



# Emergency Response Plan

Revised –January 2010

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## **DEFINITIONS**

### **Ambulance Services Representative**

A designated representative of the Ambulance Service and/or Central Ambulance Communications Centre

### **County Citizen Inquiry Representative**

During an emergency the Ontario Works Representative will be responsible for appointing a County Citizen Inquiry Representative who will establish a Citizen Inquiry Service to respond to and redirect inquires and reports from the public.

### **County Control Group**

The group of individuals directing the services necessary for mitigating the effects of the emergency. The Operations Manager is responsible for coordinating the operations within the County Emergency Operations Centre.

### **County Media Coordinator**

The County Media Coordinator will be appointed by the County Control Group and is responsible for coordinating the dissemination of information to the media from the County Media Information Centre. The coordinator will report directly to the Operations Manager.

### **County Media Information Centre**

The location near but not in the Operations Centre from which the media may gather for updated media releases and press conferences. This location will be determined by the County Media Coordinator.

### **County Treasurer**

The County Treasurer or designated alternate for the County of Elgin.

### **Emergency Area**

The area in which the emergency exists.

### **Emergency Management Coordinator**

The County Community Emergency Management Coordinator or designated alternate is responsible for the maintenance, revision and distribution of this plan, as well as coordinating emergency exercises.

### **Evacuation Centre**

An evacuation centre is a facility that provides temporary care and shelter to persons displaced by the emergency. Persons may be sent to an evacuation centre after registering at a reception centre, and/or they may register at the evacuation centre directly.

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**Fire Chief of Affected Municipality**

The Chief of the Fire Department or alternate of the Area Municipality(s) directly affected by the emergency.

**County Fire Coordinator**

The Mutual Aid Fire Coordinator or designated alternate of the County of Elgin.

**Head of Council from Affected Municipality**

The Mayor or Acting Mayor of an Area Municipality of the County of Elgin directly affected by the emergency.

**Head of the County Control Group**

The Warden or designated alternate (see Appendix A) of the County of Elgin.

**Health Representative**

The Medical Officer of Health, Public Health Unit representative or designated alternate of the County of Elgin.

**Human Resources Representative**

The Director of Human Resources or designated alternate for the County of Elgin.

**Inner Perimeter**

A restricted area in the immediate vicinity of the emergency scene as established by the Site Manager. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

**Ontario Works Representative**

The Director of Ontario Works or designated alternate of the County of Elgin.

**On-Site Media Centre**

The location at or near the scene from which the media may gather for updated media releases and press conferences. This location will be determined by the designated On-Site Media Coordinator, with the approval of the Site Manager.

**On-Site Media Spokesperson**

The On-Site Media Spokesperson is appointed by the Site Manager at the time of the emergency. This person is responsible for coordinating the fast accurate dissemination of information to the media from the On-Site Media Centre. The Spokesperson will also work closely with the County Media Coordinator to ensure that information released to the media from the scene is consistent with information being released from the County Media Information Centre.

**Operations Manager**

During an emergency the Chief Administrative Officer or designated alternate for the County of Elgin will perform the duties of the Operations Manager.

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**Operations Officer**

During an emergency the Deputy Clerk or designated alternate for the County of Elgin will perform the duties of the Operations Officer.

**Outer Perimeter**

The geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Site Manager.

**Police Representative**

The Chief of Police and/or Detachment Coordinator of the O.P.P. or alternate of the Area Municipality(s) directly affected by the emergency.

**Public Works Representative**

The Director of Engineering Services or designated alternate of the County of Elgin.

**Reception Centre**

A reception centre is a facility that is used as a short term redistribution point that receives and registers persons displaced by the emergency, reuniting them with families or dispatching them to evacuation centres or other accommodation.

**Red Cross Representative**

The Disaster Management Coordinator of the local Red Cross Branch is responsible for supervising and coordinating all activities of the Red Cross Branch during an emergency. It should be noted that the Disaster Management Coordinator takes direction from the Ontario Works representative.

**Site Manager**

The person in charge of all operations at the scene of the emergency. This person may also be in charge of an essential emergency service such as Police or Fire. The Site Manager will ensure that updated information with respect to the scene is conveyed to, or obtained from, the County Emergency Control Group.

**St. John Representative**

The Chairperson of the Emergency Services Committee of the local St. John Brigade is responsible for supervising and coordinating all activities of the St. John during an emergency. It should be noted that the Chairperson takes direction from the Ontario Works and Ambulance Representatives.

**Triage**

The sorting and allocation of treatment to patients or victims according to a system of priorities designed to maximize the number of survivors.

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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 County of 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** as defined in the Emergency Management Act, “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”.

While many emergencies could occur within the County of Elgin, the most likely to occur are floods, water and land pollution, blizzards, cold waves, fire, fog, frost and freezeups, high winds, ice storms, severe thunderstorms, snow storms, tornadoes, hazardous chemical spills, power failures, transportation accidents involving hazardous materials, strikes and disorder.

### ***THE AIM***

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

### ***THE AUTHORITY***

The Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9 as amended, is the legal authority for this emergency response plan.

### ***COUNTY EMERGENCY ASSISTANCE***

The initial response to an emergency situation shall be the responsibility of the directly affected Municipality. Upon receipt of a warning of a real or potential emergency at the local level, the initial responding agency will contact the appropriate Municipal Official to request that the Municipal Emergency Notification System be activated. The Municipality will notify members of the affected Municipal Control Group. Upon notification, it is the responsibility of control group members to assemble and manage the situation using the procedures in their Municipal Emergency Plan.

As part of the Municipal Emergency Notification System, the Head of the County Control Group, or the Operations Manager, or the Emergency Management Coordinator of the County of Elgin, shall be notified. All members of the County Control Group will be notified and placed on stand-by or asked to assemble. Notification will take place in accordance with procedures detailed in the County Emergency Notification section.

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The emergency situation will dictate the County's response. When an emergency requires only limited County support, a representative of the County Control Group may join a Municipal Control Group or several members of the County Control Group may meet to monitor the situation. When an emergency requires greater County support or when it involves more than one Municipality, the County Emergency Plan will be activated and the County Control Group will assemble at the County Emergency Operations Centre.

For coordination, if the emergency affects more than one Elgin County municipality, or if the emergency affects one or more municipality(s) and the City of St. Thomas, the County Plan will be activated.

### ***DECLARATION OF A COUNTY EMERGENCY***

The Warden or Acting Warden of the County of Elgin, as Head of the County Council, is responsible for declaring that an emergency exists within the boundaries of the County. This decision is made in consultation with other members of the County Control Group.

Upon such declaration, the Warden notifies:

1. The Minister of Community Safety & Correctional Services through Emergency Management Ontario, if the declaration is faxed; a call should be made to confirm receipt of fax.

**(866) 314-0472 ; Fax (416) 314-0474;**

2. The Mayor and Council of the effected Municipality; and
3. The Warden shall ensure that the public, the media, and neighbouring county officials are also advised of both the declaration and termination of an emergency.

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

**A local Municipality may request County assistance at any time. The request shall not be deemed to be a request that the County assume authority or control of the emergency.**

### ***TERMINATION OF COUNTY EMERGENCY***

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

1. The Warden or Acting Warden; or
2. The County Council; or
3. The Premier of Ontario.

Upon termination of a County Emergency the Warden or Acting Warden shall notify:

1. The County Council; and
  2. The Minister of Public Safety and Security through Emergency Management Ontario; and
  3. The public, media, and neighbouring municipal officials.
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## **ALERTING OR ACTIVATING THE EMERGENCY PLAN**

The members of the County Control Group will be alerted and placed on standby, or this plan may be activated under the following conditions:

- When the Head of a Municipal Control Group requests assistance and indicates whether or not the County is being asked to provide assistance or to assume control of the emergency;
- When an emergency cannot be defined as a local emergency, the plan shall be activated;
- When County facilities are threatened or an extraordinary demand is placed on County resources, the plan shall be activated;
- When a widespread, far-reaching accident is encountered such as an epidemic, or an environmental disaster, the plan shall be activated.

## **COUNTY EMERGENCY NOTIFICATION**

The County Control Group (CCG) may be alerted to an emergency situation by the Head of a Municipal Control Group, member of the CCG, or emergency response agency. To notify the County Control Group the following procedure will be used to alert or activate its members:

- A request for assistance shall be made to the Head of the CCG, Operations Manager, or Emergency Management Coordinator;
  - When notified, the Head of the CCG, Operations Manager, or Emergency Management Co-ordinator who is notified shall contact the other two;
  - The Head of the CCG, Operations Manager, and Emergency Management Coordinator shall monitor the situation;
  - After monitoring the situation if it is deemed that the CCG should be alerted and placed on stand-by, or the County Emergency Plan should be activated, the members of the CCG shall be notified as follows:
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Head of a Municipal Control Group		↗	Head of the CCG, <b>or</b>
Member of the County Control Group	<b>Contacts</b>	→	Operations Manager, <b>or</b>
Emergency Response Agency		↘	Emergency Management Coordinator

Head of the CCG	<b>Contacts</b>	↗	Operations Manager
		→	Emergency Management Coordinator
		↘	Heads of Local Council (as required)
		↘	Adjacent Municipalities (as required)

Operations Manager	<b>Contacts</b>	↗	Head of the CCG
		↗	Emergency Management Coordinator
		→	County Public Works Rep.
		↘	Ontario Works Rep.
		↘	Other Dept. Heads (as required)

Emergency Management Coordinator	<b>Contacts</b>	↗	Head of the CCG
		↗	Operations Manager
		↗	Emergency Management Ontario
		↗	Ambulance Representative
		→	Police Representative
		↘	Fire Representative
		↘	Board of Education (as required)
		↘	A.R.E.S. Rep. (as required)
		↘	Bell / Amtelecom (as required)

County Public Works Rep.	<b>Contacts</b>	→	Road Superintendents (as required)
		↘	MTO Patrol Yards (as required)

Ontario Works Rep.	<b>Contacts</b>	↗	Medical Officer of Health
		→	Red Cross (as required)
		↘	Hospital (as required)
		↘	Salvation Army (as required)

**Refer to Appendix A - Elgin County Emergency Notification**

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## **THE COUNTY EMERGENCY OPERATION CENTRE**

Depending upon the location of the emergency, the County Emergency Control Group will assemble at the Emergency Operations Centre closest to the emergency site (refer to Appendix B).

In the event that this location is inappropriate, the location of the Emergency Operations Centre will be determined by the Head of the County Control Group, the Operations Manager, and the Emergency Management Coordinator after consultation with the emergency response agencies involved.

The County Control Group will assemble at the centre they are advised to go to when notified, and determine if the site is appropriate. If this site is not appropriate, the County Control Group will choose an alternate location from Appendix B where future meetings will be held.

## **COUNTY CONTROL GROUP (CCG)**

The County emergency response will be directed and controlled by a “joint” County/Municipal Control Group consisting of the following officials:

- **Head of the County Control Group**
- **Head of the Municipal Control Group & Designated Staff Representatives from affected Municipality(s)**
- **Chief(s) of Police/O.P.P. Detachment Representative, as the situation dictates**
- **County Fire Coordinator**
- **Ambulance Representative**
- **Operations Manager**
- **Operations Officer**
- **Emergency Management Coordinator**
- **Public Works Representative**
- **Ontario Works Representative**
- **Medical Officer of Health / Public Health Representative**
- **County Media Coordinator (appointed by the CCG)**
- **Additional personnel deemed necessary by the County Control Group (i.e. Provincial / Federal Ministry representatives, industrial representatives, school boards, legal, financial representatives).**

An alternate contact person shall be designated for each member of the CCG. Names and telephone numbers of CCG members and alternates appear in Appendix A.

The CCG may function with only a limited number of persons depending upon the emergency. While the CCG may not require the presence of all persons listed as members of the control group, all members of the CCG must be notified.

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**COUNTY CONTROL GROUP (CCG) RESPONSIBILITIES**

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

- Determining the status of the emergency situation by acquiring and assessing information;
  - Mobilizing County emergency services, personnel and equipment;
  - Declaration of an Emergency by the Head of the County Control Group in consultation with members of the CCG;
  - Termination of an Emergency Declaration by the Head of the County Control Group in consultation with members of the CCG;
  - Coordinating and directing 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 Ontario Works in establishing a Registration and Inquiry Centre to handle requests regarding evacuees;
  - Arranging for services and equipment from local agencies not under County or 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 County or Municipal control, as considered necessary (refer to Request for Provincial/Federal Assistance);
  - 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 Emergency Management Coordinator 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 when so requested by the affected municipalities;
  - Working with Ontario Works in establishing a reporting and inquiry centre to handle individual requests concerning any aspect of the emergency;
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- Ensuring that all County emergency personnel are advised of the declaration and termination of an emergency in the constituent local municipality(s);
  - Appointing an Emergency Site Manager;
  - Ensuring that the Critical Incident Stress Management is available to responders and that the emotional needs of the county are addressed
  - 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.

## **COMPOSITION OF THE COUNTY CONTROL GROUP**

### ***HEAD OF THE COUNTY CONTROL GROUP***

The Head of the County Control Group, or alternate, will be responsible for the following duties:

- Implementing the Plan in response to a request for assistance from a local Municipal Control Group, member of the CCG, or emergency response agency;
  - Declaring an Emergency; and the Termination of the Declaration of an Emergency
  - Notifying Emergency Management Ontario, Ministry of Community Safety & Correctional Services of the declaration, and the termination of the emergency;
  - Making decisions, determining priorities, and issuing direction to the Heads of County departments;
  - Requesting assistance from senior levels of government and from constituent municipalities not involved with the emergency, on behalf of the affected municipality, when required;
  - Authorizing expenditures and the acquisition of equipment and personnel when necessary;
  - Approving and making news releases and public announcements;
  - Ensuring that the heads of local Councils are notified that the County has implemented its Plan and is available to assist or that the County has declared an emergency;
  - Ensuring that all members of the CCG are kept apprised of developments as soon as possible.
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**HEAD(S) OF COUNCIL FROM AFFECTED MUNICIPALITY(S)**

The County Control Group is a joint County/Municipal body. The Head(s) of Council and key staff from local Municipality(s) affected by an emergency form an integral part of the County Control Group. The responsibilities of the Head of a Local Council and key municipal staff will include:

- Providing up to date information about the emergency situation in their respective municipality;
- Assisting in decision making and the mobilization and employment of local resources;
- Assisting in the overall management of the County-wide emergency response.

**OPERATIONS MANAGER**

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

- Ensuring that all required members are present when the CCG is assembled;
- Chairing meetings of the CCG;
- Organizing and supervising the County 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;
- Coordinating media releases;
- Providing advice to the CCG on legal and financial matters;
- Acting as principle staff officer to the Head of the CCG;
- Organizing any required debriefing sessions.

**OPERATIONS OFFICER**

- Assisting the Operations Manager in his duties;
  - Maintaining a record of actions taken by the CCG in dealing with the emergency;
  - Compiling records of costs incurred as a result of emergency action;
    - Compiling reports for council;
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***COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC)***

The Emergency Management Coordinator, or alternate, will be responsible for the following duties:

- Providing advice and expertise to members of the CCG on emergency measures operations;
- Setting up the Emergency Operations Centre;
- Gathering information for the Operations Manager;
- Debriefing following the emergency;
- Writing a final report to council after the emergency has been terminated;
- 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.

***PUBLIC WORKS REPRESENTATIVE***

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

- Providing the CCG 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;
  - Arranging for the clearing of emergency routes and the marking of obstacles if required, in consultation with Municipal Road Superintendents and with the O.P.P.;
  - Arranging for engineering materials and equipment from the County and Provincial resources, from neighboring municipalities, and from private contractors when necessary;
  - 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 liaison with Ontario Clean Water Agency;
  - Assisting fire fighting authorities in dealing with water needs and special hazards such as chemical spills, explosions or noxious fumes;
  - Establishing radio communications between local municipalities and the CCG, if required, and calling, if necessary, on the services of the Amateur Radio Emergency Service;
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- Re-establishing essential County road services at the end of the emergency period;
  - Ensuring that County roads are maintained and accessible during an emergency;
  - Providing an Emergency Site Manager if required.

***AMBULANCE REPRESENTATIVE:***

The Representative from Ambulance Services will be responsible for the following duties:

- Providing information on the movement of casualties from the disaster site;
- Advising the County Control Group on requirements for additional casualty transportation means, beyond ambulance resources, that the County 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 in accordance with Ministry procedures.

***HEALTH REPRESENTATIVE:***

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

- Providing advice to the CCG 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;
  - Providing Staff at each Evacuation Centre to assist the Manager of each Reception/ Evacuation Centre in public health matters, and in assisting evacuees;
  - Providing a 24 hour Nurse at each Evacuation 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;
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- Coordinating the response of health unit services and facilities.

***ONTARIO WORKS REPRESENTATIVE:***

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

- Providing advice to the CCG 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,
    - 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 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/ Evacuation 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.
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***COUNTY FIRE COORDINATOR***

The County Fire Coordinator, or alternate, will be responsible for the following duties:

- Providing advice on fire fighting and rescue matters to the CCG;
- Confirming that local fire fighting rescue and life saving resources are sufficient for the operational situation, and arranging for further assistance as required;
- Providing advice to County 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 in the County, can be located elsewhere and advising the CCG;
- Coordinating assistance of fire equipment and personnel with other County 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.

***POLICE REPRESENTATIVE***

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

- Providing advice on police (law enforcement) matters to the CCG;
  - 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 County 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;
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- Liaising with the Ontario Works Administrator regarding the establishment and operation of evacuation and reception centres;
  - Providing for police services in evacuation centres, morgues, and other facilities, as required;
  - Liaising with other municipal, provincial or federal police agencies as required;
  - Informing CCG on the actions take by the Police;
  - Providing an Emergency Site Manager if required.

### **SUPPORT & ADVISORY STAFF:**

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

#### ***THE COUNTY TREASURER***

The County Treasurer will be responsible for:

- Assisting the Operations Manager, as required;
- The providing information and advice on financial matters as they relate to the emergency;
- Liaising, if necessary, with the Treasurers of local and neighboring municipalities;
- 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;
- Providing for and securing of equipment and supplies as requested.

#### ***BUILDING MAINTENANCE***

The Building Maintenance Representative will be responsible for:

- Providing security for the County Emergency Operations Centre, as required;
- Providing identification cards to CCG members and support staff;
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas of the CCG, as required;
- Procuring staff to assist as required.

#### ***HUMAN RESOURCES REPRESENTATIVE***

The Human Resources Representative will be responsible for:

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- Coordinating and processing requests for human resources;
- Under the direction of the CCG, 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 County 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 Human Resources Development Canada, as well as other government departments, public and private agencies, and volunteer groups.

#### ***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.

#### ***THE COUNTY SOLICITOR***

The Solicitor for the County will be responsible for:

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

#### ***SCHOOL BOARD REPRESENTATIVE***

The School Board Representative will be responsible for:

- Providing any school as designated in the County of Elgin's Social and Family Services Community Welfare Plan for use as an evacuation or reception centre;
  - Upon being contacted by the Ontario Works Representative, providing school board representatives to coordinate activities with respect to maintenance, use and operation of the facilities being used as evacuation or reception centres.
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**PROVINCIAL MINISTRY REPRESENTATIVES**

Provincial Ministry Representatives will be responsible for:

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

**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 coverage is provided during an emergency.***

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***HOSPITAL REPRESENTATIVE***

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, as appropriate;
- Maintaining a log of all actions taken.

***ST. JOHN AMBULANCE:***

The St. John Ambulance will receive requests for support from the Ontario Works 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 volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.

***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 clergy assistance;
  - Ensure that volunteers are properly registered so that Workplace Safety Insurance coverage is provided during an emergency.
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***AMATEUR RADIO EMERGENCY SERVICE (A.R.E.S.) REPRESENTATIVE***

A.R.E.S. Representatives will be responsible for:

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

***BELL TELEPHONE / AMTELECOM REPRESENTATIVES***

Bell Telephone / Amtelecom Representatives will be responsible for:

- When possible, establishing and ensuring that telephone communication needs are provided to the EOC, emergency site, and anywhere else required.

***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 CCG.
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## **Control Group Operations - The Operations Cycle**

It is important that the County 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 County Emergency Plan is activated, frequency of meetings and agenda items will be established by the Operations Manager. 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 Operations Manager. When the meeting ends, each member will do what is individually required of them, and can gather information to share at the next meeting.

Although each member of the County Control Group 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 CCG are relieved of their duties at regular intervals.

## **Emergency Site Manager:**

The Emergency Site Manager's task is to take control of the scene, and coordinate the response. A Municipal Emergency Control group may have initially appointed an Emergency Site Manager. Once appointed, the Emergency Site Manager should be relieved of all other duties, and will remain in control of the scene unless the County 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;
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- 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 log of all actions.

### **Communications:**

All communications will be received and sent from a communications room set up adjacent to the Emergency Operations Centre (EOC). A representative from each emergency response agency will work from this room. Telephones, radios or other communications equipment shall not be permitted in the EOC.

At the emergency site, each response agency will appoint a communications officer to regularly update their respective representative in the EOC communications room. From the EOC communications room, radio and phone messages will be relayed (verbally or on paper) to the relevant member of the CCG.

An important function of every agency is to provide timely information to the CCG for the benefit of the decision-making process. This will necessitate reliable systems of communications between the emergency site and the EOC and for every department involved.

The telephone system will be used, if it is operational. In addition, police and fire representatives will have links with their respective radio communications. The Amateur Radio Emergency Service is also available to assist. This service shall be activated by the CCG only.

### ***COMMUNICATIONS PROTOCOL BETWEEN MUNICIPAL EMERGENCY OPERATIONS CENTRE EOC AND COUNTY EOC:***

**Communications (both electronic and human) is vital to the operation of the EOC. The following protocol shall be followed when the County declares an Emergency:**

1. **Municipalities are the authority over the emergency** the County EOC is there to provide **ADVICE** and **SUPPORT**.
2. All information should be sent into the County Communications Room the **MAIN EMERGENCY LINE 519-631-1460 EXT. 600**

All calls will be transferred from there to the appropriate authority from that main line

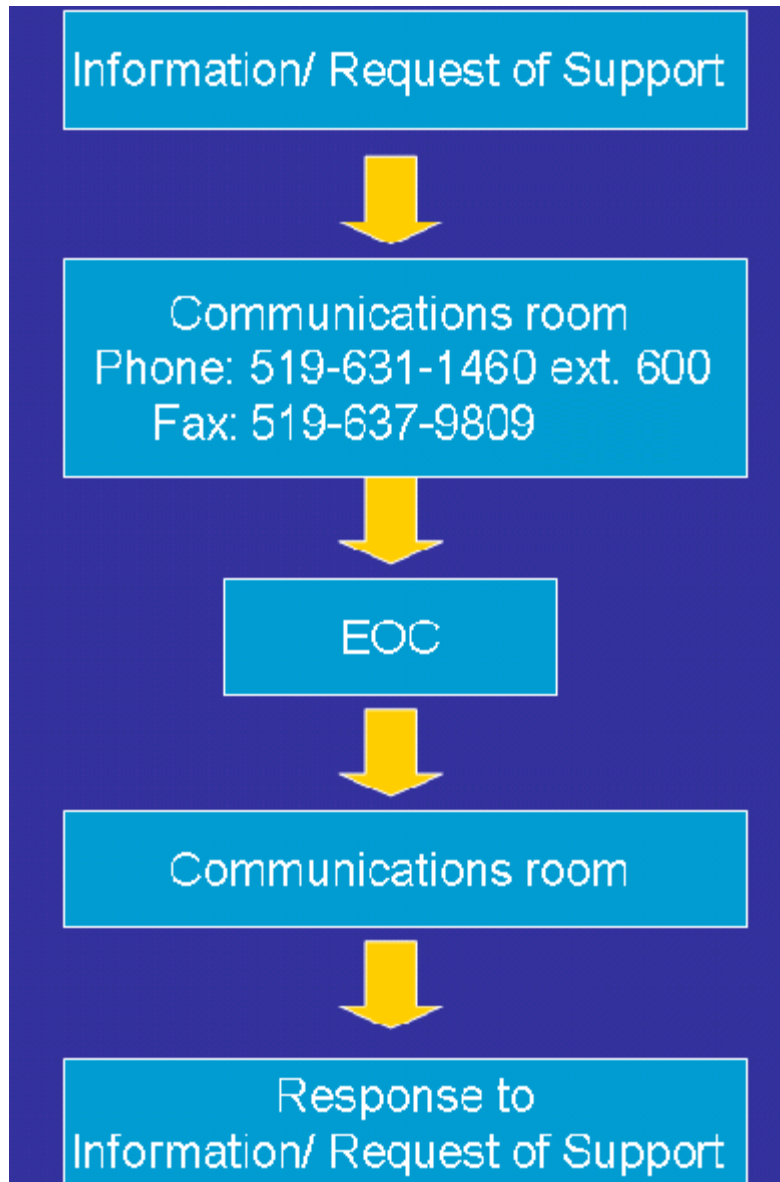
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**THE MAIN FAX LINE is 519-637-9809**

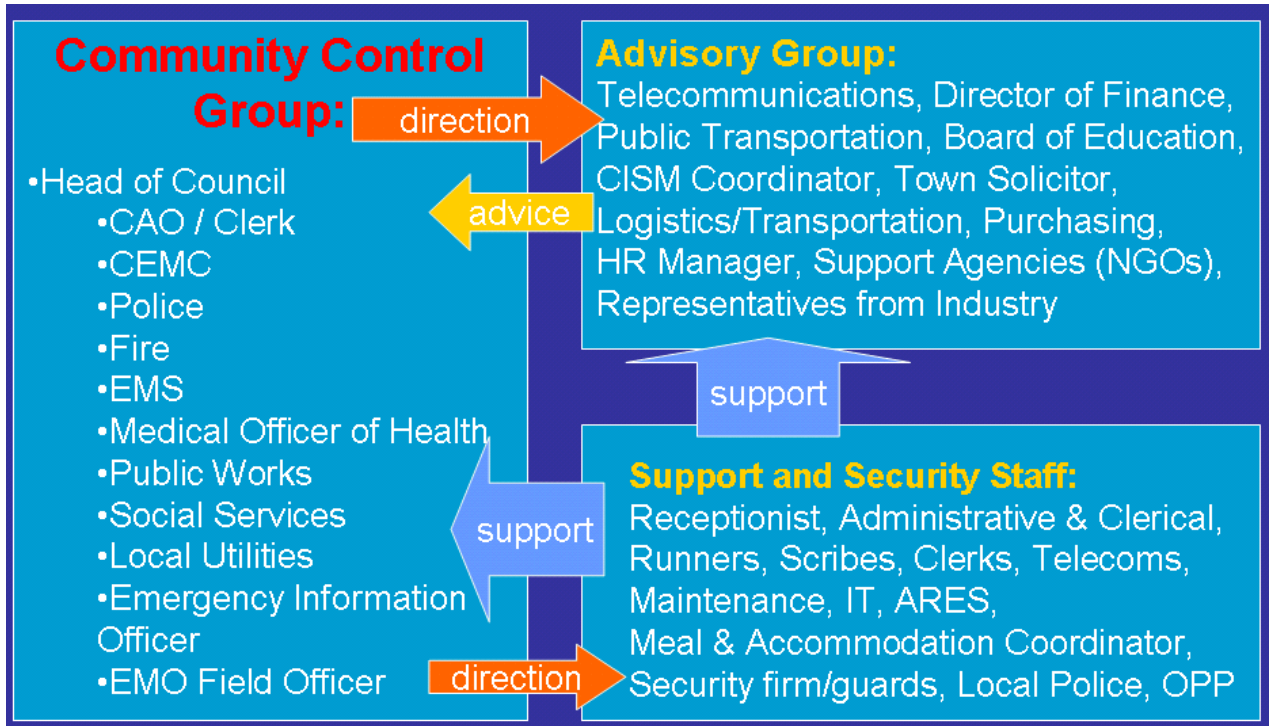
In the event of a power loss the following number will be used:

**PHONE: 519-637-7193**

3. The information shall be passed from the communications room support team to the Control Group in the County EOC. The Control Group shall process the information and provide responses back through the communications room support team to the lower tier EOC's. The responses from the communications room must go to the local municipal EOC Manager or contact person.

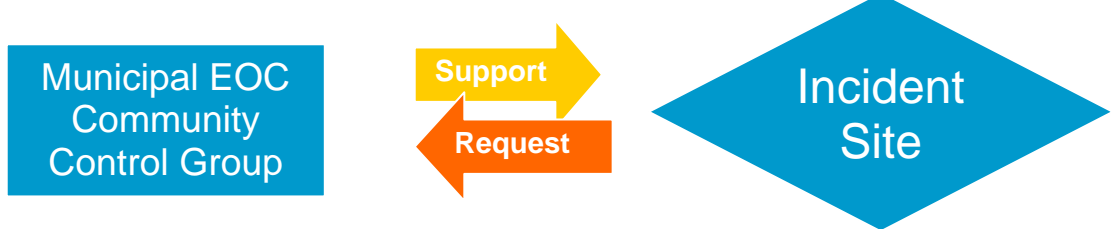


4. The Community Control Group, Advisory Group, and the Support and Security Group communication flow shall be as follows:

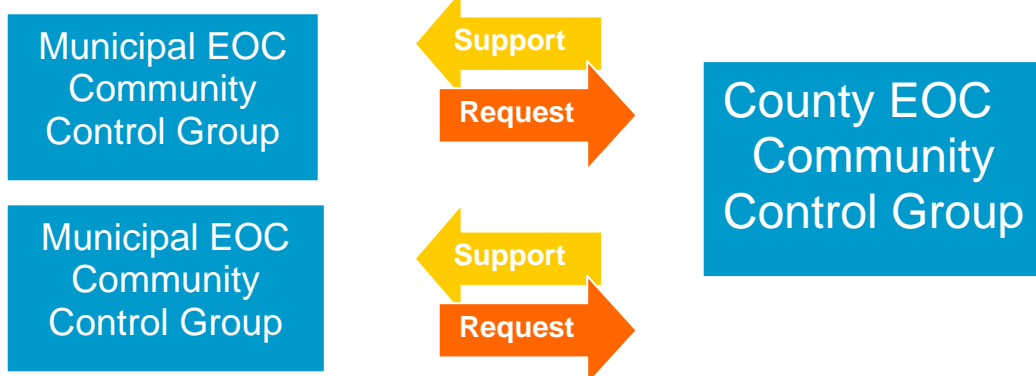


5. The Incident Command Site, Municipal EOC's and County EOC communication flow shall be as follows:

Single Site Emergency



Multiple Site Emergency



## **EVACUATION PLANNING**

In an emergency, it may be necessary for 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.

As well, Municipalities within the County have locations identified as Evacuation Centres. Working with Municipalities, these locations may be considered.

## **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 County 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.

## **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:

- County Media Coordinator
- On-Site Media Spokesperson
- County Citizen Inquiry Representative

A Municipal Emergency Control Group may have initially appointed these positions. Once appointed, they will remain in control unless the County Control Group deems it necessary to appoint a replacement.

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

### ***THE COUNTY MEDIA COORDINATOR***

The County Media Coordinator will be responsible for:

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- Establishing a communications link with the Municipal Media Coordinator(s), the On-Site Media Spokesperson, the County Citizen Inquiry 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;
  - Appointing an assistant to attend the On-Site Media Information Centre, and appointing any other personnel required;
  - Designating and coordinating a County 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 CCG on how the County Media Information Centre will be set up;
  - Liaising regularly with the CCG 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
    - CCG
    - Switchboard for County Emergency Services
    - On-Site Media Spokesperson
    - Municipal Media Coordinators
    - County and Municipal Citizen Inquiry Representatives
    - Any other appropriate persons, agencies, or businesses;
  - Providing direction and regular updates to the County 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 Head of the CCG;
  - Monitoring news coverage and correcting any erroneous information.

### ***ON-SITE MEDIA SPOKESPERSON***

If necessary an On-Site Media Spokesperson shall be appointed by the Emergency Site Manager and is responsible for:

- Establishing a communication link and regular liaison with the County Media Coordinator at the EOC;
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- Responding to inquiries from the media pertaining to the scene only, and only after clearance by the County Media Coordinator;
  - Redirecting all inquiries regarding decisions made by the CCG and the emergency as a whole to the County 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 Center:
    - Media
    - CCG
    - Switchboard for County Emergency Services
    - Municipal Media Coordinators
    - County and 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 COUNTY CITIZEN INQUIRY REPRESENTATIVE***

The County 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 County Media Coordinator 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 CCG of the establishment of the County Citizen Inquiry Service and designated telephone number(s);
  - Liaising with the County Media Coordinator to obtain current information on the emergency;
  - Responding to, and redirecting inquiries and reports from the public based upon information from the County Media Coordinator;
  - 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;
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- 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, 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 CCG.

### **Request for Provincial / Federal Assistance**

If locally available resources, including those which might be available from bordering municipalities and/or county sources, are insufficient to meet emergency requirements, then assistance may be requested from the Province by the County on behalf of the affected local municipality.

The Ministry of Community Safety and Correctional Services, 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:

Emergency Management Ontario:

416-314-0472/0473

or

866-314-0472

All assistance should be sought through Emergency Management Ontario. When this channel is used, the cost is charged to the Province; but if requests for assistance from a community go straight to a Provincial or Federal department, the community will receive a bill for the services.

### **Plan Review, Testing, and Maintenance**

This plan shall be reviewed annually, and where necessary shall be revised by the County Emergency Management Coordinator.

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

An annual exercise will be conducted to test the overall effectiveness of the plan and to provide training to the members of the County Control Group.

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