



# EMERGENCY RESPONSE PLAN

## November 2020

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## **PART A**

### **INTRODUCTION**

Municipal Emergencies can be defined as situations caused by the forces of nature, an accident, or an intentional act or otherwise that constitute a danger of major proportions to life or property. The situations or the threat of impending situations, abnormally affecting the lives and property of our society, by their nature and magnitude require a controlled and co-ordinated response by a number of agencies, both governmental and private, under the direction of the appropriate elected officials, and are distinct from routine operations carried out by an agency or agencies such as police forces, fire departments or hospitals.

Whenever an emergency occurs, which affects the lives and property of citizens, the initial and prime responsibility for providing immediate assistance rests with the local municipal government. This Emergency Plan is designed to ensure the co-ordination of municipal, private and volunteer services in an emergency to bring the situation under control as quickly as possible.

All municipal officials of the Town of Deseronto, whether elected or appointed, must be fully conversant with the contents of this emergency plan and be prepared at all times to carry out the duties and responsibilities allotted to them.

### **PLAN OBJECTIVE**

- i)** To establish a plan of action for the earliest possible response to an emergency with the resources available to protect the health, safety, welfare and property of the inhabitants of the emergency area.
- ii)** To prepare and maintain an Emergency Plan for the efficient training and development of all personnel and services required in an emergency situation in the Town of Deseronto.
- iii)** To authorize employees of the Town of take action under the Emergency Plan, including the state prior to formal declaration of the emergency.

### **AIM**

The aim of this Plan is to make provisions for the extraordinary arrangements and measures that may need to be taken to protect the health, safety, welfare, environment and economic health of residents, businesses and visitors of the Town of Deseronto when faced with an emergency. The planned and coordinated response strategies implemented by way of this plan will minimize those adverse effects on property, human life and the health and well being of the community. This Plan enables a centralized controlled and coordinated response to emergencies in the Town of Deseronto and meets the legislated requirements of the Emergency Management and Civil Protection Act.

## SCOPE

The Plan covers all emergencies that fall within the jurisdiction of the Town of Deseronto. Procedures and checklists are developed to support this Plan in the form of appendices.

The Plan does not cover the detailed plans and procedures and arrangements for supporting or external agencies. Such organizations may be called upon to respond as part of this Plan and are responsible for developing their own plans and procedures consistent with municipal doctrine.

This Plan may also be implemented to assist other municipal jurisdictions with their emergencies once a request for assistance has been made by another municipality or region.

## AUTHORITY

The Emergency Management and Civil Protection Act is the legal authority for this Emergency Response Plan in Ontario. Municipal plans must be developed and implemented with legal authority. The legal authority for this Plan is as follows:

### **Provincial Legislation**

Emergency Management and Civil Protection Act, RSO, 1190 Chapter E.9

Ontario Regulation 380/04 (under the Emergency Management and Civil Protection Act)

Occupational Health and Safety Act R.S.O 1990, Chapter O.1

Workplace Safety and Insurance Act, S. O. 1997, Chapter 16

### **Municipal By-law**

Current Council By-Law (adopting the Emergency Management Program and Emergency Response Plan)

The Emergency Management and Civil Protection Act states that:

#### **[Section 3 (1)]**

“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 the council of the municipality shall by by-law adopt the emergency plan.”

#### **[Section 4 (1)]**

“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,”

As enabled by the Emergency Management Act, this emergency plan and its elements have been:

- Issued under the authority of the Town of Deseronto By Law # 42-04 (E 2.0 1.01) And Filed with Emergency Management Ontario, Ministry Community Safety and Correctional Services

#### **DEFINITION OF AN EMERGENCY**

The Emergency Management and Civil Protections Act defines an emergency as:

“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 health risk, an accident, or an act whether intentional or otherwise. These situations could threaten public safety, public health, the environment, property, critical infrastructure and the economic stability”

The Emergency Operations Centre (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.

#### **ACTION PRIOR TO DECLARATION**

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency response plan as be required to protect property and the health, safety and welfare of the Town of Deseronto.

## **PART B**

### **ADMINISTRATION**

The Plan will be administered by the Community Emergency Management Coordinator (CEMC) or designate. An annual Plan review process is a legislated requirement and the Plan will be updated by the CEMC of required based on the results of the review. A copy of the Plan when updated must be forwarded to Emergency Management Ontario.

This Plan has been developed so as not to conflict with, but provide a seamless interface with the operations and guiding principles of Hastings County. This Plan will replace any current plans and becomes effective on date of issue.

### **PUBLIC ACCESS TO PLAN**

This Plan will be made available for viewing or copying by members of the general public during normal business hours at the Municipal Office at the following address:

**Town of Deseronto**  
331 Main Street  
P.O. Box 310  
Deseronto, ON K0K 1X0  
613-396-2440



## **PART C: HAZARD IDENTIFICATION/RISK ASSESSMENT**

### **GENERAL REQUIRMENTS**

The Emergency Management and Civil Protection Act requires that each municipality in Ontario develop of HIRA (Hazard Identification / Risk Assessment) based on the risks and hazards that may affect the safety and wellbeing of municipal residents. All communities are unique and have their own set of natural, man-made or technological hazards that could potentially cause a serious emergency or disaster.

Communities must regularly identify and assess its credible hazards to determine the level of vulnerability and review it at least every three to five years. If major changes occur in a community, an analysis may be required more often with subsequent adjustments to the Emergency Management Program.

The typical steps in the process are as follows:

- Using historical, news reports and other research data, identify community hazards;
- Perform a risk assessment for each identified hazard;
- Prioritize your planning process, training & exercise programs and public awareness / public educations programs.

### **MUNICIPAL HIRA'S**

As a result of developing a Community Risk Profile from the historical and research data, hazards were determined and prioritized; this information is contained in the community risk assessment appendices.

## **PART D: MUNICIPAL EMERGENCY RESPONSE ORGANIZATION**

### **GENERAL REQUIRMENTS**

The Emergency Management and Civil Protection Act requires that each municipality in Ontario have a trained Municipal Control Group (MCG) that can be recalled to deal with community emergencies.

This group of trained municipal staff along with the first response organizations and non-governmental organizations in the community make up the Emergency Response Organization.

The CEMC interacts with other municipal, county, and Provincial staff and has an understanding of the larger picture of the emergency management program.

### **COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CMEC)**

Each municipality designates either an employee of the municipality or a member of council as the CEMC and may also designate an alternative CEMC.

The CEMC is trained to standards set by the Ministry of Community Safety and Correctional Services and is responsible for the implementation and maintenance of the Community Emergency Management Program. The CEMC also coordinates training for the individuals in the Emergency Response Organization based on the identified hazards, needs and resource capabilities of the municipality.

The roles and responsibilities of the CEMC include:

- Completes required Emergency Management Ontario training;
- Coordinates the development of and implementation of the municipality's Emergency Management Program;
- Maintains the Community Emergency Management Program to the Provincial Program Standards set by Emergency Management Ontario;
- Reports to the municipality's Emergency Management Program Committee;
- Arranges and documents meetings with the Community Emergency Management Program Committee to discuss emergency management issues and plan reviews;
- Arranges for an annual review of the Emergency Management Program;
- Attends the Municipal Operations Center during emergencies and acts as an advisor to the Municipal Control Group;

- Submits required documents to Emergency Management Ontario on an annual basis to maintain program standard certification requirements.

## MUNICIPAL CONTROL GROUP

The Municipal Control Group (MCG) functions as a senior management decision making and coordinating body to assess the events as they occur and decide on a unified course of action to overcome specific problems. The group is responsible for maintaining operations throughout the community and also functions as a support center for the Emergency Site Manager by arranging to provide resources and expertise as required. The Municipal Control Group is the central municipal authority and will initiate contract with outside agencies as required.

The Municipal Control Group and the Emergency Management Program Committee are the same group of trained individuals. The Municipal Control Group is contacted to gather in the Municipal Emergency Operations Centre (EOC) during emergencies to manage the situation by making strategic decisions and setting priorities on behalf of the municipality.

The MCG reports to the Head of Council as the Executive Authority. Members may be municipal staff appointed by Council or may be Council members as well.

Many municipalities in Ontario have a limited staff complement and rely on their local, County or other Council members to augment the Municipal Control Group.

All municipal management and staff will be briefed regarding municipal emergencies when first recalled to the operations center.

In the Town of Deseronto, the Municipal Control Group consists of:

1. Mayor of the Town of Deseronto, or their alternate;
2. CAO/Clerk Treasurer or alternate;
3. CEMC or alternate;
4. Fire Chief or alternate;
5. Manager of Public Works;
6. Water and Sewer Operations Manager;
7. Community Centre Manager

Community Partners that can be called into the control group as needed include;

- I. Emergency Management Ontario Representative
- II. Ontario provincial Police Representative;
- III. Social Services Representative
- IV. Water Works Representative
- V. Hydro One Representative
- VI. Emergency Medical Services or alternate
- VII. Liaison staff from Provincial Ministries
- VIII. Any other officials, experts or representatives from the public or private sector as deemed necessary by the MCG.

Additional support staff and personnel called or added to the MCG may include;

- IX. Deputy Clerk
- X. Deputy Treasurer
- XI. Ontario Provincial Police
- XII. Social Services
- XIII. Legal Services Representative
- XIV. Public Transportation Manager
- XV. IT representative
- XVI. Telecommunications Coordinator
- XVII. Emergency Information Officer
- XVIII. Other Agencies
- XIX. Hastings and Prince Edward District School Board

The Municipal Control Group may function with only a limited number of people depending on the emergency. While the MCG may not require the presence of all personnel listed as members of the Municipal Control Group, all members of the MCG must be notified of an emergency event or disaster.

See Part G for individual roles and responsibilities of Municipal Control Group Members.

## **OTHER ORGANIZATIONS**

The Municipal Control Group is at liberty to request additional representatives to join the Municipal Control Group during emergencies as Liaison personnel as required. The MCG can make decisions on behalf of the municipality without necessarily all members being present.

## **A DECLARED COMMUNITY EMERGENCY**

The Mayor is responsible for declaring an emergency. This decision is made in consultation with other members of the Municipal Control Group. Upon declaring or terminating an emergency, the Mayor will notify:

- Emergency Management Ontario
- Council
- County Warden;
- The Public;
- Neighboring community officials, as required;
- Local Member of Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- Mayor; or
- Municipal Council; or
- Premier of Ontario

When terminating an emergency, the Clerk or designate will notify on behalf of the Town:

1. Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
2. Town Council
3. County Warden, as appropriate;
4. Public;
5. Neighboring community officials, as required;
6. Local member of Provincial Parliament (MPP)
7. Local member of Federal Parliament (MP)

## INCIDENT MANAGEMENT SYSTEM

The Incident Management System (IMS) is an operational framework for emergency response that was introduced formally in 2009 in the form of the IMS Doctrine. The system facilitates communication, response activities and cooperation within and between organizations; as well as allows for incidents to be managed in a cohesive manner.

It provides a basic command structure and functions required to manage an emergency effectively. The IMS system has 5 components:

1. Command
2. Operations
3. Planning
4. Logistics
5. Finance and Administration.

Implementation is voluntary and the pace is dependent on the needs of each organization or jurisdiction. The Incident Management System (IMS) can be of benefit to a municipality's emergency response effort because IMS:

- Provides a planned coordinated response;
- Provides a clear understanding of roles and responsibilities for Municipal Operations Center staff;
- Provides a more organized approach to information dissemination;

The Incident Management System can also be adapted to any emergency or incident as a simple management process that is expandable in a logical manner from an initial response to a long term recovery operation as needed.

IMS has basic common elements in:

- Organization
- Standardization Terminology
- Procedures

The implementation of IMS should cause the least possible disruption to existing emergency management systems.

## **PART E: ACTIVATION AND NOTIFICATION**

### **GENERAL REQUIRMENT**

In the event of an emergency, the Municipal Control Group must be recalled in an organized fashion to the Municipal Operations Centre to manage the emergency progress on behalf of the municipality.

### **DECISION TO ACTIVATE THE MUNICIPAL CONTROL GROUP**

The decision to active the MCG rests with any one member of the MCG; likely beginning with the first responding agency at the emergency scene.

Once the decision has been made to active the control group, the call out process is initiated to recall MCG personnel to the Municipal Operation Centre or stated location. Members could be absent for many reasons and the CAO, or alternative, will decide based on staff levels, the level which to become operational and conduct emergency business.

### **NOTIFICATION OF THE MUNICIPAL CONTROL GROUP**

The responding department notifies the CEMC who notifies the remaining members of the MCG. When called, members of the MCG will be asked to report to the EOC or alternate location in the event that the primary location is not available. When called, the MCG members will be told the following:

- What has happened
- Where it happened
- When it happened
- Where and when to report for duty
- Other applicable information

### **REQUEST FOR ASSISTANCE**

Assistance may be requested from Hastings County at any time by contacting the County of Hastings. The request shall not be deemed to be a request that the county assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without loss of control or authority. A request for assistance should be made by contacting Office of the Fire Marshall and Emergency Management (OFMEM).

The Emergency notification contact list, including contract number for requesting assistance, is attached in **Annex A**.

## **PART F: EMERGENCY OPERATIONS CENTRE**

### **GENERAL REQUIRMENTS**

Current provincial legislation (Ontario Regulation 380/04) requires that all municipalities in Ontario have an Emergency Operations Centre (EOC) that is equipped with appropriate technology and communications equipment to undertake emergency response for the community. The EOC can be active for any emergency for the purpose of managing an emergency, by maintain services to the community and supporting the emergency site.

The EOC is a central location that enables:

- Coordinate policy decision;
- Coordinate resource management;
- Set community priorities;
- Respond to emergencies beyond the scope of the on site manager (Incident Commander);
- Provide emergency information to the affected general public population

*The EOC is located at the Deseronto Town Hall.* In the event that this operation center cannot be used, then the alternative location will be the Water/Wasterwater Plant.

### **EMERGENCY OPERATIONS SET UP**

In order to receive MCG members, the MCG needs to be set up with appropriate equipment and supplies to support working personnel. The EOC should be equipped with tables and chairs, primary and secondary communications equipment, computers, fax and printer, stationery, etc. It is recommended to store copies of maps and relevant reference materials inside 'kits' in the EOC for quick access.

### **EMERGENCY OPERATIONS CENTRE RELOCATION**

In the event that the EOC is not accessible for any reason, the MCG will be notified by phone and asked to report to the *alternative* EOC location. MCG members will be given instructions and direction by the CAO, or designate as to the reason for the change in location. Further details will be provided to the group at the initial Business Cycle Meeting at the EOC.

### **EMERGENCY OPERATIONS CENTRE TELECOMMUNICATIONS**

The primary means of EOC telecommunications is the use of protected land lines and cellular phone communications. During emergencies or major events, the demand for telephone services increased dramatically and protective measures must be taken to prevent the system from getting clogged or from not working all together. Backup communications may be cellphones (talk and text), social media, amateur radio or satellite phones. Alternative communications devices may be provided by local phone



service provider, local fire departments, a neighboring municipality or an upper tier municipality if applicable.

## **MUNICIPAL RESPONSE**

Once notification process has been initiated the municipality will respond according to this Plan and implement any supporting plans or departmental standard operating procedures.

The municipality will utilize existing resources and when needed, may also call upon Hastings County to arrange the provision and delivery of additional recourse if required.

## **BUSINESS CYCLE MEETINGS**

Once the EOC is activated, Business Meetings or Operations Cycles are held at the discretion of the CAO, or alternate. The CAO will establish the frequency of the meetings and agenda items. Meetings will be kept as brief as possible, thus allowing members to carry out their individual responsibilities. The Deputy Clerk will maintain status board and maps which will be prominently displayed and kept up to date. A main event log will be maintained outlining decisions made and actions taken by the MCG.

- An initial briefing will be provided to the MCG with the EOC is activated to bring all members up to date on what has transpired.
- At intervals of one hour at the discretion of the CAO; hourly briefings allow time for MCG members to:
  - Collect and pass information to their site Incident Commanders (IC's) or managers at other locations;
  - Set priorities through short and long term planning;
  - Obtain resources
  - Dispel media rumors/mis-information; and
  - Hold news conferences.
- A final response briefing will be held prior to entering the recovery phase; and
- A final briefing after an event has occurred to discuss the compilation of operational data to be used for a later debriefing and to build a Final Event Report for presentation to municipal Council.

## **PART G: ROLES AND RESPONSIBILITIES**

### **MUNICIPAL CONTROL GROUP RESPONSIBILITIES**

The MCG direct the municipal emergency operations (response) within the EOC. Each position has their specific assigned duties to avoid duplication of effort and to improve the efficiency of response effort.

The members of the MCG are responsible for the following actions or decisions:

- Calling out and mobilizing their emergency services, agency and equipment;
- coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effect of the emergency are taken, provided they are not contrary to law.
- Determining if the location and composition of the MCG are appropriate
- Advising the Mayor as to whether the declaration of an emergency is recommended.
- Advising the Mayor on the need to designate all or part of the Municipality as an emergency area.
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger.
- Discontinuing utilities or services provided by public or private concerns, (i.e. hydro, water, gas, closing down public areas, etc.)
- Arranging for services and equipment from local agencies not under community control (i.e. private contractors, industry, volunteer agencies, service clubs, etc.)
- Notifying, requesting assistance from and/or liaison with various levels of government and any public and private agencies not under community control as considered necessary.
- Determining if additional volunteers are required and if appeals for volunteers are warranted.
- Determining if additional transport is required for evacuation of transport of persons and/or supplies.
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer, for dissemination to the media and public.
- Determining the need to establish advisory groups and/or subcommittees/working groups for any aspect of the emergency including recovery.
- Authorizing expenditure of money required for dealing with the emergency.
- Notifying the service, agency or group under their direction, of the termination of the emergency.
- Maintaining a log outlining decisions made and actions taken.
- Participating in the debriefing following the emergency.

## **MUNICIPAL CONTROL GROUP INDIVIDUAL RESPONSIBILITIES**

### **MAYOR OR ACTING MAYOR**

The Mayor shall provide information to Council and the public with regards to impacts of an emergency on our municipality and declare a state of local emergency when required. During the emergency, the Mayor will provide information necessary to keep the media and public informed.

Mayor or Acting Mayor will be responsible for:

- Provide Leadership in responding to the emergency
- Upon recommendation of the MCG, declare that a state of local emergency exists within the municipality.
- Upon recommendation of the MCG, declare that a state of local emergency has been terminated within the municipality.
- Provide Council with status updates on a regular basis, including sufficient details of decisions made and actions taken to enable them to instill a sense of safety, security and confidence within their respective communities.
- Establish liaison with federal and provincial elected officials, and other local governments.
- Approve the expenditure of funds to meet the requirements of the emergency.
- In concert with the Public Information officer, confirm a schedule of press releases, integrated with the Emergency Public Information Plan.
- Maintain a log of all actions taken.

### **CHIEF ADMINISTRATIVE OFFICER (CAO)/CLERK-TREASURER**

The CAO shall provide and direct as required, all emergency response or support activities within the EOC. The CAO shall be the chairperson, shall convene all meetings of the MCG and shall be the CAO for the MCG when an Emergency is declared.

The CAO/Clerk is responsible for:

- Obtain an initial briefing from response Department Heads.
- Ensure that new arrivals to the EOC are briefed.
- Provide an initial briefing for the Mayor and ensure frequent briefings.
- Act as principle advisor to the Mayor and other Council members on all emergency related matters.
- In conjunction with the Public Information Officer and the Community Emergency Management Coordinator obtains, disseminate, and display information on a regular basis, to other MCG members.
- Be responsible for the overall coordination of all municipal operations involved in or potentially involved in the emergency response. This is to be done in conjunction

with advice received from other members of the MCG or independently when it is not practical/possible to obtain the advice of the Control Group.

- Commence the long-term operational plan and establish priorities for the re-establishment of any service discontinued as a result of the emergency.
- Approving in conjunction with the Mayor, major announcements and media releases prepared by the Public Information Officer.
- Upon recommendation of the MCG, request Provincial assistance.
- Determine the level of staffing required for Municipal Operations not directly associated with an emergency and arrange support services.
- Ensure that the necessary administrative and clerical staff are provided to assist the MCG.
- Secure the necessary financial support from existing sources or from Provincial or Federal authorities. The deputy treasurer may provide support.
- Ensure that the appropriate legal and statutory requirements are met. The Municipal Solicitor may provide legal assistance.
- Maintain a log of all actions taken.

### **COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC)**

The CEMC shall provide and direct as required and report to the CAO/Clerk.

The CEMC is responsible for:

- Activating and arranging the Emergency Operations Centre (EOC);
- Ensuring that security is in place for the EOC and registration of MCG members;
- Ensuring that all MCG members have necessary plans, resources, supplies, maps and equipment
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervising the Telecommunications Coordinator;
- Ensuring liaison with community support agencies (e.g. St. John's Ambulance, Canadian Red Cross);
- Ensuring that the operating cycle is met by the MCG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and Keeping MCG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.

### **FIRE CHIEF**

The duties of the Fire Department continue to be:

1. Protection of Life and Property
2. Suppression and prevention of fires
3. Rescue and extrication.

The Town of Deseronto Fire Department shall:

- Provide all operations connected with the fighting of fires.
- Provide rescue and extrication operations.
- Provide equipment and workers to assist in pumping operations, conditions permitting.
- Activate the mutual aid fire system as required.
- Determine if additional or special equipment is needed and recommend possible sources of supply (e.g. breathing apparatus, protective clothing, etc.).
- Providing the Control Group with information and advice on fire fighting and rescue matters.
- Depending on the nature of the emergency, assigning the site manager and informing the MCG.
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Providing assistance for other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g. rescue, first aid, casualty, collection of data/information, evacuation, etc.;
- Providing an emergency site manager if required.
- Maintain a log of all actions taken.

### **MANAGER OF PUBLIC WORKS**

The duties of the Public Works Manager include those areas of operation associated with:

1. Maintenance of roads, bridges, sidewalks
2. Solid waste disposal
3. Public transportation liaison
4. Provide forestry skilled labour
5. Building inspection liaison
6. Distribution of electricity liaison (Hydro One)

The Public Works Manager shall contact the various departments or agencies, who shall:

- Ensure that all vehicles, equipment and personnel are available for assistance.
- Provide barriers and flashers for control for the emergency area.
- Clear debris, snow or other obstructions in and around the emergency area.
- Provide personnel for assistance as required at the emergency site (e.g. excavation equipment, snow removal, sand bagging, etc.)
- Ensuring roads in and out of town are safe for assisting crews arriving from other areas
- Provide equipment and personnel to assist in the clearing of trees and property.
- Liaise with public works officials in neighbouring communities and at counties to ensure a coordinated response

- Assist traffic control, evacuations, and other tasks by clearing emergency routes, marking obstacles, providing road signs, etc.
- Maintain liaison with utility organizations (electrical, gas, telephone, etc.) and make recommendations for discontinuation of any utility, public or private, where necessary in the interest of public safety.
- Liaise with Hydro One to ensure a coordinate response for electrical power restoration within the community.
- Ensure that an inventory of contractors and equipment suppliers is available to assist in an emergency.
- Aid in recovery plan
- Maintain a log of all actions taken

### **WATER AND SEWER OPERATIONS MANAGER**

The water/waste water representative is responsible for:

- Assign a site manager, depending on the nature of the emergency;
- Establishing an ongoing communications link with the senior works official at the site.
- Ensuring provision of engineering assistance;
- Ensuring notifications and updates are provided to all water related agencies (Quinte Conservation, Ministry of Environment, Department of Oceans and Fisheries, Health Unit etc.)
- Ensuring the operation of sanitary sewers and water systems;
- Providing equipment from emergency pumping operations;
- Ensuring liaison with the Fire Chief concerning emergency water supplies for firefighting purposes;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Health Officer of Health;
- Discontinuing any public utilities to any resident, as required, and restoring these services when appropriate;
- Providing Public Utility vehicles and equipment as required by any other emergency services;
- Offer staff support to the Public works department as required
- Maintain a log of all actions taken

### **COMMUNITY CENTRE MANAGER**

#### ***EQUIPMENT AND PERSONNEL***

The Community Centre Manager shall ensure that a list of equipment and personnel is available to assist in the response to an emergency.

In situations requiring the emergency housing of persons, the Fire Chief shall assign one first responder to be onsite in the event of a medical emergency. The first responder will have access to a two way radio and a first response medical bag.

### ***EVACUATION CENTRE***

The Community Centre Manager shall provide operational evacuation and/or reception centres when required in conjunction with designated agencies for the registration, feeding, care, clothing and shelters of persons using the centres.

- Report to the CAO/Clerk as required
- Maintain a log of all actions taken

### **OTHER AGENCIES THAT CAN BE CALLED TO THE MCG**

- Emergency Medical Services (EMS) Representative
- Hydro One representative
- Medical Officer of Health
- Ontario Fire Marshall and Emergency Management (OFMEM)
- Senior Social Services Representative
- Union Gas representative
- Ontario Society of Protection of Cruelty to Animals (OSPCA)
- Amateur Radio (ARES)
- Ministry of Municipal Affairs and Housing (MMAH)
- Ministry of Environment
- Non-Government Agencies (NGOs)

### **SUPPORT AND ADVISORY STAFF**

The following staff may be required to provide support, logistics and advice to the MCG:

#### ***DEPUTY CLERK***

The Deputy Clerk is responsible for:

- Assisting the clerk as required;
- Acting as a scribe for all decisions and actions taken by the MCG;
- Ensuring maps and status boards are kept up to date;
- Notifying support and advisory staff of the emergency;
- Registering MCG members upon arrival at the EOC;
- Upon direction of the Mayor, Ensuring all members of council is notified of the emergency;
- Maintain a log of all actions taken

### ***DEPUTY TREASURER***

The Deputy Treasurer is responsible for:

- Assisting the clerk as required;
- Ensuring payment is issued for supplies and contractors and employees;
- Assist the information officer as required;
- Maintain a log of all actions taken.

### ***ONTARIO PROVINCIAL POLICE***

The Napanee detachment Commander or designate is responsible for:

- Instructing detachment officers who police Deseronto as to the procedure for activating the Town's emergency notification system;
- Establishing a site command post with communications to the EOC;
- Depending on the nature of the emergency, assign the Site Manager and inform the MCG;
- Establish an on going communications link with the senior police official at the emergency scene;
- Establish the inner perimeter within the emergency area;
- Assist with establishing an outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Provide traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Ensuring liaison with Social Services Officer regarding establishment and operation of evacuation and reception centers;
- Ensuring the protection of life and property and the provision of the law and order;
- Providing police services in the EOC, evacuation center, and other facilities as required;
- Assist the Emergency Information Officer with creation of media releases;
- Notify the coroner of fatalities;
- Ensuring liaison with other community, provincial and federal police agencies as required.

### ***SOCIAL SERVICES COORDINATOR***

The responsibilities of the Social Services Coordinator include those areas of operations associated with:

1. Emergency feeding
2. Emergency lodging
3. Emergency clothing
4. Emergency registration and inquiry



5. Emergency financial assistance
6. Provision of reception/evacuation centres
7. Personal supports (counselling, interpreters)

The Social Services Coordinator works in conjunction with the Social Services Department.

- Ensure the well-being of residents who have been displaced by arranging emergency lodging, clothing, feeding, registration and inquiry, emergency financial assistance, and personal supports;
- Supervising the opening and operation of temporary and /or long term evacuation centre's which can be opened on short notice;
- Ensuring liaison with the municipality with respect to the pre-designation of evacuation centers that can be opened on short notice;
- Liaison with the Medical Officer of Health on areas of mutual concern regarding the operation of the evacuation/reception centers; vulnerable populations such as nursing, retirement and long term care facilities;
- Complete inquiry and family reunification through Intake Access Centre, call centre technology can also assist with Public Inquiry;
- Make arrangements for meals for the staff/volunteers at the EOC and the emergency site.
- Liaise with volunteer agencies such as the Canadian Red Cross, Salvation Army;
- Register volunteers on behalf of the municipality
- Maintain a log of all actions taken.

#### ***LEGAL SERVICES REPRESENTATIVE***

Legal Services representative is responsible for:

- Providing advice to any member of the MCG on matters of legal nature as they may apply to the actions of the Town of Deseronto in its response to the emergency, as requested.

#### ***PUBLIC TRANSPORTATION MANAGER***

The Public Transportation manager is responsible for:

- Coordinating the various modes of transport (e.g. buses in case of evacuation - Deseronto Transit and bus charter companies.)
- Ensuring that a record is maintained of drivers and operators involved.

#### ***INFORMATION TECHNOLOGY (IT) REPRESENTATIVE***

The IT representative is responsible for:

- Aid with the technological needs at the Emergency Operations Centre

- Assist with recovery and continuing operations should the Town Hall be inaccessible

### **TELECOMMUNICATIONS COORDINATOR**

The Telecommunications Coordinator reports to the CEMC and is responsible for:

- Activating the necessary notification system of the local amateur radio operators group;
- Initiating the necessary action to ensure the telephone system at the community offices function as effectively as possible, as the situation dictates;
- Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
- Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- Making arrangements to acquire additional communications resources during an emergency;
- Ensuring the Town of Deseronto website is accurately updated in an efficient manner.

### **EMERGENCY INFORMATION OFFICER**

The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public. A detailed Emergency Information plan is included in Part I of this plan.

### **OTHER AGENCIES**

In an emergency, many agencies may be required to work with the Community Control Group. Examples might include Emergency Management Ontario, the Office of the Fire Marshall, industry specialists, volunteer groups, Provincial Ministries and Lennox & Addington Hospital Administrator.

### **HASTINGS AND PRINCE EDWARD DISTRICT SCHOOL BOARD**

The Hastings & Prince Edward District School Board is responsible for:

- Providing the Deseronto Public School for use as a relief shelter and a representative to co-ordinate the maintenance, use and operation of the facility in the event of an emergency;
- Ensuring liaison with the municipality as to protective action to the school (i.e. – implementing school stay in place procedure and implementing school evacuation procedure).

### **RELATIONSHIP BETWEEN THE MCG AND THE EMERGENCY SITE MANAGER(ESM)**

Depending on the nature of the emergency, and once the ESM has been assigned, the MCG relationship with the ESM is to offer support with equipment, staff, and other resources as required. The ESM will communicate directly with the Clerk to ensure all notification and procedures are being followed.

The MCG will also ensure that the rest of the community maintains municipal services.

### **RELATIONSHIP BETWEEN THE EMERGENCY SITE MANAGER(ESM) AND COMMAND AND CONTROL STRUCTURES OF FIRST RESPONDERS**

The senior representative for each emergency responder (Police, Fire, Emergency Medical Services, Public Works) at the site will consult with the ESM, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the ESM, so as to establish the manner and process by which response to the emergency will be provided.

## **PART H: EMERGENCY TELECOMMUNICATIONS PLAN**

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also, communications may be required at various locations including evacuation centres, hospitals, and other key responding agencies.

The Emergency Telecommunications Coordinator (ETC) for the Town of Deseronto is a pre-designated Amateur Radio Operator. The ETC is part of the initial Emergency Notification Procedure who in turn will call upon their contacts for further communications support, as required.

The Emergency Telecommunications Office will be located in the EOC. It is equipped with telephone lines, and two way radios with the Fire Department's channels.

The messages transmitted and received will be logged by the Telecommunications Coordinator or a designated scribe.

Should the Town of Deseronto lose all telephone communications, pre-arranged communications can be obtained from the Deseronto Fire Department to ensure a steady flow of communication between the Emergency Site and the Emergency Operations Centre.

## **PART I: 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 the individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

1. Emergency Information Officer/Coordinator;
2. Community Spokesperson, and
3. Citizen Inquiry Supervisor

The local Emergency Information Centre (EIC) will be located at the Community Centre. In the event this location is used as a shelter, the alternate location for the EIC will be the Deseronto Public Library.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the MCG. This area, if established, will be staffed as determined by the community spokesperson.

The Citizen Inquiry Section is located at the Deseronto Community Centre, under the supervision of the Social Services Representative.

### **EMERGENCY INFORMATION OFFICER**

The Emergency Information Officer reports to the Clerk and is responsible for:

- Establishing a communication link with the Community Spokesperson, the Citizen Injury Supervisor and any other media coordinators (i.e. Provincial, Federal, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the EIC is set up and staffed and a site EIC, if required;
- Ensuring liaison with the MCG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;
- Ensuring that the following are advised of the telephone number of the media centre;
  1. Media;
  2. MCG;
  3. Switchboard (Town and Emergency Services);
  4. Community Spokesperson;
  5. Police Public Relations Officer;
  6. Neighboring communities;
  7. Citizen Inquiry Supervisor;
  8. Any other appropriate persons, agencies or businesses.

- Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up to date information is disseminated to the public;
- Ensuring that the media releases are approved by the Clerk (in consultation with the Mayor) prior to dissemination to the public;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency.

## **COMMUNITY SPOKESPERSON**

The Community Spokesperson will be appointed by the MCG and is responsible for:

- Giving interviews on behalf of the Town of Deseronto's Council;
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- Redirecting all inquiries pertaining to decisions made by the MCG and about the emergency as a whole, to the EIO;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media.

## **CITIZEN INQUIRY SUPERVISOR**

The Citizen Inquiry Supervisor is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and the media;
- Informing the EIO of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Informing the affected emergency services, the MCG and the Town switchboards of the establishment of the service;
- Ensuring liaison with the EIO to obtain current information on the emergency;
- Responding to and redirecting inquiries and reports from the public based upon information from the EIO. (Such information may be related to school crossings, access routes or the location of evacuee centres);
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries, or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist, if required.

## PART J: UPDATES AND AMENDMENTS

DATE	INITIALS	UPDATE/AMENDMENT
2017-09-14		<ul style="list-style-type: none"> <li>- ADD COMMUNITY CENTRE MANAGER</li> <li>- ADD DEPUTY CLERK</li> <li>- ADD EMERGENCY INFORMATION OFFICER</li> </ul>
2017-09-14		<ul style="list-style-type: none"> <li>- ADJUST POSITIONS ACCORDINGLY</li> <li>- SPELLING AS REQUIRED</li> </ul>
2020-10-26	KSB	<ul style="list-style-type: none"> <li>- REFORMATTING</li> <li>- ADD PUBLIC HEALTH EMERGENCY PLAN</li> <li>- ADD OnWARN ANNEX</li> <li>- ADD NGO ANNEX</li> <li>- CHANGE SECONDARY EOC LOCATION</li> <li>- UPDATE CONTACT INFO ANNEX A</li> <li>- ADD FIRST RESPONDER DUTIES IN EVENT EVACUATION CENTRE IS STOOD UP</li> <li>- ADD FIRST RESPONSE KIT TO EQUIPMENT LIST IN ANNEX B</li> <li>- REWORDING/REASSIGNMENT OF MEMBERS IN THE MCG. (PAGE 12 &amp; 13)</li> </ul>