

**Municipality of
West Elgin
Emergency
Response Plan**

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INTRODUCTION

The purpose of this plan is to provide elected officials, personnel, and emergency response agencies with an overview of the guidelines to their expected response and responsibilities to an emergency situation within the Municipality of West Elgin. For this plan to be effective it is imperative that all officials, departments and agencies be aware of their respective roles and be prepared to carry out their assigned responsibilities.

For the purposes of this plan, an “emergency” means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger or major proportions to life or property; (“situation d’urgence”) under the *Emergency Management and Civil Protection Act*.

While many emergencies could occur within the Municipality of West Elgin, the most likely to occur are severe weather (snowstorms, windstorms, ice, tornado); hazardous materials (transportation incidents); drought, extreme temperatures; water emergency, erosion, floods; human health emergency; agriculture emergency.

THE AUTHORITY

The Province of Ontario has passed an act, which provides for the formulation and implementation of Emergency Response Plans (short title – The *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9) as amended by the Council of the Municipality of West Elgin. This Act makes provision for the Mayor to declare that an emergency exists in the municipality and also provides the Mayor with the authority to take such action or deliver such orders as he/she considers necessary, provided such action is not contrary to the law. The Act also provides for the designation of one or more members of council who may exercise the powers and perform the duties of the Mayor during his/her absence or inability to act.

THE AIM

The focus of this plan is to provide a guideline for the most effective response to an emergency situation in the Municipality of West Elgin, and in so doing safeguard the health, safety, welfare and property of its populace. **This plan will govern the provision for requested services during an emergency.**

GENERAL OVERVIEW OF THE MUNICIPALITY OF WEST ELGIN

POPULATION

The population of the municipality is: 4,995 (2020)

The number of households is estimated at 2,451 averaging 2.5 persons per household.

EDUCATION

The Municipality's educational facilities consist of 1 Public Elementary School, 1 Secondary School and 1 Roman Catholic Elementary School.

MEDICAL CARE

The Municipality is serviced by St. Thomas – Elgin General Hospital, Four Counties Health Service, Chatham Health Alliance, West Elgin Community Health Centre and London Health Sciences Centre.

PROTECTIVE SERVICES

Fire fighting operations are the responsibility of the municipality through the Municipal Fire Stations in: Rodney and West Lorne.

Ambulance service is provided by Elgin County at Rodney Depot.

Law enforcement is carried out by the Elgin County OPP.

UTILITIES

Electricity is provided by Hydro One.

Natural gas is provided by Enbridge.

Water is provided by the Municipality through distribution system in conjunction with Elgin Water System and Tri-County Primary Water System.

CONSERVATION AUTHORITY

Waterways throughout the Municipality are under the jurisdiction of the Lower Thames Conservation Authority.

DECLARATION OF AN EMERGENCY

ACTION PRIOR TO DECLARATION

When an emergency exists, but has not yet been declared to exist, Municipal employees may take such action(s) under this Emergency Response Plan as may be necessary to protect the lives and property of the inhabitants of the Municipality of West Elgin.

MUNICIPAL EMERGENCY

The Mayor or Acting Mayor of the Municipality of West Elgin, as Head of the Council, is responsible for declaring that a municipal emergency exists within the boundaries of the Municipality. This decision is made in consultation with other members of the Emergency Control Group.

Upon such declaration, the Mayor notifies:

1. The County Warden;
2. The Office of the Fire Marshall and Emergency Management Ontario at 1-866-314-0472, Fax 416-314-0474
3. The Council of the Municipality; and
4. The Mayor shall ensure that the public, the media, and neighbouring municipal officials are also advised of both the declaration and termination of an emergency.
5. Neighbouring municipalities and response partners shall be kept apprised of situations.

The Mayor may request assistance from the County of Elgin, without activating the County Plan, by contacting the County Warden, or County CAO, or County CEMC.

When the resources of the Municipality are deemed insufficient to manage the emergency, the Mayor may request that the County Warden, or the County COA, or County CEMC., or their alternates activate the County Emergency Response Plan, once a local emergency has been declared.

For Coordination, if the emergency affects more than one Elgin County municipality, the County Plan will be activated.

Once the County Emergency Response Plan is activated, the Mayor or Acting Mayor and designated staff representatives from the Municipality will become members of the County Emergency Control Group.

The remaining Municipal staff from the Emergency Control Group within the Municipality will remain as the support group or support staff to the Mayor, or the Acting Mayor, or the designated Senior Municipal Official.

All decisions by the Emergency Control Group (as appropriate) affecting the lives and property of the inhabitants within the Municipality of West Elgin shall be made in consultation with the Mayor or Acting Mayor of the Municipality.

TERMINATION OF EMERGENCY

A Municipal Emergency may be declared terminated at any time by:

1. The Mayor or Acting Mayor; or
2. The Municipal Council; or
3. The Premier of Ontario.

Upon termination of a Municipal Emergency the Mayor or Acting Mayor shall notify:

1. The County Warden; and
2. The Municipal Council; and
3. Office of the Fire Marshall and Emergency Management; and
4. The public, media, and neighbouring municipal officials.

REQUEST FOR PROVINCIAL / FEDERAL ASSISTANCE

If locally available resources, including those that might be available from bordering municipalities and/or county sources, are insufficient to meet emergency requirements, then assistance may be requested from the Province.

The Office of the Fire Marshall and Emergency Management, through Emergency Management Ontario, is the focal point for provincial assistance during an emergency. It **should** be notified if the threat of an emergency exists, and **must** be notified when an emergency has been declared. While it will not take over and manage the emergency, it can provide liaison and coordination, and a central point for contact with other provincial ministries and the federal government if required.

All requests for provincial and federal assistance should be directed through Emergency Management Ontario at 1-866-314-0472.

CONTROL GROUP OPERATIONS:

EMERGENCY OPERATION CENTRE (EOC)

The Emergency Control Group will assemble at the Emergency Operations Centre at the Fire Training Room 22413 Hoskins Line, Rodney, Ontario or alternate EOC (West Lorne Complex, 160A Main Street, West Lorne).

COMMUNICATIONS ROOM

While the Emergency Control Group is engaged in meetings, they will require assistants to take messages and convey their decisions. Therefore, a separate communications room must be established within the same building in close proximity to the Emergency Operations Centre.

Members requiring radio communications will require assistance for message taking.

OPERATING CYCLE

It is important that the Emergency Control Group meets regularly to share information and make decisions. It is also important that members of the group have time to deal with their individual responsibilities.

When the Emergency Response Plan is activated, frequency of meetings and agenda items will be established by the CAO. Meetings will be kept as brief as possible to allow members to carry out their individual responsibilities.

At each meeting the members will bring each other up to date on what has happened since the last meeting, make recommendations on issues presented, and arrive at decisions. Maps and status boards will be prominently displayed and kept up to date by the EOC Scribe. When the meeting ends, each member will do what is individually required of them, and gather information to share at the next meeting.

Although each member of the Emergency Control Group represents an individual services/departments, it is important that individual members function as a team to establish the most effective response to the emergency situation. It is equally important the individual members of the Emergency Control Group are relieved of their duties at regular interval (often suggested that supervisors should work 12 hour shifts, staff and volunteers 8 hour shifts).

EMERGENCY CONTROL GROUP NOTIFICATION SYSTEM

The Mayor, Deputy Mayor, CAO, Community Emergency Management Coordinator (CEMC), Public Works Representative, Utilities Representative, Fire Representative, or Police Representative or their alternates may initiate the Emergency Control Group by contacting any member of the ECG Committee. Any two (2) members conferring together can decide to convene the ECG.

EMERGENCY CONTROL GROUP (ECG)

The emergency response will be directed and controlled by the following officials:

- 1) **Mayor**
- 2) **Deputy Mayor**
- 3) **CAO**
- 4) **Community Emergency Management Coordinator**
- 5) **Operations and Community Services Manager**
- 6) **Fire Representative**
- 7) **Clerk/Scribe**
- 8) **Emergency Information Officer**

Representatives can be requested from:

1. OCWA
2. OPP
3. EMS
4. Medical Officer of Health
5. Social Services
6. OFMEM

Additional personnel deemed necessary by the Emergency Control Group.

An alternate person shall be designated for each member of the ECG.

The ECG may function with only a limited number of persons depending upon the emergency.

EMERGENCY CONTROL GROUP (ECG) RESPONSIBILITIES

Some or all of the following actions/decisions will have to be considered and dealt with by the ECG:

- Determining the status of the emergency situation by acquiring and assessing information;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Mobilizing emergency services, personnel and equipment;
- Coordinating and directing these services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Coordinating and/or overseeing the evacuation of inhabitants considered to be in danger, establishing a Registration and Inquiry service to handle requests regarding evacuees;
- Arranging for services and equipment from local agencies not under municipal control, i.e. private contractors, volunteer agencies, services clubs;
- Notifying and requesting assistance from various levels of government and any public or private agencies not under Municipal control, as considered necessary;
- Determining if additional transportation is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded for dissemination to the media and public;
- Determining the need to establish advisory group(s) and/or sub-committees;
- Authorizing expenditure of funds required to deal with the emergency for the preservation of life and health;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the CAO within one week of the termination of the emergency, as required;
- Arranging for emergency accommodation and/or welfare services for residents temporarily evacuated from their homes;
- Establishing a reporting and inquiry centre to handle individual requests concerning any aspect of the emergency. Forwarding information to 211 to answer practical aspects of emergency;

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- Ensuring that all emergency personnel are advised of the termination of the declared emergency;
 - Appointing an Emergency Site Manager;
 - Reviewing and revision of the Emergency Response Plan;
 - Ensuring that the Critical Incidence Stress Management is available to responders;
 - Ensuring that the emergency is reviewed and a Recovery Plan, if required, is in place before the local emergency is terminated;
 - Participating in the debriefing following the emergency;
 - Addressing the emotional trauma to the Community.

COMPOSITION OF THE EMERGENCY CONTROL GROUP

MAYOR / ACTING HEAD OF COUNCIL:

The Mayor, or Acting Head of Council, will be responsible for the following duties:

- Implementing the Plan in response to a request for assistance from 2 members of the ECG,
- Declaring an emergency to exist;
- Declaring that the emergency has terminated;
- Notifying the OFMEM via Emergency Management Ontario of the declaration of the emergency, and termination of the emergency;
- Making decisions, determining priorities, and issuing direction to the Heads of Departments;
- Authorizing expenditures and the acquisition of equipment and personnel when necessary;
- Approving and making news releases and public announcements in conjunction with the Emergency Information Officer;
- Ensuring that all members of the ECG are kept apprised of developments as soon as possible;
- Maintains personal log of all actions and decisions taken.

CAO:

The CAO, or alternate, will be responsible for the following duties:

- Ensuring that all required members are present when the ECG is assembled;
- Arranging for effective communications to and from the emergency site;
- Providing security for the Emergency Operations Centre, as required;
- Compiling records of costs incurred as a result of emergency action;
- Providing advice to the ECG on legal and financial matters;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all legitimate invoices and claims incurred during an emergency;
- Acting as principal staff officer to the Mayor or Acting Mayor;
- Coordinating and processing requests for human resources;
- Selecting the most appropriate sites for the registration of human resources;
- Ensuring records of human resources and administrative details are completed;
- Ensuring identification cards are issued to temporary employees, where practical;
- Arranging for transportation of human resources to and from sites;

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- Obtaining assistance, if necessary, from Human Resources and Development Canada, as well as other government departments, public and private agencies, and volunteer groups.
 - Compiling reports for council;
 - Reviewing the Ontario Disaster Relief Program directives on a regular basis;
 - Organizing any required debriefing sessions;
 - Maintains personal log of all actions and decisions taken.

COMMUNITY EMERGENCY MANAGEMENT COORDINATOR:

The Community Emergency Management Coordinator (CEMC) is responsible for:

- Coordinating setup of the Emergency Operations Centre;
- Ensuring that all members of the ECG have necessary plans, resources, supplies, maps and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Ensuring that the operating cycle is met by the ECG 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 ECG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.
- Regularly reviewing the contents of the Emergency Response Plan to ensure that they are up to date and in conformity with Provincial procedures;
- Organizing and coordinating training and participation in drills and exercises;
- Gathering information for the Operations Coordinator (Clerk)
- Regularly reviewing the contents of the Emergency Response Plan to ensure that they are up to date and in conformity with Provincial procedures;
- Organizing and coordinating training and participation in drills and exercises;
- Organizing debriefing sessions;
- Maintains personal log of all actions and decisions taken.

OPERATIONS AND COMMUNITY SERVICES REPRESENTATIVE:

The Operations and Community Services Representative, or alternate, will be responsible for the following duties:

- Providing the ECG with advice on engineering matters;
- Arranging for the dispatch of staff and equipment to assist in containing the emergency situation if required;

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- Maintaining liaison with flood control, conservation and environmental authorities and preparing for relief or preventative measures;
 - Maintaining liaison and providing assistance to Drainage Representative in matters involving municipal drains;
 - Arranging for the clearing of emergency routes and the marking of obstacles if required, in consultation with the Police Representative;
 - Arranging for engineering materials and equipment from the County and Provincial resources, from neighboring municipalities, and from private contractors when necessary;
 - Assisting fire fighting authorities in dealing with special hazards such as chemical spills, explosions or noxious fumes;
 - Establishing radio communications, if required, and calling on the services of the Amateur Radio Emergency Service;
 - Re-establishing essential road services at the end of the emergency period;
 - Ensuring that roads are maintained and accessible during an emergency;
 - Providing an Emergency Site Manager if required;
 - Providing the ECG with advice on water & sewer matters;
 - Arranging for the dispatch of staff and equipment to assist in containing the emergency situation if required;
 - Maintaining liaison with public and private utility companies (hydro, gas, telephone, etc.) and making recommendations for discontinuation of any utilities, public or private, when necessary in the interest of public safety;
 - Responsible for opening and setting up Emergency shelter if required
 - Maintains personal log of all actions and decisions taken.

FIRE REPRESENTATIVE:

The Fire Representative, or alternate, will be responsible for the following duties;

- Providing advice on fire fighting and rescue matters to the ECG;
- Confirming that local firefighting rescue and lifesaving resources are sufficient for the operational situation, and arranging for further assistance as required;
- Providing advice to municipal departments to bring into play other equipment and skills needed to cope with the emergency;
- Coordinating assistance from the Mutual Aid Fire System and the Fire Marshal of Ontario as required;
- Communicating with Mutual County Coordinator as required for any assistance in Mutual Aide as required;
- Determining if special equipment or supplies, not available can be located elsewhere and advising the ECG;

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- Coordinating assistance of fire equipment and personnel with other departments and agencies in large scale non-firefighting operations (rescue, first aid, casualty collection);
 - Liaising with the Ministry of the Environment on fires involving potentially dangerous materials;
 - Liaising with the Ministry of Natural Resources on forest fires;
 - Providing an Emergency Site Manager, if required;
 - Maintains personal log of all actions and decisions taken.

EMERGENCY INFORMATION OFFICER:

An Emergency Information Officer shall be appointed by the lead agency of the emergency or an employee with Emergency Response Planning experience, and will be responsible for the following duties:

- Establishing a communications link with the Spokesperson(s), the 211 Representative, and any other media coordinator(s) (i.e. Provincial, Federal, private industry, etc.) involved in the incident;
- The dissemination of information, and planning for news releases at appointed times;
- Ensuring that all information released to the media and public is consistent and accurate;
- Designating and coordinating a Public Information Centre for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public;
- Briefing the ECG on how the Public Information Centre will be set up;
- Liaising regularly with the ECG to obtain the appropriate information for media releases, coordinate individual interviews, and organize media conferences;
- Establishing telephone numbers for media inquiries and ensuring that the following are advised accordingly:
 - Media
 - ECG
 - Media Spokesperson
 - 211 Representatives
 - Any other appropriate persons, agencies, or businesses;
- Providing direction and regular updates to the 211 Representative to ensure that the most accurate and up-to-date information is disseminated to the public;
- Ensuring that all information released to the media and public is first approved by the Mayor;
- Monitoring news coverage and correcting any erroneous information.
 - Media
 - ECG

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- Switchboard for Emergency Services
 - Municipal Citizen Inquiry Representatives
 - Any other appropriate persons, agencies, or businesses;
 - Ensuring that media arriving at the site are directed to the site information centre;
 - Where necessary and appropriate, coordinating media photograph sessions at the scene;
 - Coordinating on-scene interviews between emergency services personnel and the media
 - Provide the CAO with reports on the emergency situation and any other pertinent information at regular intervals, or as requested;
 - Provide assistance to the communicators in relation to communications equipment problems, where possible and practical;
 - Coordinate and prioritize the flow of messages between the Communications Room and the Emergency Control Group, and other desired groups or locations;
 - Maintenance of a chronological log of significant communications and events;
 - Maintenance of a situation or status board, and;
 - Maintenance of a map(s) containing vital information related to the emergency;
 - Maintains personal log of all actions and decisions taken.

CLERK/SCRIBE/OPERATIONS COORDINATOR

- Organizing and supervising the Emergency Operations Centre (EOC) during the emergency, including arrangements for feeding and relief of Centre personnel;
- Coordinating all operations within the EOC, including the scheduling of regular meetings;
- Providing identification cards to ECG members and support staff;
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas of the ECG, as required;
- Maintaining a record of actions taken by the ECG in dealing with the emergency;
- Ensuring that security is in place for the EOC and registration of ECG members;
- Maintains personal log of all actions and decisions taken.

These positions may be invited to participate in ECG depending on the emergency

EMERGENCY MEDICAL SERVICES (EMS) REPRESENTATIVE:

The EMS Representative, or alternate will be responsible for the following duties:

- Providing information on the movement of casualties from the disaster site;

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- Advising the Emergency Control Group on requirements for additional casualty transportation means, beyond ambulance resources, that the Emergency Control Group may be able to obtain;
 - Determining if additional medical resources are needed for casualty management at the emergency site, in consultation with the Medical On-Site Coordinators, and initiating requests for such with medical authorities;
 - Authorizing additional Ministry of Health resources required by any facility, which operates under the direction of the Ministry of Health, Long Term Care, and any Regional and Provincial Representative in accordance with Ministry procedures.
 - Liaises with CACC (Communications Centre)
 - Liaises with Health Representatives (Medical Officer of Health)

HEALTH REPRESENTATIVE:

The Health Representative, or alternate, will be responsible for the following duties:

- Providing advise to the ECG on health matters;
- Keeping the Health Unit staff informed;
- Providing Staff available for advice at each Evacuee Centre to assist the Manager of each Reception/ Evacuee Centre in public health matters, and in assisting evacuees;
- Access to 24 hour Nurse at each Evacuee Centre housing more the 50 evacuees;
- Arranging for mass immunization where needed;
- Arranging for precautions in regard to water supplies when warranted;
- Notifying other agencies and senior levels of government about health related matters in the emergency;
- Ensuring the safety of food supplies and the safe disposal of sewage and waste;
- Ensuring adequate general sanitation and personal hygiene at emergency reception centres;
- Ensuring proper burial of the dead;
- Coordinating the response of health unit services and facilities.

SOCIAL SERVICES REPRESENTATIVE:

The Social Services Representative, or alternate, will be responsible for the following duties:

- Providing advice to the ECG on Social Services matters;
- According to the nature of the emergency, in consultation with the Red Cross, Salvation Army and St. John Ambulance, be prepared to assist municipalities in their efforts to support their residents whose lives have been impacted by the emergency with the provision of:

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- Emergency clothing to provide adequate protection from the elements,
 - Emergency lodging to provide adequate temporary accommodation for the homeless,
 - Registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons,
 - Emergency feeding to sustain those without food or adequate food preparation facilities,
 - Liaising with the Health Representative on areas of mutual concern required during operations in reception centres, and
 - Individual and family services to assist and counsel individuals and families in need and to provide special care to unattended children and dependent adults;
- In consultation with the Health Representative, establish an 'outreach program' for victims of the emergency;
 - Liaising with public and private nursing care homes as, required;
 - Notifying the Police of the number and locations of the Emergency Reception Centres;
 - Contacting and providing direction to volunteer agencies able to assist in welfare functions, such as Red Cross, Women's Institutes, etc.;
 - Notifying senior levels of government on Social Services matters in the emergency.

POLICE REPRESENTATIVE (OPP):

The Police Representative, or alternate, will be responsible for the following duties:

- Providing advice on police (law enforcement) matters to the ECG;
- Arranging for assistance to local authorities in implementing traffic control to permit rapid movement of emergency equipment;
- Coordinating police operations and responses with Municipal Service Departments and with neighboring police authorities;
- Establishing security around the emergency area to control access and protect property;
- Sealing off the area of concern, controlling and, if necessary, dispersing crowds within the emergency area;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Liaising with the Social Services Representative regarding the establishment and operation of evacuation and reception centres;
- Providing for police services in evacuee centres, morgues, and other facilities, as required;

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- Liaising with other municipal, provincial or federal police agencies as required;
 - Informing the ECG on the actions taken by the Police;
 - Providing an Emergency Site Manager if required.

SUPPORT & ADVISORY STAFF:

Staff from the following Support and Advisory Services may be required to provide support, logistics and advice to the ECG:

THE CONSERVATION AUTHORITY:

The Conservation Authority will be responsible for:

- Providing advice on the abatement of flood emergencies;
- Assisting in acquiring resources to assist in flood emergencies.

THE SOLICITOR:

The Solicitor for the Municipality will be responsible for:

- The provision of advice to any member of the ECG on matters of a legal nature as they may apply to the actions of the Municipality in its response to the emergency, as required.

SCHOOL BOARD:

Upon being contacted by the Social Services Representative, the School Board Representative will be responsible for:

- Providing any school for use as an evacuation or reception centre;
- Notifying required transportation companies to transport residents to evacuation or reception centres;
- Providing school board representatives to coordinate activities with respect to maintenance, use and operation of the facilities being used as evacuation or reception centres.

OFFICE OF THE FIRE MARSHALL AND EMERGENCY MANAGEMENT:

Provincial Ministry Representatives will be responsible for:

- Providing advice on matters of Provincial concern to members of the ECG;
- Assisting in the garner of resources;
- Coordination of Provincial response agencies.

CANADIAN RED CROSS:

The Canadian Red Cross will receive requests for support from the Social Services Representative. The responsibilities of the Red Cross Representative during an emergency are to:

- Activate the Red Cross' emergency alert system;
- Co-ordinate the Society's response in co-operation with the Social Services Representative, if an evacuation is required;

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- Provide registration and inquiry to meet the following objectives:
 - Collect accurate and reliable information and answer inquiries as to the condition and whereabouts of disaster victims in co-operation with local hospitals and reception centres; and
 - Assist in reuniting separated family members as quickly as conditions permit;
 - Operate a central registry and inquiry bureau to deal with national and international requests as directed by the Canadian Red Cross' National office;
 - Set up and operate an evacuation centre, upon the request of the Social Services Representative;
 - Assist with first aid established at reception centres if required;
 - Ensure that volunteers are properly registered so that Workplace Safety Insurance Board coverage is provided during an emergency.

HOSPITAL:

The Hospital Representative will be responsible for:

- Implementing their respective Hospital Disaster Plan;
- Liaising with the Health and Ambulance Representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Liaising with the Ministry of Health and Long Term Care, as appropriate;
- Maintaining a log of all actions taken.

RADIO EMERGENCY SERVICE (A.R.E.S.):

The Radio Emergency Service Representative will be responsible for:

- Providing additional communication requirements to supplement the municipal and emergency communications systems, as needed;
- Contacting other communications experts, as required.

ST. JOHN AMBULANCE:

The St. John Ambulance will receive requests for support from the Social Services or Ambulance Representative during an emergency to:

- Activate the Division's emergency alert system;
- Co-ordinate the Division's response in co-operation with the Health Representative;
- Provide first Aid;
- Establish first aid posts at reception centres, as required;
- Ensure that their volunteers are properly registered so that Workplace Safety Insurance Board coverage is provided during an emergency.

SALVATION ARMY REPRESENTATIVE:

The Salvation Army will receive requests from the Social Services Representative. The responsibilities of the Divisional Commander or alternate of the Salvation Army during an emergency are to:

- Activate the Division's emergency alert system;
- Coordinate the Division's response in cooperation with the Social Services Representative, if an evacuation is required;
- Coordinate and feeding of personnel at the disaster site and reception centre;
- Provide bedding and clothing, in cooperation with Social Services;
- Provide and coordinate emotional and spiritual support;
- Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

OTHER OFFICIALS, EXPERTS, OR REPRESENTATIVES:

Other Officials, Experts, or Representatives will be responsible for:

- Any special advice or expertise necessary to abate the emergency situation as required by the ECG.

EMERGENCY SITE MANAGER:

The Emergency Site Manager's task is to take control of the scene, and coordinate the response. Once appointed, the Emergency Site Manager should be relieved of all other duties, and will remain in control of the scene unless the Emergency Control Group deems it necessary to appoint a replacement.

Some of the duties of an Emergency Site Manager include:

- Setting up a command post, and establishing regular communications with the other agencies on the site, and with the EOC;
- Establishing authority and supervising all operations within the outer perimeters of the site;
- Organizing a management team and arranging a management cycle;
- Determining the inner and outer perimeters, and ensuring they are set up;
- Organizing the layout of the site;
- Conferring with the heads of the other agencies at the site, to ascertain what is happening and what is needed;
- Passing information on what is happening, and requests for resources to the EOC, and passing direction and information from the EOC to others at the site;
- Directing and coordinating the activities of the response agencies at the site;
- Determining what resources are necessary, and asking the EOC to provide them;

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- Arranging a system of relief, rest areas, food, etc., for site workers;
 - Ensuring worker and volunteer safety;
 - Arranging media visits to the site;
 - Planning ahead for site activities and the resources to support them;
 - Maintaining a log of all actions.

MEDIA AND PUBLIC RELATIONS

It is important to coordinate the release of accurate information or instructions to the news media, the public, and individual requests for information concerning any aspect of the emergency.

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

- Emergency Information Officer
- On-Site Media Spokesperson
- 211 Representative

Depending on the scope of the emergency, there may be a need for a Media Centre near the emergency site, and a Media Information Centre near, but not in, the EOC. In some cases a joint media information centre may be more desirable.

211ONTARIO SERVICE:

The Citizen Inquiry Representative will be provided for by the Social Services Representative and shall be responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Advertising public information phone numbers through the media as quickly as possible, and advising that 9-1-1 is not to be used as an inquiry line;
- Apprising the affected emergency services and the EOC of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Liaising with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and redirecting inquiries and reports from the public based upon information from the Emergency Information Officer;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation or reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist as required.

PUBLIC INFORMATION & INQUIRY:

Depending on availability, information concerning an emergency situation will be communicated to the public through a number of means. These include newspaper, radio, television, public addressing system, telephone, newsletter, website, email, Facebook and individual visitation.

Where appropriate, public meetings will be held to provide information to members of the public concerning an emergency situation. Such meetings will be coordinated and conducted by the ECG.

EVACUATION PLANNING

In an emergency, it may be necessary for the residents to be temporarily evacuated. When such an evacuation is deemed necessary, one or more emergency reception centres may need to be opened in a safe area. The County has an agreement with the Thames Valley District School board, which allows municipalities to utilize the facilities within the District's jurisdiction.

RECOVERY PLANNING

This plan assigns responsibilities and outlines activities that may be required to bring the municipality back to its pre-emergency state. The plan will be activated (in whole or part) at the direction of the Emergency Control Group. This will be determined by the nature of the emergency and its aftermath, but will normally occur once the immediate response to the emergency has been completed.

PLAN REVIEW, TESTING, AND MAINTENANCE

This plan shall be reviewed annually and where necessary shall be revised by the Community Emergency Management Coordinator and Emergency Management Program Committee.

Each time the plan is revised, it must be forwarded to Council for approval; however, revisions or minor administrative changes can be made without Council approval.

The CEMC will arrange for annual training and annual exercise for the Emergency Control Group and EOC staff as required by Office of the Fire Marshal and Emergency Management Ontario.