitigation/prevention, preparedness, response and recovery.

Emergency Operations Centre - An EOC is the structure/facility wherein (EOC) the Control Group conducts its Emergency Management functions. There is a primary and secondary EOC identified to ensure operational viability.

Epidemic - A widespread occurrence of a disease in a community at a particular time.

ESM / IC - Emergency Site Manager / Incident Commander Public sector official (usually fire, police, ambulance or public works) at the site, in charge of coordinating resources and developing actions to resolve the emergency situation.

Evacuation Centre - The centre is a facility set up to provide Emergency shelter, food, recreation and Basic requirements to a group of people who have been evacuated from an area as a result of an emergency.

Exercise - A simulated drill or sequence of events to evaluate plans and procedures.

HIRA - Hazard Identification and Risk Assessment Identification of hazards or risks to public safety, public health, the environment, property, critical infrastructure and economic stability from natural, human-caused and technological sources/activities, and evaluation of the importance of the activity to the continued operation of the community. The vulnerability of the community to each activity should also be evaluated.

Incident Management System - The combination of facilities, equipment, staff, operating procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively respond to an incident or emergency/disaster.

Information Centre - A facility set up to brief and inform the media

Mitigation - Actions taken to reduce or eliminate the effects of an emergency or disaster.

Municipal Disaster Recovery Assistance - A provincial program that offers financial assistance to qualifying municipalities that have sustained significant extraordinary costs as a result of a natural disaster.

Municipal Emergency Control Group - The MECG is the group responsible for managing the emergency situation on a community wide basis. The membership, as detailed in the plan, consists of all key decision makers and officials who have the authority to direct or coordinate human and material resources within the community.

Mutual Aid Agreements - An agreement developed between two or more emergency services to render aid to the parties of the agreement. These types of agreements can include the private sector emergency services when appropriate.

Mutual Assistance Agreement - An agreement developed between two or more jurisdictions to render assistance to the parties of the agreement. Jurisdictions covered with these types of agreements could include neighbouring, cities, regions, provinces or nations.

Provincial Emergency Response Team (PERT) - An emergency response team that is dispatched to a community to coordinate provincial emergency response.

Preparedness - Actions taken prior to an emergency or disaster to ensure an effective response. These actions include the formulation of an emergency response plan, a business continuity plan, training, exercises, and public awareness and education

Public Awareness Program - Provides generic information to the broader public to raise awareness about emergency management and suggests ways to reduce the risk of loss of life and property damage in the event of an emergency.

Public Education Program - Provides focused information to a target audience to educate about protective actions to reduce the risk of life and property damage, in the event of an emergency. For example, for communities located in a high-risk flood area, the public should know what measures should be taken in the event of a flood.

Reception Centre - The centre is a facility which is set up for the purpose of receiving evacuees, providing refreshments and temporary shelter. Its primary purpose is to register evacuees and if necessary direct them to an evacuation centres as required.

Recovery - Actions taken to recover from an emergency or disaster.

Terrorism - It is the unlawful and intentional use of force against persons or property to intimidate or coerce a government, a civilian population or any segment thereof, in the furtherance of political or social objectives.

Introduction

The Plan has been written to reflect the public safety requirements of our community. The plan has been divided into four (4) parts and ten (10) appendices. It has been structured in such a way as to allow the individual use, review or re-write of any individual part or appendices. The plan covers the responsibilities necessary to protect the health, safety, welfare and property of those who live and do business within the Township. This plan also fulfills its objectives by outlining policies and procedures by which the Township would fulfill its responsibilities to provide for its citizens during emergencies. Individual Control Group members and the agencies they represent are responsible for the development of their own plans and notification systems that will enable them to fulfill their specific duties relevant to this plan.

Authority

This Emergency Plan and its elements have been issued under the authority of Corporation of The Township of Drummond / North Elmsley By-law No. 2004 - 45. A copy of the By-law is available for inspection at the Municipal Office.

Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and conducting response to emergencies as defined with the Emergency Management Act, and the release of information under this Plan shall be made in conformity with the Municipal Freedom of Information and Protection of Privacy Act.

Plan Maintenance

The Plan was written in 2004 and it is essential that it be kept current and viable by adherence to a maintenance schedule. Responsibility for the plan being kept up to date rests with the Community Emergency Management Coordinator who may delegate tasks accordingly.

The emergency telephone numbers will be reviewed on an annual basis.

The notification system will be tested annually.

The plan will be exercised once every year as a minimum requirement.

The Municipal Emergency Control Group should receive training or participate in an exercise, once every year as a minimum requirement.

The Vital Services Directory should be updated annually.

The Community Emergency Management Coordinator (CEMC) will determine the schedule under which the maintenance activities will be performed.

The Community Emergency Management Coordinator (CEMC) may update, correct or amend information contained within the appendices of this emergency plan on an as required basis.

Distribution List

<u>Position/Location</u>	<u>Number of Copies</u>
Reeve	Electronic
Clerk Administrator.....	Electronic
Police Services.....	Electronic
Fire Chief	Electronic
Medical Officer of Health	Electronic
Roads Superintendent.....	Electronic
Director of Social Services.....	Electronic
Emergency Management Ontario	Electronic
Emergency Operations Centre Municipal Office	6
Emergency Operations Centre Fire Hall.....	6

Part 2 Emergency Operations & Procedures

2.0 Municipal Control Group (MCG) - Membership

The Municipal Control Group is the group that is responsible for the direction and control of the overall emergency response within the community. The MCG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The MCG is made up of the following members;

Reeve *(or alternate)*
Clerk Administrator *(or alternate)*
Police Representative as required *(or alternate)*
Fire Chief *(or alternate)*
Medical Officer of Health as required *(or alternate)*
Social Services as required *(or alternate)*
Manager of Public Works *(or alternate)*
Emergency Information Officer *(or alternate)*
Community Emergency Management Coordinate *(or alternates)*

Contact Information in Appendix 1

IMPLEMENTATION

Any member of the Municipal Control Group may request, through the Clerk Administrator, that the Emergency Plan be implemented.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the emergency plan should be implemented. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency, then the Emergency Plan will be activated. The Emergency Plan may be implemented in whole, or in part, based on conditions at the site or severity of the situation.

The Clerk Administrator will immediately notify the CEMC and/or Fire Dispatch who will ensure all members of the Municipal Control Group are contacted. Notification lists and procedures are located in Appendix 1.

2.1 Emergency Operations Centre Procedures (EOC)

The Emergency Operations Centre (EOC) has both a primary and a secondary or alternate location. During the notification process, direction as to which location members of the MCG will report to will be given. For example, members will be told that this is an emergency plan activation and that they should report to the primary EOC immediately. The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

Primary EOC Location;

Drummond North/Elmsley Municipal Office
310 Port Elmsley Road
Drummond North/Elmsley Township

Alternate EOC Location;

Drummond/North Elmsley Tay Valley Fire Rescue Services Fire Station
14 Sherbrooke Street East
Perth, ON

Upon receiving notification the Operations Officer will contact the administrative staff that has been assigned the task of setting up the EOC. The EOC will be set up and operational within one hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each MCG member will;

- a. Sign In
- b. Check telephone/communications devices.
- c. Open personal log.
- d. Contact his/her own agency and obtain a status report.
- e. Participate in the initial briefing.
- f. Participate in planning initial response/decision making process.
- g. Pass MCG decisions on to member's agencies/areas of responsibility.
- h. Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each MCG member will;

- a. Conduct a hand over with the person relieving him/her.
- b. Sign out on the location board indicating where they can be reached.

Once the initial response is established, the Operations Officer puts routines into place. The MCG functions most efficiently on a system known as an Operations Cycle.

2.2 Operations Cycle

An operations cycle is how the MCG manages overall emergency operations. MCG members will come together usually around a planning board or map at which time they will in turn report their agencies' status to the Reeve and Operations Officer. It is essential that every member, covering each area of responsibility, be heard from during this process. The MCG is a team, and the actions taken by one, or the lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members should contact their agencies' and pass on any relevant information or directives that come out of the MCG meeting. The frequency of the meetings is determined by the Operations Officer in conjunction with the Reeve, but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

During the period after the meeting and dissemination of information, members will be in the process of gathering information and preparing for the next scheduled meeting. MCG members use this time to follow up and ensure MCG decisions are being implemented. Each member is responsible for informing their respective agency of the schedule for MCG meetings. No calls are suppose to interrupt the proceedings. All calls must occur prior to or after the formal meetings of the MCG.

It is essential that the EOC is comfortable, has good communications and is secure from unnecessary distractions. Only MCG members and EOC support staff should have access to the EOC. No media are allowed into the EOC, nor is anyone who has not been authorized by the Operations Officer.

2.3 Municipal Control Group (MCG) Responsibilities

The MCG is responsible for the following:

1. Implementing the Emergency Plan in whole or in part to respond to an impending, potential, or existing emergency.
2. Coordination and direction of Community resources used to mitigate the effects of an emergency.
3. Ensuring that the composition of the MCG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
4. Advising the Reeve regarding requests for assistance from the Province, and the Federal Government.
5. Ensuring the provision of essential resources and services to support emergency response activities.
6. Coordination of services provided by outside agencies.
7. Appointing an Emergency Site Manager.
8. Ensuring that the Emergency Information Officer is kept informed and up to date to facilitate the information flow to the media and the public.
9. Coordinating the evacuation of citizens who may be in danger.
10. Discontinuing utilities or services provided by public or private concerns, ie. Hydro, water, gas, closing businesses or malls.
11. Appeals for volunteers.
12. Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
13. Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
14. Maintenance of an operational log detailing the group's decisions and activities.
15. Deactivating the plan, and notifying all of those who had been notified of its activation.
16. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.

2.4 Reeve – Responsibilities and Procedures

The Reeve, or designate, is responsible for:

1. Declaration of an Emergency.
2. Termination of an Emergency.
3. Notifying the Solicitor General of Ontario of the declaration of emergency, and termination of the emergency.
4. Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
5. Ensuring that the local MPP and MP are advised of the declaration and termination, and kept informed of the emergency situation.
6. Maintain a personal log.

Contact Information in Appendix 1

2.5 Clerk Administrator/Operations

The Clerk Administrator is referred to as the “Operations Officer” for emergency purposes.

The responsibilities of the Operations Officer (*or alternate*) are:

1. Activating the emergency notification system.
2. As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
3. Advising the head of council on policies and procedures, as appropriate.
4. Approving, in conjunction with the head of council, major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the MCG.
5. Chairing meetings of the Community Control Group.
6. Ensuring that a communication link is established between the MCG and the ESM.
7. Calling out additional staff as required.
8. Maintaining a log.
9. Documentation of expenditures, accounts payable and receivable.
10. Advice regarding all financial aspects of an emergency.

Contact Information in Appendix 1

2.6 Police Representative

The Police Representative or alternate is responsible for:

1. Requesting activation of the emergency notification system.
2. Establishing and maintaining ongoing communications with the senior police at the emergency site.
3. The provision of traffic control to facilitate the movement of emergency vehicles.
4. Co-ordination of evacuation routes.
5. The protection of life and property and the provision of law and order.
6. The provision of police services in evacuation centres, morgues, and other facilities as required.
7. Ensure perimeter security and crowd control at emergency site.
8. Notifying the coroner of fatalities.
9. Liaison with external police agencies, as required.
10. Providing an Emergency Site Manager if requested to by the MCG.
11. Maintaining a log.

Contact Information in Appendix 1

2.7 Fire Chief

The Fire Chief, or designate is responsible for:

1. Requesting the activation of the emergency notification system.
2. Providing the MCG with the information and advice on fire fighting and rescue matters.
3. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
4. Initiating Mutual Aid as required.
5. Determining if additional or specialized equipment is required ie. protective suits etc.
6. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation etc.
7. Providing an Emergency Site Manager as required.
8. Maintain a log.

Contact Information in Appendix 1

2.8 Medical Officer of Health

1. Acting as a coordinating link for all emergency health services at the MCG.
2. Liaison with the Ontario Ministry of Health, Public Health Branch.
3. Liaison with the ambulance service representatives.
4. Liaison with the Community Care Access representative.
5. Providing advice on any matters that may adversely affect public health.
6. Providing authoritative instructions on health and safety matters to the public through the Emergency Information Officer.
7. Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
8. Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
9. Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
10. Ensuring the safety of drinking water in conjunction the public works representative.
11. Liaison with the senior social services representative regarding health services in evacuee centres.
12. Maintain a log.

Contact Information in Appendix 1

2.9 Director of Social Services

The Director of Social Services or alternate is responsible for;

1. Ensuring for the care, feeding and shelter of evacuees.
2. Designation and operation of reception and evacuation centres.(Including evacuation centre managers.)
3. Liaison with the police regarding the pre-designation of evacuee centres which can be opened on short notice.
4. Liaison with the MOH in areas regarding public health in evacuation centres.
5. Liaison with the public and separate school boards regarding the use of school facilities for reception and evacuation centres.
6. Liaison with the nursing homes and homes for the aged.
7. Maintain a personal log.

Contact Information in Appendix 1

2.10 Manager of Public Works

The Manager of Public Works (or alternate) is responsible for;

1. Requesting activation of the emergency notification system.
2. Providing the Municipal Control Group with information and advice on public works matters.
3. Ensuring Municipal facilities are available for evacuation or reception center purposes if required.
4. Liaison with the senior public works officers from the neighboring community(s) to ensure a coordinated response.
5. The provision of engineering assistance.
6. The construction, maintenance and repair of public roads.
7. Assisting with road closures and/or roadblocks.
8. The maintenance of sanitation and a safe supply of potable water, as required.
9. The provision of equipment for emergency pumping operations.
10. Discontinuing any public works service to any consumer, as required, and restoring these services when appropriate.
11. Liaise with electrical and gas utilities.
12. Providing public works vehicles and resources to any other emergency service, as required.
13. Maintain liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
14. Providing an Emergency Site Manager if required.
15. Maintaining a personal log.

Contact Information in Appendix 1

2.11 Emergency Information Officer

The Emergency Information Officer is responsible for;

1. Notifying information centre staff.
2. Ensuring that the Information Centre is set up and operational.
3. Initial and subsequent press releases, subject to approval by the Reeve and Operations Officer.
4. Establish and maintain linkages with provincial, county and industry media officials as appropriate.
5. Coordinate interviews and press conferences.
6. Designate a site media spokesperson as appropriate.
7. Ensuring set up and staffing of public inquiry lines.
8. Coordination of public inquiries.
9. Monitoring news coverage.
10. Maintaining copies of all media releases.
11. Maintain a personal log.

Contact Information in Appendix 1

2.12 Community Emergency Management Coordinator (CEMC)

The Community Emergency Management Coordinator is responsible for:

1. Requesting activation of the emergency notification system.
2. Providing information, advice and assistance to members of the MCG on Emergency Management programs and principles.
3. Providing direction to EOC support staff as required in support of the Control Group, and ensuring proper set-up and operation of the EOC.
4. Maintaining Emergency Response Plan in accordance with requirements of the Emergency Management Act.
5. In conjunction with the Clerk Administrator, coordinating a post-emergency debriefing and assist in the development of a final report to Mayor and Council.
6. Maintaining a personal log.

Part 3 Emergency Support

3.1 Clergy Responsibilities

1. Provide for multi-denominational religious observances.
2. Establish visitations to evacuees in evacuation centres on a scheduled basis.
3. Provide guidance to the MCG regarding matters of a religious nature.
4. Provide advice regarding care of the deceased in areas that relate to religious observances.
5. Liaise with Director, Social Services regarding the use of churches and related facilities for reception and evacuation centres.

3.2 Boards of Education - Responsibilities

1. Provide schools for reception centres as required and/or available.
2. Provide schools for evacuation centres as required and/or available.
3. Provide liaison with the Director, Social Services and the MCG.

3.3 Legal Advisor - Responsibilities

1. Provide legal opinions and advice to the MCG as required.
2. Provide legal representation as required.

3.4 Administrative Assistant

The Administrative Assistant(s) is/are responsible for:

1. Assisting the Clerk Administrator and CEMC, as required.
2. Ensuring all important decisions made and actions taken by the Municipal Control Group are recorded.
3. Ensuring that maps and status boards are kept up to date.
4. Notifying any additional support staff required to assist.
5. Arranging for printing of material, as required;
6. Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
7. Ensuring identification cards are issued to authorized Municipal Control Group members and Support Staff for access to Emergency Operations Centre.
8. Other duties as assigned by the Clerk Administrator and/or CEMC.

Part 4 Guide to Emergency Media Relations

4.0 Emergency Information Plan

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency. In order to fulfill these functions during an emergency, an Emergency Information Officer will be appointed. Contact Information in Appendix 1

The local Emergency Information Centre (EIC) will be designated at time of emergency.

The Emergency Information Officer reports to the Municipal Control Group (MCG) and is responsible for:

1. Establishing a communication link with any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full, and accurate.
2. Ensuring that the EIC is set up and staffed.
3. Ensuring liaison with the MCG to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
4. Ensuring that the following are advised of the telephone number of the media centre:
 - Media
 - Emergency Services Dispatch
 - Neighbouring Communities
 - Any other appropriate persons, agencies or businesses.
5. Providing direction and regular updates to the MCG.
6. Ensuring that the media releases are approved by the MCG
7. Monitoring news coverage, and correcting any erroneous information
8. Maintaining copies of media releases and newspaper articles pertaining to the emergency