

# **Township of North Dundas**



# **Emergency Response Plan 2011**

**TOWNSHIP OF NORTH DUNDAS**  
**EMERGENCY RESPONSE PLAN BY-LAW**

**THE CORPORATION OF THE TOWNSHIP OF NORTH DUNDAS**

**BY-LAW NO. 35-2011**

*A BY-LAW of the Corporation of the Township of North Dundas to adopt the Emergency Management Program.*

**WHEREAS** the Emergency Management & Civil Protection Act, R.S.O. 1990, Chapter E.9, as amended, and its associated regulations and standards, requires the implementation of a mandatory emergency management program by all Ontario municipalities;

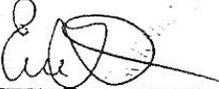
**AND WHEREAS** every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency;

**AND WHEREAS** the designated emergency management coordinator shall develop, implement and maintain the emergency management program;

**NOW THEREFORE** the Corporation of the Council of the Township of North Dundas enacts as follows:

1. THAT the Emergency Response Plan as attached as Schedule "A" to this by-law is hereby approved and adopted;
2. THAT an Emergency Management Program be developed and implemented in accordance with the standards published by Emergency Management Ontario;
3. THAT the Head of Council or designated alternate, as provided in the plan, be empowered to declare an emergency and implement the community emergency response plan;
4. THAT certain appointed officials or their designated alternates, as provided in the approved community emergency response plan are empowered to cause an emergency notification to be issued to members of the Community Control Group, and to respond to an emergency in accordance with the community emergency response plan where an emergency exists but has not yet been declared to exist;
5. THAT the Emergency Management Program Committee will cause the emergency management program to be reviewed annually and to recommend changes to the program as considered appropriate and refer recommendations to Council for further review and approval.
6. THAT By-Law No. 14-2008 be repealed in its entirety.

**READ** and passed in open Council, signed and sealed this 9th day of August, 2011.

  
\_\_\_\_\_  
MAYOR

  
\_\_\_\_\_  
CLERK

## Township of North Dundas

### Community Emergency Management Program Committee

Elected Officials	Mayor	Eric Duncan
	Deputy Mayor	Gerry Boyce
	Councillor	John Thompson
	Councillor	Tony Fraser
Township Representatives	Chief Administrative Officer	Angela Rutley
	Clerk	Jo-Anne McCaslin
	Director of Transportation	Daniel Belleau
	Public Works	Doug Froats / John Oswald
	Economic Development / EIO	Anne Leduc
	Community Emergency Management Coordinator (CEMC)	Dan Kelly
	Alternate CEMC	Jo-Anne McCaslin
First Responders	Police	Sgt Christine Horne
	Emergency Medical Service	D Chief Bill Lister
	North Dundas Fire	Chief Dan Kelly / Chief Mike Gruich / Chief Raymond Sherrer
Local Agencies	Public Health	Shawn Pilon
	Social Services	Mellissa Morgan
	Housing	Pamela Lucyshyn
	Nor-Dun Seniors' Support Centre	Caroline Rooney
	Champlain CCAC	
	House of Lazarus	Cathy Ashby
	OSPCA – SDG Branch	Carol Link
	South Nation Conservation	Lisa Migneault
Utilities	OCWA	Blair Henderson
Volunteer Organizations	Canadian Red Cross	Allan Jensen
	Amateur Radio	Mike Pinfold
Community Representatives	Winchester District Memorial Hospital	Pat Lewis
	Dundas Ministerial	
Industrial Representatives	Parmalat	Serge Racine
Agricultural Representatives	Dundas Federation of Agriculture	Jackie Pemberton
Education Representative	Upper Canada Board of Education	Jodi Kaiser
	Catholic District School Board of E.O.	Caroline Chesbro
Upper Tier Representative	United Counties of S.D. & G.	Jack Sullivan
Provincial Representative	EMO Community Officer	Philippe Geoffrion
Federal Rep. (DND)	Community Liaison Officer	Capt. James Borer

## GLOSSARY

<b>CANUTEC</b>	A facility operated on a 7 day a week, 24 hours a day basis by the Federal Government for the purposes of providing information on the properties and effects of dangerous goods that could become involved in transportation incidents.
<b>Community Control Group (CCG)</b>	The group responsible for providing the overall strategic direction to an incident that requires an extraordinary response. It is responsible for leading, managing and coordinating. It represents the overall management structure in an emergency.
<b>Chief</b>	The Incident Management System title for individuals responsible for management of functional sections: Operations, Planning, Logistics and Finance / Administration.
<b>Command Staff</b>	In the incident management organization, the Command Staff consists of the special staff positions of Emergency Information Officer, Safety Officer, and Liaison Officer.
<b>Emergency</b>	A situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.
<b>Emergency Information</b>	Information about an emergency that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the public.
<b>Emergency Information Centre (EIC)</b>	A facility specifically designated and properly equipped from which a community will coordinate emergency information activities such as: press releases, receiving public queries, media briefings, and monitoring
<b>EMO</b>	Emergency Management Ontario
<b>Emergency Operations Centre (EOC)</b>	A facility from which incident management support to an incident site is coordinated.

<b>EOC Manager</b>	The individual responsible for all activities within the EOC.
<b>Emergency Responder</b>	Anyone involved in the response to an incident and contributing to the resolution of the problems brought about by the incident.
<b>Evacuation Centre</b>	A facility to provide emergency shelter, food, clothing, etc. to a group of people who have been evacuated from an area as a result of an emergency.
<b>Function</b>	Function refers to the five major activities that are part of the Incident Management System concept: Command, Operations, Planning, Logistics, and Finance / Administration.
<b>General Staff</b>	A group of incident management personnel organized according to function and reporting to an Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Chief, and Finance / Administration Section Chief.
<b>Incident</b>	An occurrence or event, natural or human-caused that requires an emergency response to protect life, property, or the environment.
<b>Incident Action Plan</b>	An oral or written plan containing general objectives reflecting the overall strategy for managing the incident.
<b>Incident Command Post (ICP)</b>	The Incident Command Post is the location from which Incident Command oversees incident management. An ICP is only established when an incident occurs or is planned. The ICP will be positioned outside of the present or potential hazard zone but close enough to the incident to maintain control.
<b>Incident Management System (IMS)</b>	A standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating within a common organizational structure.
<b>Incident Commander (IC)</b>	The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

<b>Incident Management Team</b>	The IC and appropriate Command and General Staff personnel assigned to an incident.
<b>Initial Action</b>	The actions taken by those responders.
<b>Inner Perimeter</b>	An area designated to enclose the emergency site.
<b>Liaison</b>	A form of communication for establishing and maintaining mutual understanding and cooperation.
<b>Liaison Officer</b>	A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.
<b>Logistics</b>	Providing resources and other services to support incident management.
<b>Logistics Section</b>	The section responsible for providing facilities, services, and material support for the incident.
<b>MCSCS</b>	Ministry of Community Safety and Correctional Services
<b>MMA</b>	Ministry of Municipal Affairs
<b>MNR</b>	Ministry of Natural Resources
<b>MOE</b>	Ministry of Environment
<b>MOHLTC</b>	Ministry of Health and Long Term Care
<b>MTO</b>	Ministry of Transportation
<b>Mutual-Aid / Mutual-Assistance Agreement</b>	Written agreement between parties that will assist one another or request, by furnishing personnel, equipment, and / or expertise in a specified manner. An agreement between service organizations is termed a “Mutual Aid” agreement, and one between jurisdictions is a termed “Mutual Assistance” agreement.
<b>ODRAP</b>	Ontario Disaster Relief Assistance Program, administered by MMA.
<b>OMAFRA</b>	Ontario Ministry of Agriculture, Food and Rural Affairs
<b>OPP</b>	Ontario Provincial Police
<b>Operational Period</b>	The time scheduled for executing a given set of operations actions, as specified in the Incident Action Plan

	(IAP). Operational periods can be of various lengths, although usually not over 24 hours.
<b>Operations Cycle</b>	The time scheduled for having regular meetings to share information, discuss actions to be taken and / or issues to be resolved.
<b>Operations Section</b>	The section responsible for all tactical incident operations.
<b>Outer Perimeter</b>	An area designated to enclose the emergency area, completely encircling it. The area will include the inner perimeter and leave ample area for setting up supporting functions. The outer perimeter is also used as a control measure between the EOC and ICP, where all coordinated emergency response outside the outer perimeter is the responsibility of the EOC Incident Management Team.
<b>Planning Meeting</b>	A meeting held as needed prior to and throughout the duration of the incident to select specific strategies and tactics for incident control operations and for service and support planning. For large incidents, the planning meeting is a major element in the development of the IAP.
<b>Planning Section</b>	Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP.
<b>Reception Arrangements</b>	A process by which evacuees are directed to a central location for registration, first aid, decontamination (if needed) and emergency lodging, feeding, clothing, etc.. In some circumstances, it may be necessary to establish a separate reception centre that would register and direct evacuees to one or more evacuation centres.
<b>Resources</b>	Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational or support capabilities at the incident site or at the EOC.
<b>Response</b>	Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operational plans and of mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavourable outcomes.

<b>Safety Officer</b>	A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.
<b>Site</b>	The geographic area in which an incident is occurring, and where an incident management team with the most direct hands-on response roles operates.
<b>Spills Action Centre (SAC)</b>	A facility operated on a 24 hour / 7 days a week basis for receiving reports on spills.
<b>Strategy</b>	The general direction selected to accomplish objectives set by the IC and / or CCG.
<b>Task Force</b>	A combination of resources assembled to support a specific mission or operational need.

## TOWNSHIP OF NORTH DUNDAS

### EMERGENCY RESPONSE PLAN

#### PART 1: INTRODUCTION

1. Emergencies are defined as situations or impending situations that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that are caused by forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise. They can affect public safety, meaning health, welfare and property, as well as the environment and economic health of the Township of North Dundas.
2. The population of the Township of North Dundas is approximately 12,000 residents.
3. In order to protect residents, businesses and visitors, the Township of North Dundas requires a coordinated emergency response by a number of agencies with strategic direction, oversight, and support provided by the township's Community Control Group (CCG). The CCG will appoint a select team to assume incident management functions and operate within a township Emergency Operations Centre (EOC).
4. Actions outlined in this emergency response plan are arrangements and procedures distinct from the normal, day-to-day operations carried out by our local emergency services.
5. The North Dundas Emergency Management Program Committee developed this emergency response plan.
6. Every official, municipal department and supporting agency must be prepared to carry out assigned responsibilities in an emergency. This emergency response plan has been prepared to provide key officials, municipal departments and supporting agencies of the Township of North Dundas important emergency response information related to:
  - a. roles and responsibilities during an emergency, and
  - b. arrangements and services.
7. Should the Township of North Dundas be requested to provide a person with a disability a copy of this Emergency Response Plan, the Township will take into consideration the communication needs of the person with a disability and endeavour to provide the information in a format that takes into account the person's disability. (Amendment December 2012)
8. Copies of the Township of North Dundas Emergency Response Plan may be viewed at the Township Office to provide residents, businesses and interested visitors with the opportunity to be aware of its provisions.

**For more information, contact:**

Community Emergency Management Coordinator (A)  
Township of North Dundas  
P.O. Box 489  
636 St. Lawrence Street  
Winchester, ON K0C 2K0  
(613) 774-2105  
info@northdundas.com

**PART 2: AIM**

8. The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors to the Township of North Dundas when faced with an emergency.
9. The plan enables a centralized controlled and coordinated response to emergencies in the Township of North Dundas. It meets the legislated requirements of the *Emergency Management and Civil Protection Act*. (Reference: R.S.O. 1990, Chapter E.9)
10. Emergencies can occur within the Township of North Dundas. Based on a Hazard Identification and Risk Assessment (HIRA) process, the North Dundas Emergency Management Program Committee has identified the following as priority risks:
  - a. severe weather storms;
  - b. hazardous materials emergencies – fixed, road, and rail;
  - c. human health emergencies and epidemics; and,
  - d. Transportation accidents - rail
11. The HIRA process will be reviewed on an annual basis by the North Dundas Emergency Management Program Committee and risk priorities revised as required.
12. For further details, contact the Community Emergency Management Coordinator (CEMC).

**PART 3: AUTHORITY**

**General**

13. The Emergency Management and Civil Protection Act (EMCPA) is the legal authority for this emergency response plan in Ontario.
14. The EMCPA states that the:  
  
“the head of council of a municipality may declare that an emergency exists in

the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”

15. As enabled by the *EMCPA*, this emergency response plan and its elements have been:
  - a. issued under the authority of the Township of North Dundas By-Law # 35-2011; and
  - b. filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

### **Definition of an Emergency**

16. The *EMCPA* defines an emergency as:

“An emergency means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

### **Activation of Emergency Response Plan**

17. Under the *EMCPA*, this emergency response plan authorizes employees of the municipality to take action to protect property and the health, safety and welfare of the citizens of the Township of North Dundas under the plan where an emergency exists but has not yet been declared to exist. The subordinate plans for high risks, attached within Appendix 5 (Township Confidential), may also be implemented, in whole, or in part in the absence of a formal declaration.
18. When such a situation exists, the appropriate member(s) of the CCG will activate the emergency response plan by causing the other members of the CCG to be notified of the situation.

## **PART 4: EMERGENCY NOTIFICATION PROCEDURES**

19. Only a member of the CCG may initiate the notification procedures.
20. When a member of the CCG receives a warning of a real or potential emergency, that member will immediately contact the township’s alert network provider and direct them to initiate the notification of the CCG. The member initiating the call must provide pertinent details (e.g. – a time and place for the CCG to meet) as part of the notification procedure. The recommended format is contained in Appendix 1.
21. If deemed appropriate, the individual CCG members may initiate their own internal notification procedures of their staff and volunteer organizations.

22. The township's alert network provider must record the date and time CCG members were contacted.
23. The contact phone numbers and addresses of the CCG members (and their alternates) are contained in Appendix 1 (Township Confidential).

#### **PART 5: REQUEST FOR ASSISTANCE**

24. Assistance may be requested from the United Counties of Stormont, Dundas & Glengarry at any time by contacting the Counties Warden. The request shall not be deemed to be a request that the United Counties assume authority and control of the emergency.
25. Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario.
26. A list of contact numbers for requesting assistance is attached as Appendix 3 (Township Confidential).

#### **PART 6: A DECLARED COMMUNITY EMERGENCY**

27. The Mayor or alternate Head of Council of the Township of North Dundas is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.
28. Upon declaring an emergency, the Head of Council will ensure that the following are notified:
  - a. Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
  - b. Members of the Township Council;
  - c. United Counties Warden, as appropriate;
  - d. Public;
  - e. Neighbouring community officials, as required;
  - f. Local Member of the Provincial Parliament (MPP); and,
  - g. Local Member of Parliament (MP).
29. A community emergency may be terminated at any time by;
  - a. Mayor or alternate Head of Council;
  - b. Township Council; or,
  - c. Premier of Ontario.
30. When terminating an emergency, the Head of Council will ensure that the following are notified
  - a. Emergency Management Ontario, Ministry of Community Safety and Correctional Services;

- b. Members of Council;
- c. United Counties Warden, as appropriate;
- d. Public;
- e. Neighbouring community officials, as required;
- f. Local member of Provincial Parliament (MPP); and,
- g. Local Member of Parliament (MP).

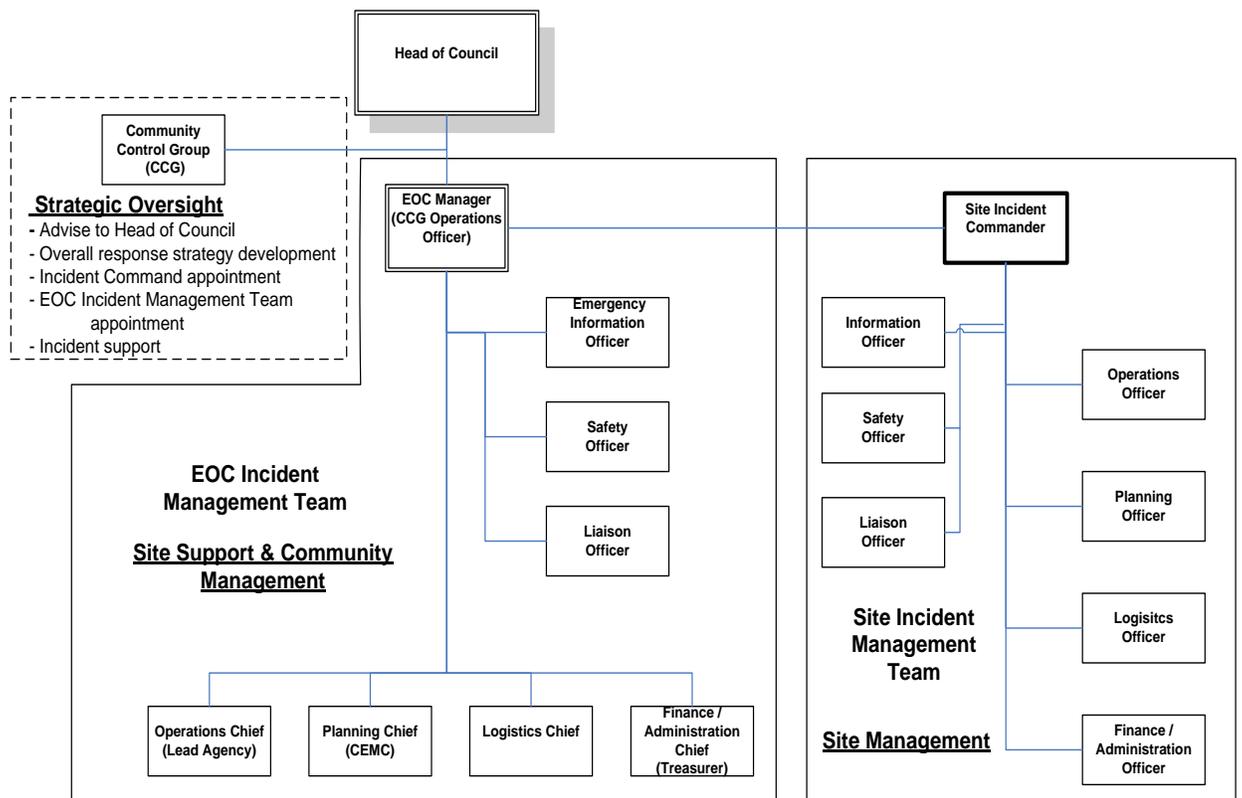
**PART 7: COMMUNITY EMERGENCY MANAGEMENT ORGANIZATION**

**Overall Emergency Management Organization**

31. The community emergency management organization will normally consist of three components as follows:

- a. an site incident management team,
- b. a community control group, and
- c. an emergency operations centre incident management team.

32. The above organization is shown in diagrammatic form as follows:



33. The CCG will recommend to the Head of Council the best organization structure to manage each emergency.

## **Incident Site Management**

### **34. Concept**

- a. The CCG and the EOC Incident Management Team are not normally responsible for managing the emergency site. Therefore, one of the first actions of the CCG is the validation or appointment of an Incident Commander for the emergency site who will be responsible for managing all operations at the site.
- b. The Incident Commander will be appointed from one of the response agencies at the emergency site. The Incident Commander can be changed as a reflection of the stage of the emergency.
- c. In an emergency, it may be necessary to establish more than one emergency site. In such circumstances, an Incident Commander should be appointed for each site.
- d. In the case of an emergency covering a large geographic area and involving many response agencies, the CCG may decide to establish a number of Task Forces with each having a respective commander.

### **35. Incident Command Organization.** The ICP should be staffed as necessary based on an Incident Management System (IMS) organization as follows:

- Command - Incident Commander
- Command Staff
  - Emergency Information Officer
  - Safety Officer
  - Liaison Officer
- General Staff
  - Operations Section Chief
  - Planning Section Chief
  - Logistics Section Chief
  - Finance / Administration Section Chief

## **Community Control Group (CCG)**

36. **General.** The overall strategic response to the incident will be directed by the CCG – a group of officials who are responsible for coordinating the provision of essential services necessary to minimize the effects of the emergency on the community.

37. **Composition.** The CCG will be composed of the following or their alternates:

- a. Mayor of the Township of North Dundas, or alternate;
- b. Chief Administrative Officer, or alternate, who becomes the

Operations Officer in the CCG and EOC Manager for the EOC Incident Management Team;

- c. S. D. & G. OPP Detachment Commander, or alternate;
- d. Designated Senior Fire Official, or alternate;
- e. Manager, Cornwall / S.D. &G. Emergency Medical Services, or alternate;
- f. Public Works Manager, or alternate;
- g. Medical Officer of Health, or alternate;
- h. Manager, Cornwall / S.D.& G. Social Support Services, or alternate;
- j. Emergency Management Coordinator, or alternate;
- k. Emergency Information Officer, or alternate; and,
- j. CCG Scribe, or alternate.

38. **Special Advisers.** Special advisers may be called upon from public and private agencies having specialist knowledge and advice to give to the CCG. These people may be called upon individually if required. Examples of special advisers are as follows:

- Emergency Management Ontario representative;
- Local conservation authority representative;
- Liaison staff from provincial ministries; and,
- Any other officials, experts or representatives from the public or private sector as deemed necessary.

39. **Function.** The principal function of the CCG is to assist the Head of Council in making and placing in effect any decisions and orders that are made to control and mitigate the effects of an emergency. The CCG may operate with only a limited number of persons depending upon the emergency. While the CCG may not require the presence of all the people listed as members, all members of the CCG must be notified.

### **Emergency Operations Centre (EOC)**

40. The CCG will normally meet in the EOC. The EOC can be activated for any emergency for the purposes of managing an emergency by maintaining services to the community and supporting the emergency site. The locations of the Township of North Dundas primary and alternate EOCs are detailed in Appendix 2 (Township Confidential).

## **PART 8: EMERGENCY RESPONSE SYSTEM**

### **Emergency Site Operations**

#### **41. Site Command**

- a. Command is the first and primary organizational component to be established. The site command element consists of the person or team with the responsibility for managing the response to the incident.
- b. The Incident Commander's responsibilities include:
  - (1) ensuring the safety of all responders;
  - (2) assessing and reassessing the situation;
  - (3) determining goals, strategies, objectives and priorities appropriate to the level of response;
  - (4) establishing an appropriate site command structure;
  - (5) coordinating all site incident management activities;
  - (6) establishing and maintaining liaison with supporting, or cooperating organizations;
  - (7) providing information to / briefing the CCG as required;
  - (8) establishing incident management facilities as needed;
  - (9) approving an Incident Action Plan (IAP);
  - (10) managing incident resources (including approval of volunteers);
  - (11) managing sensitive issues arising from the incident;
  - (12) authorizing the release of emergency information to the public in cooperation with other levels of response subject to guidelines issued by the Head of Council; and,
  - (13) ordering incident demobilization as appropriate.

42. **Lines of Communication.** The Incident Commander will maintain a communications link with the EOC Manager. This is the primary information channel between the emergency site and the EOC Incident Management Team. Secondary information channels may be through agency communications links between agency officers at the site and their respective agency officials in the CCG and in the EOC Incident Management Team.

43. **Perimeters.** The Incident Commander is responsible for isolating the emergency site. Outer and inner perimeters will be established by the Incident Commander. Access within the outer perimeter will be restricted to emergency response teams and others, such as the media, with specific functions to perform. The inner perimeter will be established around the actual site of the emergency. Access to the site within the inner perimeter will be limited to those directly involved in dealing with the emergency.
44. **Site Layout.** A protracted emergency will require support facilities to be established within the outer perimeter.
45. **Coordination.** The Incident Commander should establish an Incident Command Post (ICP). At first, the Incident Commander may consider operating from a vehicle. Later, the Incident Commander should relocate the ICP to an existing structure or in a mobile command centre to ensure the actions of all response teams at the site are coordinated.
46. **Resources.** The Incident Commander may allocate resources at the site and request additional resources if necessary. The EOC Incident Management Team is responsible for finding the necessary resources and making them available to the Incident Commander.

### **Community Control Group Operations**

47. **Assembly.** Upon learning of a potential emergency, members of the CCG should consider the possible need for activation of the emergency response plan and, if warranted, trigger the emergency notification procedure outlined at Appendix 1. Immediately after that they will report to the EOC. Upon assembling, the Mayor with the advice of other members of the CCG may make a decision to declare an emergency and invoke the provisions of this emergency response plan.
48. **General.**
  - a. The role of the CCG can best be accomplished by round table assessment of events as they occur and by agreeing on an overall strategic response to overcome specific problem areas or situations.
  - b. Normally, the CCG ensures that an EOC incident management team is assembled under the direction of the Chief Administrative Officer as EOC Manager. The EOC incident management team will develop a community incident action plan (IAP) in support of the site IAP based on the strategy provided by the CCG.
  - c. The CCG will validate or appoint Incident Commander(s) depending on the complexities of the emergency.
  - d. The CCG will ensure that the Incident Commander(s) have the resources to carry out the overall strategic response.
  - e. The CCG will ensure community services continue to function as best

possible under the constraints of the emergency.

49. **Operations Cycle.** Members of the CCG will gather at regular intervals for operational briefings, evaluations, and strategy revisions. The frequency of meetings and agenda items will be established by the CCG Operations Officer / EOC Manager. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities.
50. **Log Keeping.** It is essential that all members of the CCG maintain detailed records of decisions made and actions taken during the course of the emergency to provide records for historical purposes and possible litigation actions against the community.
51. **Coordination.** Once decisions have been made by the CCG, it is essential they be quickly and accurately passed to every response agency and, where necessary, to the public. This vital function will normally fall to the EOC Manager who will be responsible for coordinating the activities of the EOC incident management team and for ensuring good communications between all agencies involved in emergency operations.
52. **Communications.** An important function of every agency is to provide timely information for the benefit of the emergency management decision-making process. This will necessitate reliable systems of communication between the incident site and the EOC for every agency involved.
53. **Emergency Information Management.** An Emergency Information Centre (EIC) will be established to meet the information needs of the media and the public. An Emergency Information Plan is included in this emergency response plan as Appendix 4.

### **Community Control Group Responsibilities**

54. **Community Control Group.** The actions or decisions which the members of the CCG are likely to be responsible for are:
  - a. calling out and mobilizing their emergency service, agency and equipment;
  - b. coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
  - c. determining if the location and the composition of the CCG are appropriate;
  - d. advising the Mayor as to whether the declaration of an emergency is recommended;
  - e. advising the Mayor on the need to designate all or part of the township as an emergency area;

- f. ensuring that an Incident Commander is appointed for command of operations at the incident site;
- g. ensuring support for the Incident Commander by offering equipment, staff and resources as required;
- h. determining the overarching objectives and strategies for the emergency;
- j. evaluating community IAP task results against objectives and strategies set by the CCG;
- k. providing assistance to the EOC Incident Management Team in relations to matters such as:
  - discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza / mall;
  - arranging for services and equipment from local agencies *not* under community control i.e. private contractors, volunteer agencies, service clubs;
  - notifying, requesting assistance from and / or liaison with various levels of government and any public or private agencies *not* under community control, as considered necessary; and,
- l. determining the need to establish advisory groups and / or sub-committees / working groups for any aspect of the emergency including recovery;
- m. authorizing expenditure of money required to deal with the emergency;
- n. advising the Mayor on the termination of the emergency; and,
- o. participating in the debriefing following the emergency.

### **Individual Responsibilities of Community Control Group Members**

55. **Mayor.** The Mayor or alternate head of council will perform the following responsibilities:
- a. provides overall leadership in responding to an emergency;
  - b. declares an emergency within the designated area;
  - c. ensures Emergency Management Ontario, Ministry of Community Safety and Correctional Services has been notified of the declaration of an emergency;

- d. makes decisions, determine priorities and issue operational direction through the CCG Operations Officer / EOC Manager and the heads of response agencies;
  - e. requests assistance from senior levels of government when required;
  - f. ensures members of Council are advised of the declaration and are kept informed of the emergency situation;
  - g. approves news releases and public announcements submitted by the CCG Operations Officer / EOC Manager; and,
  - h. terminates the emergency at the appropriate time and ensure all concerned have been notified including the Emergency Management Ontario, Ministry of Community Safety and Correctional Services and the members of Council (Note: Council may also terminate the emergency).
56. **Chief Administrative Officer (CAO).** The CAO or alternate will perform the duties and responsibilities of the CCG Operations Officer / EOC Manager and as such will:
- a. coordinates all operations within the EOC through the formation of an EOC Incident Management Team based on the ISM Model;
  - b. advises the Mayor on policies and procedures, as appropriate;
  - c. approves, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the CCG;
  - d. ensures that a communications link is established between the EOC and the Incident Commander; and,
  - e. calls out additional staff to provide assistance, as required.
57. **Police Official.** The Police Official will perform the following functions and duties:
- a. provide the CCG with information and advice on law enforcement matters;
  - b. call out additional resources as required;
  - c. notify the coroner of fatalities;
  - d. liaise with other police agencies, as required; and,
  - e. provide an Incident Commander if required.
58. **Fire Official.** The Fire Official will perform the following functions and duties:

- a. provides the CCG with information and advice on firefighting and rescue matters;
- b. informs the Mutual Aid Fire Coordinator and trigger mutual aid arrangements for the provision of additional firefighting manpower and equipment if needed;
- c. determines if additional or special equipment is needed and recommend possible sources of supply (e.g. breathing apparatus, protective clothing);
- d. provides assistance to other municipal departments and agencies if necessary; and,
- e. provides an Incident Commander if required.

59. **Emergency Medical Services (EMS) Official.** The EMS Official will perform the following functions and duties:

- a. establishes contact with the Central Ambulance Communications Centre (CACC) to keep abreast with the situation at the scene of the emergency;
- b. provides the CCG with information on the triage, treatment and transportation of casualties;
- c. notifies area hospitals of the emergency situation;
- d. establishes on-going communications with emergency department personnel at area hospitals and the Health Official;
- e. liaise with other ambulance agencies, as required;
- f. advise if other means of transportation are required for those with minor injuries in a large scale response; and,
- g. provide an Incident Commander if required.

60. **Public Works Official.** The Public Works Official will perform the following functions and responsibilities:

- a. provides information and advice on public works matters;
- b. liaises with public works officials in neighbouring communities and at the Counties to ensure a coordinated response;
- c. maintains liaison with flood control, conservation and environmental agencies and be prepared to conduct relief or preventative operations;
- d. provides public works materials, supplies and equipment and if not available within the municipality's inventory make arrangements for

sources of supply from neighbouring municipalities, private contractors, etc;

- e. provides resources to assist traffic control, evacuations, and other tasks by clearing emergency routes, marking obstacles, providing road signs, etc.;
- f. maintains liaison with utility organizations (electrical, gas, telephone, etc.) and makes recommendations for discontinuation of any utility, public or private, where necessary in the interest of public safety;
- g. obtains engineering assistance as necessary;
- h. constructs temporary roads, repairs unsafe roads, and maintains roads within the township system;
- j. makes recommendations and demolishes unsafe structures following appropriate legal procedures:
- k. maintains contact with the agency that operates and maintains sanitary sewage and water systems;
- l. provides equipment for emergency pumping operations;
- m. liaises with the Fire Official concerning emergency water supplies for fire fighting purposes;
- n. provides emergency potable water and sanitation supplies and facilities to the requirements of the Health Official;
- o. ensures liaison with the Counties Engineer;
- p. provides an Incident Commander if required; and,
- q. re-establishes essential public works services at the end of an emergency.

61. **Health Official.** The Health Official will either perform the following functions or report the situation to a competent medical authority who would then take such appropriate action, in conjunction with the CCG, as the situation warrants:

- a. acts as a coordinating link for all emergency health services at the EOC;
- b. ensures liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- c. ensures liaison with the EMS representative and local hospitals;
- d. provides advise on any matters which may adversely affect public health;

- e. provides authoritative instructions on health and safety matters to the public through the Emergency Information Officer (EIO);
- f. coordinates the response to disease related emergencies or anticipated emergencies such as epidemics, according to the Ministry of Health and Long Term Care policies;
- g. ensures coordination of care for bed-ridden citizens and invalids at home and in reception / evacuation centres during an emergency;
- h. ensures liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- i. ensures coordination of all efforts to prevent and control the spread of diseases during an emergency;
- j. notifies the Public Works Official regarding the need for potable water supplies and sanitation facilities; and,
- k. ensures liaison with the Social Services Official on areas of mutual concern regarding health services in reception / evacuation centres; and,
- l. in human health emergencies and epidemics provides an Incident Commander.

62. **Social Services Official.** The Social Services Official will perform the following responsibilities and duties:

- a. provide information and advice on social services matters;
- b. provides a social services emergency response plan to ensure the well-being of residents who have been displaced from their homes or are sheltered within their homes;
- c. according to the nature of the emergency, implements appropriate aspects of a social service plan to provide for:
  - (1) reception centres and / or evacuation centres that will provide accommodation, feeding, and other emergency welfare services for those who will have to be evacuated for any reason;
  - (2) distribution of clothing and other essentials to evacuees;
  - (3) operation of a Registration and Inquiry (R&I) system within the reception centres and evacuation centres;
  - (4) ongoing communications between R&I staff in reception / evacuation centres and staff in the community's EIC; and,
  - (5) emergency purchases of food, supplies, etc., that cannot be

obtained in any other way;

- d. liaises with the Police Official with respect to pre-designated reception / evacuation centres that can be opened on short notice;
- e. liaises with the Health Official on areas of mutual concern regarding operations in reception / evacuation centres;
- f. ensures a representative of local school boards are notified when their facilities are required as reception / evacuation centres, and that staff and volunteers utilizing school facilities take direction from a Board representative(s) with respect to their maintenance, use and operations; and,
- g. ensures liaison with local Community Care Access Centre (CCAC) resources as required.

63. **Emergency Management Coordinator.** On being notified to report to the EOC, the Emergency Management Coordinator will report on arrival to the CCG Operations Officer / EOC Manager and perform the following functions and responsibilities:

- a. sets up the EOC ensuring all have the necessary plans, resources, supplies, maps and equipment;
- b. opens and maintains the main event log;
- c. provides advice and clarification about the implementation details of the emergency response plan;
- g. ensures that the operations cycle is met and related documentation is maintained and kept for future reference;
- h. assumes the responsibilities of the EOC Planning Section Head in the EOC incident management team;
- j. maintains the records and logs of the CCG and incident management teams for the purpose of the debriefs and post-emergency reporting;
- k. supervises EOC and EIC decommissioning activities;
- l. produces the post-emergency report; and,
- m. replenishes EOC and EIC supplies in preparation for the next emergency.

64. **Emergency Information Officer (EIO).** On being notified to report to the EOC, the Emergency Information Officer will report on arrival to the CCG Operations Officer / EOC Manager and perform the following functions and responsibilities:

- a. establishes a communications link with the site media spokesperson, the

community spokesperson, community call-takers and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved;

- b. ensures the EIC is set up and staffed;
  - c. ensures the media telephone number is provided to the necessary persons and organizations;
  - d. provides direction and regular updates to community call-takers;
  - e. drafts public service announcements and media releases for approval by the CCG Operations Officer / EOC Manager and distributes them on approval;
  - f. organizes news conferences;
  - g. monitors news coverage and correct any erroneous information; and
  - h. maintains copies of public service announcements, media releases and articles pertaining to the emergency.
65. **CCG Scribe.** On being notified to report to the EOC, the CCG Scribe will report on arrival to the CCG Operations Officer / EOC Manager and perform the following functions and responsibilities:
- a. keeps a detailed log of all information received and disseminated in the EOC by the CCG;
  - b. monitors the steps followed in CCG meetings in relation to the CCG Meeting Checklist;
  - c. ensures all important decisions made and actions taken by the CCG are recorded;
  - d. facilitates the development of Status Reports and outline Incident Action Plans;
  - e. provides minutes of all CCG meetings to CCG members prior to their next meeting, if possible;
  - f. ensures maps and status boards are kept up to date;
  - g. provides a process for registering CCG members and maintaining a CCG member list including Special Advisers;
  - h. assist CCG Operations Officer / EOC Manager as required; and,
  - i. after the closure of the EOC, ensures that all CCG meeting minutes are typed and along with the detailed log mentioned above are given to the CEMC for filing and safekeeping.

## Emergency Operations Centre Incident Management Team

66. **Concept.** The CCG may appoint an EOC incident team management team to assume all IMS functions to manage the incident. The CCG will continue to provide support and oversight as necessary. If the requisite expertise does not reside within the township jurisdiction, the CCG may call for external support to assist in managing the emergency.

### 67. **IMS Functions**

#### a. Command

- (1) Reporting to the Head of Council, the CAO as EOC Manager will assume responsibility for managing the emergency responses in support of the site incident management team and the remainder of the community.
- (2) With the primary responsibility of the CAO as EOC (Incident Management Team) Manager being the overall safety of responders and the public, additional responsibilities include:
  - (a) assessing and reassessing the situation;
  - (b) determining goals, strategies, objectives and priorities;
  - (c) establishing an appropriate command structure using IMS;
  - (d) coordinating all EOC incident management activities;
  - (e) coordinating overall incident activities with other levels of response;
  - (f) establishing and maintaining liaison with supporting, or cooperating organizations;
  - (g) providing information to / briefing the CCG as required;
  - (h) establishing or activating facilities in support of the emergency, as needed;
  - (j) establishing an operational planning cycle as required;
  - (k) approving a Community Incident Action Plan (IAP);
  - (l) managing incident resources including approval of volunteers;
  - (m) managing sensitive issues arising from the incident;
  - (n) authorizing the release of emergency information to the

public in cooperation with other levels of response after receiving concurrence from the Head of Council; and,

(o) ordering incident demobilization as appropriate.

b. Command Staff

- (1) The EOC Manager will be supported by the community's Emergency Information Officer (EIO) and possibly a Safety Officer, a Liaison Officer, and other subject matter experts such as a Provincial Emergency Response Team (PERT).
- (2) The EIO will be responsible for the development and after approval, the release of emergency information regarding the incident to the public.
- (3) The Safety Officer will be tasked with creating systems and procedures related to the overall health and safety of the community during the emergency.
- (4) The Liaison Officer (LO) will serve as the primary contact for organizations cooperating with, or supporting the incident at the EOC level.
- (5) More detailed information on the responsibilities of the EIO, Safety Officer, and LO will be provided in the EOC Procedures Manual.

c. General Staff.

- (1) The General Staff will support the EOC Manager in planning, coordinating, and carrying out the response to the incident. The General Staff may consist of an Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance / Administration Section Chief. The staff will be expanded following the IMS Model as necessary to meet the complexities of the incident. In turn, contraction will occur when the incident activities scale down.
- (2) The Operations Section will implement the community IAP. The lead response agency will be prepared to provide a section chief.
- (3) The Planning Section will develop the community IAP. The CEMC will be prepared to act as section chief.
- (4) The Logistics Section will provide all supporting resources. The section chief will be appointed by the EOC Manager after assessing the skills and knowledge required in support of the emergency.
- (5) The Finance / Administration Section will provide the financial and cost analysis support to the incident. The Township Treasurer will normally act as section chief.

- (6) More detailed information on the responsibilities of the General Staff based on the IMS Model will be provided in the EOC Procedures Manual.

68. **Supporting Agencies.**

a. **Area Boards of Education.** Area boards of education are responsible for the following:

- (1) providing of any school, as appropriate and when available, for use as an evacuation or reception centre as per signed agreements between the Cornwall / S.D. & G. Social Services and the respective Board of Education;
- (2) upon being contacted by the Social Services Officer, the provision of board representatives to coordinate and provide direction with respect to maintenance, use and operation of the facilities being utilized as an evacuation or reception centre;
- (3) ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure); and,
- (4) maintaining a personal log of all actions taken by board representatives.

b. **Area Hospitals.** The chief executive officer of each area hospital is responsible for:

- (1) implementing the hospital emergency response plan;
- (2) maintaining contact with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters as required;
- (3) contacting the Ministry of Health and Long Term Care as required: and,
- (4) maintaining a personal log of all actions taken.

c. **Canadian Red Cross Society.** The senior officer of the local Canadian Red Cross Society unit is responsible for taking action as follows in accordance with a signed agreement between the Cornwall / S.D. & G. Social Services and the agency:

- (1) implementing the local Red Cross notification (fan-out) system;
- (2) maintaining contact with the Social Services Official to assist in providing food, clothing, accommodation, and personal services to persons in need due to the emergency;

- (3) assisting in the operation and staffing of a Registration and Inquiry Centre;
  - (4) assisting in the management of reception centres and evacuation centres;
  - (5) ensuring all volunteers responding to the emergency are registered with the Canadian Red Cross Society and the Township of North Dundas; and
  - (6) maintaining a personal log of all actions taken.
- d. **Area Amateur Radio Club.** The senior officer of a local amateur radio club when supporting an emergency is responsible for:
- (1) providing radio communications under the direction of the EOC Manager; and,
  - (2) ensuring all radio operators and supporting staff responding to the emergency are registered with the area amateur radio club and the Township of North Dundas.
- e. **Other Agencies.**
- (1) The Township may enter into agreements with other area agencies to assist with the emergency such as the following:
    - (a) Salvation Army
    - (b) St. John Ambulance
    - (c) Service Clubs
  - (2) Senior officers of the above organizations when responding to an emergency will ensure that all members serving as volunteers are registered with that organization and with the Township of North Dundas.
69. **Emergency Management Procedures.** An emergency management procedures manual will supplement this emergency response plan. This manual will define the emergency management process and will provide checklists and forms to enhance the efficiency and the effectiveness of the response by township personnel to an emergency.
70. **Resource Inventory.** A resource directory will be developed to assist in identifying the source of resources that are beyond those of the township and that may be required to meet the needs of an emergency, especially those risks that have been identified as highly probable and / or will cause significant consequences.

71. **Annual Review.** In accordance with the EMPCA and Ontario Regulations 380 /04, the emergency response plan will be reviewed annually and revisions to it will be submitted to EMO.

# EMERGENCY NOTIFICATION PROCESS

## Introduction

1. The critical step in initiating a controlled and coordinated response to an emergency incident is warning the Community Control Group (CCG) of the need to assemble at the Emergency Operations Centre (EOC).

## Concept

2. When one of the officials designated in the emergency plan identifies the need for the activation of the emergency plan and the assembly of the CCG, he / she will issue a warning message. This message will normally be passed by telephone through the **Ottawa Fire Service - Telephone Number (613) 232-1551** by requesting that the message be passed to the North Dundas Fire Service.
3. On receipt of an official message from an authorized member or alternate member of the CCG through the Ottawa Fire Service, a senior member of the North Dundas Fire Service will contact the Chief Administrative Officer (CAO) who will in turn advise the CEMC or Alternate CEMC of the notification action needed. The CEMC or Alternate CEMC will implement as directed the alert procedure by telephoning members in the order shown starting on Page 3 of this appendix.

## Conduct

4. The warning message should provide sufficient information on the emergency situation to assist the designated officials to start their individual response actions as soon as possible. At the same time, brevity is essential to expedite the emergency alert. Suggested message content is as follows:
  - a. Message opening - *"This is a warning for the NORTH DUNDAS CCG."*
  - b. Caller's name, position and call-back number.
  - c. Emergency incident details - a brief outline of the situation.
  - d. Probable decisions required.
  - e. Time to assemble the CCG - is this just a warning for people to be on standby or must they assemble immediately?
  - f. Assembly place for the CCG - where are they to meet as a CCG, the primary or alternate location or some other location?
  - g. Other information - is there any other pertinent information which CCG members should know i.e. road closures, power / telephone failures.

- h. Message closing - *"Initiate the Emergency Alert Procedure"*.
- 5. On receipt of an official message from an authorized member or alternate member of the CCG, a North Dundas Fire Chief will arrange for the implementation of the alert procedure by having CCG members telephoned in the order shown starting on Page 3 of this appendix.
- 6. Members of the CCG will be called in the order shown. Alternates will be called **only** if the primary member cannot be contacted.

### **Notification of Emergency Management Ontario**

- 7. Should an emergency occur or be impending, the CCG Operations Officer / EOC Manager will ensure that the Emergency Management Ontario Duty Officer (24/7) is informed of the situation at 416-314-0472/0473, or toll free at 1-866-314-9472, or by fax at 416-314-0474.
- 8. If any difficulties are experienced contacting the EMO Duty Officer, a call should be placed to the O.P.P. Duty Officer at 705-329-6950.
- 9. If the emergency response plan is activated but an emergency is not declared, the EMO Field Officer should be advised of the situation.

### **Administration**

- 10. Members and alternates are asked to notify the Clerk, Township of North Dundas, of a change in their telephone numbers.
- 11. This emergency notification contact list should be tested at least annually.