



Municipality of Dutton Dunwich

EMERGENCY RESPONSE PLAN



This document is available in an accessible format or with appropriate communication supports upon request.

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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 responses and responsibilities to an emergency situation within the Municipality of Dutton Dunwich. 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.

While many emergencies could occur within the Municipality of Dutton Dunwich, the most likely to occur are severe weather - snowstorms, windstorms, ice, sleet, tornado, drought, fog, erosion, floods; extreme temperatures hazardous materials – transportation incidents and transportation accidents; water emergency, power grid failure emergency; human health emergency or 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 adopted by the Council of the Municipality of Dutton Dunwich. 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 laws which implement the Emergency Response Plan of the municipality. 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 Dutton Dunwich, 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 DUTTON DUNWICH

POPULATION

The population of the municipality is: 3,866

The number of households is estimated at 1,556 averaging 2 people per household.

EDUCATION

The Municipality's educational facilities consist of 1 Public School.

MEDICAL CARE

The Municipality is serviced by St. Thomas – Elgin General Hospital, Four Counties Health Service, London Health Sciences Centre and the Dutton Medical Centre (Don C. Campbell Medical Building).

PROTECTIVE SERVICES

Firefighting operations are the responsibility of the municipality through the Municipal Fire Station in Dutton.

Ambulance service is provided by Medevac EMS.

Law enforcement is carried out by the Elgin County OPP.

UTILITIES

Electricity is provided by Hydro One and Entegrus.

Natural gas is provided by Union Gas.

Water is provided by the municipality through distribution system in conjunction with Elgin Area Primary Water Supply System and Tri County Water System.

CONSERVATION AUTHORITY

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

DECLARATION OF AN EMERGENCY

DEFINITION OF AN EMERGENCY

The Emergency Management Act defines an emergency as:

“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 of major proportions to life or property”

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, 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 Dutton Dunwich.

DECLARING AN EMERGENCY

The Mayor or Acting Mayor of the Municipality of Dutton Dunwich, 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 Municipal Emergency Control Group.

Upon such declaration, the Mayor notifies:

1. The County Warden;
2. The Ministry of the Solicitor General
1-866-314-0472 Fax 1-416-314-0474
3. The Council of the Municipality; and
4. The public, media, and neighbouring municipal officials.

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. The Minister of Community Safety and Correctional Services; and
4. The public, media, and neighbouring municipal officials.

REQUEST FOR COUNTY ASSISTANCE

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 or their alternates.

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

For co-ordination, 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 Control Group.

The remaining municipal staff from the Municipal 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 Municipal Emergency Control Group (as appropriate) affecting the lives and property of the inhabitants within the Municipality of Dutton Dunwich shall be made in consultation with the Mayor or Acting Mayor of the municipality.

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 Ministry of the Solicitor General, 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 (Toll Free)

MUTUAL AID AND MUTUAL ASSISTANCE

The Municipality of Dutton Dunwich Volunteer Fire Department participates in a mutual aid agreement with the fire services of all municipalities within Elgin County to provide mutual aid for fire suppression, spills and medical assistance

calls. This agreement may be activated by the Dutton Dunwich Fire Chief at any time without need to activate the Municipal Emergency Control Group (MECG) or implement the Municipality of Dutton Dunwich Emergency Response Plan. The Dutton Dunwich Fire Chief will provide an annual report to Council that will provide details of all activations made under this agreement during the subject calendar year.

The Municipality of Dutton Dunwich also maintains a mutual assistance agreement with the County of Elgin which provides for the extension between the parties of such resources as may be requested during declared emergencies. The Clerk of the Municipality of Dutton Dunwich is authorized to make a request pursuant to this agreement after an emergency has been declared to exist in the Municipality. The Clerk is also authorized to respond to any requests received under this agreement without activating the Dutton Dunwich Emergency Response Plan. The Clerk will, however, notify the Mayor and all MECG members immediately upon receipt of a mutual assistance request from the County of Elgin.

A copy of the Mutual Aid Agreement is appended as Annex B to this plan.

A copy of the Mutual Assistance Agreement is appended as Annex C to this plan.

CONTROL GROUP OPERATIONS

EMERGENCY OPERATION CENTRE (EOC)

The Municipal Emergency Control Group (MECG) will assemble at the Emergency Operations Centre (EOC) listed in the appended Annex A of this plan.

COMMUNICATIONS ROOM

While the MECG 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 EOC.

Each member of the MECG should designate at least one person, depending on the nature and scope of the emergency, to handle in-coming and out-going communications or assist as otherwise required.

The communicators will be responsible for operating telephones and radios within the communications room and relaying messages between their respective representatives on the MECG and other key locations.

OPERATING CYCLE

It is important that the MECG 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 Clerk. 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 Clerk. 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 MECG represents an individual agency, 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 MECG are relieved of their duties at regular intervals.

MUNICIPAL EMERGENCY CONTROL GROUP NOTIFICATION SYSTEM

The Mayor, Deputy Mayor, Clerk, Community Emergency Management Coordinator, Public Works Representative, Utilities Representative, Fire Representative, or Police Representative or their alternates may initiate the Municipal Emergency Control Group by contacting any member of the Program Committee.

MUNICIPAL EMERGENCY CONTROL GROUP (MECG)

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

- 1) Mayor or Acting Mayor**
- 2) Clerk**
- 3) Community Emergency Management Coordinator (CEMC)**
- 4) Emergency Information Officer (EIO)**

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

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

MUNICIPAL EMERGENCY CONTROL GROUP (MECG) RESPONSIBILITIES

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

- 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, and working with the Red Cross and Salvation Army in establishing a Registration and Inquiry Centre 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 volunteers are required and if appeals for volunteers are warranted;
- 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 Clerk 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;
- 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.

INDIVIDUAL RESPONSIBILITIES OF THE MUNICIPAL EMERGENCY CONTROL GROUP

MAYOR OR 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 a member of the MCEG,
- Declaring an emergency to exist;
- Declaring that the emergency has terminated;
- Notifying the Solicitor General of Ontario via Emergency Management Ontario of the declaration of the emergency, and termination of the emergency;
- Chairing meetings of the MCEG;
- Making decisions, determining priorities, and issuing direction to the Heads of Departments;
- Requesting assistance from senior levels of government and from constituent municipalities not involved with the emergency, when required;

- 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 MECG are kept apprised of developments as soon as possible;
- Maintaining a personal log of all actions taken.

CLERK

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

- Ensuring that all required members are present when the MECG is assembled;
- 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;
- Arranging for effective communications to and from the emergency site;
- Providing security for the EOC, as required;
- Providing identification cards to MECG members and support staff;
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas of the MECG, as required;
- Maintaining a record of actions taken by the MECG in dealing with the emergency;
- Compiling records of costs incurred as a result of emergency action (segregated ledger account);
- Acting as principle staff officer to the Mayor or Acting Mayor;
- Coordinating and processing requests for human resources;
- Under the direction of the MECG, coordinating offers of and appeals for volunteers;
- Selecting the most appropriate sites for the registration of human resources;

- Ensuring records of human resources and administrative details are completed;
- When volunteers are involved, ensuring that a Volunteers Registration Form is completed and a copy of the form is retained for Municipal records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- Arranging for transportation of human resources to and from sites;
- Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies, and volunteer groups.
- Compiling reports for council;
- 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;
- Reviewing the Ontario Disaster Relief Program directives on a regular basis;
- Maintaining a personal log of all actions taken.

COMMUNITY EMERGENCY MANAGEMENT COORDINATOR

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

- Coordinating setup of the EOC;
- Ensuring that security is in place for the EOC and registration of MECG members;
- Ensuring that all members of the MECG 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 MECG 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 MECG informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.
- Gathering information for the Operations Manager;
- 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;
- Ensuring liaison with community support agencies (ex. St. John Ambulance, Canadian Red Cross etc.);
- Organizing any required debriefing sessions;
- Maintaining a personal log of all actions taken.

EMERGENCY INFORMATION OFFICER (EIO)

The Emergency Information Officer (EIO) will be responsible for:

- Establishing a communications link with the On-Site Media Spokesperson, the Citizen Inquiry Representative, and any other EIO(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;
- Appointing an assistant to attend the On-Site Media Information Centre, and appointing any other personnel required;
- Designating and coordinating a Media Information Centre for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public;
- Briefing the MECG on how the Media Information Centre will be set up;
- Liaising regularly with the MECG to obtain the appropriate information for media releases, coordinate individual interviews, and organize press conferences;

- Establishing telephone numbers for media inquiries and ensuring that the following are advised accordingly:
 - Media
 - MCEG
 - Switchboard for Emergency Services
 - On-Site Media Spokesperson
 - Municipal Citizen Inquiry Representatives
 - Any other appropriate persons, agencies, or businesses;
- Providing direction and regular updates to the Citizen Inquiry 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;
- Maintaining a personal log of all actions taken.

MUNICIPAL SUPPORT STAFF

FIRE REPRESENTATIVE

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

- Providing advice on firefighting and rescue matters to the MCEG;
- 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;
- Determining if special equipment or supplies, not available can be located elsewhere and advising the MCEG;

- 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 and Climate Change on fires involving potentially dangerous materials;
- Liaising with the Ministry of Natural Resources and Forestry on forest fires;
- Providing an Emergency Site Manager if required;
- Maintaining a personal log of all actions taken.

PUBLIC WORKS REPRESENTATIVE

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

- Providing the MCEG with advice on engineering matters;
- Arranging for the dispatch of staff and equipment to assist in containing the emergency situation if required;
- Maintaining liaison with flood control, conservation and environmental authorities and preparing for relief or preventative measures;
- Maintaining liaison with and providing assistance to drainage representative in matters involving municipal drainage
- 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 neighbouring municipalities, and from private contractors when necessary;
- Assisting firefighting 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 (ARES);
- 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;

- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Providing public works vehicles and equipment as required by any other emergency services;
- Maintaining a personal log of all actions taken.

WATER REPRESENTATIVE

The Water Representative will be responsible for the following duties:

- Providing the MECG with advice on water distribution matters;
- Ensuring the maintenance of water systems;
- Providing equipment for 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 Officer of Health;
- Discontinuing any water service to any resident, as required, and restoring these services when appropriate;
- Maintaining a personal log of all actions taken.

WASTEWATER REPRESENTATIVE

The Wastewater Representative will be responsible for the following duties:

- Ensuring the maintenance of sanitary sewage systems
- Maintaining a personal log of all actions taken.

CHIEF BUILDING OFFICIAL (CBO)

The Chief Building Official shall be responsible for the following duties:

- Provide advice and assessing structural capacity and ability to support occupancy of affected and/or possibly affected buildings;
- Coordinate resources for required inspection of affected buildings;

- Provide access to support personnel such as engineers, architects and additional building inspectors;
- Maintaining a personal log of all actions taken.

THE TREASURER

The Treasurer is responsible for:

- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring liaison, if necessary, with the treasurers of neighbouring communities;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- Providing and securing of equipment and supplies not owned by the municipality;
- Maintaining a personal log of all actions taken.

COUNTY SUPPORT STAFF

EMERGENCY MEDICAL SERVICES (EMS) REPRESENTATIVE

The Emergency Medical Services (EMS) representative, or alternate will be responsible for the following duties:

- Providing information on the movement of casualties from the disaster site;
- Advising the MCEG on requirements for additional casualty transportation means, beyond ambulance resources, that the MCEG 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 Representative (Medical Officer of Health);
- Maintaining a personal log of all actions taken.

OTHER SUPPORT & ADVISORY STAFF

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

THE CONSERVATION AUTHORITY REPRESENTATIVE

The Conservation Authority Representative will be responsible for:

- Providing advice on the abatement of flood emergencies;
- Assisting in acquiring resources to assist in flood emergencies;
- Maintaining a personal log of all actions taken.

THE SOLICITOR

The Solicitor for the Municipality will be responsible for:

- The provision of advice to any member of the MECG on matters of a legal nature as they may apply to the actions of the Municipality in its response to the emergency, as required;
- Maintaining a personal log of all actions taken.

UTILITIES REPRESENTATIVE

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

- Providing the MECG with advice on utility 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;
- Maintaining a personal log of all actions taken.

HEALTH REPRESENTATIVE

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

- Providing advice to the MECG on health matters;
- Taking a lead role in the EOC for a human health emergency, or during a pandemic as outlined in the Elgin St. Thomas Pandemic Influenza Plan;
- Keeping the Health Unit staff informed;
- Consulting regarding staffing and resources at each Evacuation Centre to support the Manager of each Reception/Evacuation Centre in public in efforts to meet the needs of 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;
- Consulting regarding the safety of food supplies and the safe disposal of sewage and waste;
- Consulting regarding adequate general sanitation and personal hygiene at emergency reception centres;
- Consulting regarding proper burial of the dead;
- Coordinating the response of health unit services and facilities;
- Maintaining a personal log of all actions taken.

ONTARIO WORKS REPRESENTATIVE

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

- Providing advice to the MECG on Ontario Works 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:
 - Emergency clothing to provide adequate protection from the elements,

- Providing qualified staff at the Evacuation Centre(s) to house evacuees as required and as resources permit,
 - 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 evacuee centres, and
 - Individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults;
- In consultation with the Health Representative, establish an 'outreach program' for victims of the emergency;
 - Providing staff to operate a Citizen Inquiry Centre;
 - 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 Ontario Works matters in the emergency;
 - Maintaining a personal log of all actions taken.

POLICE REPRESENTATIVE

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

- Providing advice on police (law enforcement) matters to the MECG;
- Arranging for assistance to local authorities in implementing traffic control to permit rapid movement of emergency equipment;
- Liaison with Public Works Representative;

- 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 Ontario Works Representative regarding the establishment and operation of evacuation and reception centres;
- Providing for police services in evacuee centres, morgues, and other facilities, as required;
- Liaising with other municipal, provincial or federal police agencies as required;
- Informing the MCEG on the actions taken by the Police;
- Establishing a perimeter of the emergency area;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in EOC, evacuee centres and other facilities as required;
- Providing an Emergency Site Manager if required;
- Maintaining a personal log of all actions taken.

SCHOOL BOARD REPRESENTATIVE

Upon being contacted by the Ontario Works 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, and transportation required to mobilize residents;
- Maintaining a personal log of all actions taken.

PROVINCIAL MINISTRY REPRESENTATIVES

Provincial Ministry Representatives will be responsible for:

- Providing advice on matters of Provincial concern to members of the MECG;
- Assisting in the garner of resources;
- Coordination of Provincial response agencies;
- Maintaining a personal log of all actions taken.

CANADIAN RED CROSS SOCIETY

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

- Activate the Society's emergency alert system;
- Co-ordinate the Society's response in co-operation with the Ontario Works Representative, if an evacuation is required;
- 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 an inquiry bureau to deal with national and international requests as directed by the Society's National office;
- Set up and operate an evacuation centre, upon the request of the Ontario Works 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;

- Maintaining a personal log of all actions taken.

HOSPITAL REPRESENTATIVE

The Hospital Representative will be responsible for:

- Implementing their respective Hospital Disaster Plan;
- Liaising with the Health and Emergency Medical Services (EMS) representative 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 personal log of all actions taken.

AMATEUR RADIO EMERGENCY SERVICE (A.R.E.S.) REPRESENTATIVE

The A.R.E.S. 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;
- Maintaining a personal log of all actions taken.

ST. JOHN AMBULANCE

The St. John Ambulance will receive requests for support from the Ontario Works or Emergency Medical Services (EMS) 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 volunteers are properly registered so that Workplace Safety Insurance Board coverage is provided during an emergency;
- Maintaining a personal log of all actions taken.

SALVATION ARMY REPRESENTATIVE

The Salvation Army will receive requests from the Ontario Works 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 Ontario Works 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 Ontario Works;
- Provide and coordinate religious or spiritual assistance;
- Ensure that volunteers are properly registered so that Workplace Safety Insurance Board coverage is provided during an emergency;
- Maintaining a personal log of all actions taken.

TELEPHONE REPRESENTATIVE

The Telephone Representative will be responsible for:

- When possible, establishing and ensuring that telephone communication needs are provided to the EOC, emergency site, and anywhere else required;
- Maintaining a personal log of all actions taken.

ONTARIO 211 SERVICE

The Ontario 211 Service will be responsible for:

- Providing municipally authorized telephone and web information to residents impacted by an emergency;
- Providing municipally authorized information about relief assistance or instructions to protect their safety.

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 MEGC;

- Maintaining a personal log of all actions taken.

INCIDENT COMMANDER

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

Some of the duties of an Incident Commander 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;
- 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 personal log of all actions taken.

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
- Citizen Inquiry Representative

Depending on the scope of the emergency, there may be a need for an On-Site 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.

EMERGENCY INFORMATION OFFICER (EIO)

The Emergency Information Officer (EIO) will be responsible for:

- Establishing a communications link with the On-Site Media Spokesperson, the Citizen Inquiry Representative, and any other Emergency Information Officer(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;
- Appointing an assistant to attend the On-Site Media Information Centre, and appointing any other personnel required;
- Designating and coordinating a Media Information Centre for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public;
- Briefing the MECG on how the Media Information Centre will be set up;
- Liaising regularly with the MECG to obtain the appropriate information for media releases, coordinate individual interviews, and organize press conferences;
- Establishing telephone numbers for media inquiries and ensuring that the following are advised accordingly:

- Media
 - MECCG
 - Switchboard for Emergency Services
 - On-Site Media Spokesperson
 - Municipal Citizen Inquiry Representatives
 - Any other appropriate persons, agencies, or businesses;
- Providing direction and regular updates to the Citizen Inquiry 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.

ON-SITE MEDIA SPOKESPERSON

- If necessary an On-Site Media Spokesperson shall be appointed by the Incident Commander and is responsible for:
 - Establishing a communication link and regular liaison with the EIO at the EOC;
 - Responding to inquiries from the media pertaining to the scene only, and only after clearance by the EIO;
 - Redirecting all inquiries regarding decisions made by the MECCG and the emergency as a whole to the Citizen Inquiry Representative;
 - Establishing and coordinating a Media Information Centre in a safe, appropriate location, at or near the site, for the media to assemble;
 - Advising the following persons and agencies of the location and telephone number(s), as available, of the Site Media Information Centre:
 - Media
 - MECCG
 - 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.

THE CITIZEN INQUIRY REPRESENTATIVE

The Citizen Inquiry Representative will be provided for by the Ontario Works 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 MCEG 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 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 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. This may include

Ontario 211 Service, newspaper, radio, television, public addressing system, telephone, newsletter, 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 MECG.

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 guarantees that their institutions may be used as temporary reception centres in the event of an emergency.

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 Municipal 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 (CEMC).

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 Municipal Emergency Control Group and EOC staff as required by Emergency Management Ontario.

