

**MUNICIPALITY OF WHITESTONE**

**EMERGENCY PLAN**

**December 2009**

## **INTRODUCTION**

### **THE MUNICIPALITY OF WHITESTONE**

The Municipality of Whitestone consists of the Township of Hagerman, the geographic townships of Burton, East Burpee, McKenzie, Ferris and the westerly five lots of Croft.

The Municipal of Whitestone has a small year round population and a large proportion of seasonal residents.

The total land area is 91,937 hectares.

## FOREWORD

With the *Emergency Management and Civil Protection Act, RSO, 1990*, all municipalities in Ontario have obligations to develop, implement and maintain an Emergency Management Program that includes plans, exercises and public awareness according to an emergency specified framework.

The Emergency Management Program must be risk based and in accordance with the Hazard Identification Risk Assessment (HIRA) developed for the community. The Emergency Management Program should reflect all aspects of the hazards identified in the community profile.

Emergency Management Programs should include 5 core components. These are:

Prevention – actions taken to prevent the emergency itself

Mitigation – actions taken to reduce or eliminate the effects of an  
Emergency that cannot be prevented

Preparedness - measures taken prior to the emergency or disaster to  
ensure an effective response to those hazards that cannot be mitigated..

Response – measures taken to respond to an emergency

Recovery – measures taken to recover from an emergency

The Emergency Management Program in Ontario is designed around a framework of operational concepts and response principles and will be implemented in three stages with each level building on the previous level. Ontario's program is based on National Fire Protection Association (NFPA) 1600 and compliance will be monitored at the municipal level by Emergency Management Ontario field officers.

The *Emergency Management and Civil Protection Act* is supported by *Ontario Regulation 380/04* providing more direct guidance in specific areas.

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## **PART I INTRODUCTION TO THE MUNICIPAL EMERGENCY PLAN**

### **1.1 GENERAL**

Emergencies can be defined as situations or impending situations caused by the forces of nature, accidents, health issues or an intentional act that constitutes a danger of major proportions to human life and property.

This Municipal Emergency Plan is designed to outline the response capabilities and strategies for the municipality for any type of emergency that may occur. All municipalities are potentially vulnerable to emergencies based on their physical location, their industrial base and upon their recent history.

This plan will be implemented by the community during emergencies to the level of response required based on the circumstances and conditions at the time. The level of response required may overpower some resources and outside assistance may be required. The intent of plan implementation is to reduce the impact on life, property and environment.

Emergencies can affect public safety, health, welfare and property, the environment and the economic climate of a municipality.

This Municipal Emergency Plan will henceforth be known as the “Plan”.

### **1.2 AIM**

The aim of the Plan is to adopt and implement prevention, mitigation, preparedness, response and recovery measures that will help support the return of the community to its normal operations. The planned and coordinated response strategies implemented by way of this plan will minimize those adverse effects on property, human life and the health and well being of the community.

### **1.3 SCOPE**

This Plan covers all emergencies that fall within the municipality’s jurisdiction. Standard operating procedures and checklists may be developed in future to support this Plan.

This Plan does not cover the detailed plans and procedures and arrangements for local agencies. Such organizations may be called upon to respond as part of the Plan and need to develop their own plans and procedures consistent with provincial legislation.

This Plan may also be implemented to assist other municipal jurisdictions with their emergencies once a request for assistance has been made by the other municipality. Assistance may also be provided to other jurisdictions as required or through pre-arranged municipal Mutual Assistance Agreements.

## **1.4 AUTHORITY**

Municipal plans must be developed and implemented with legal authority. The legal authority for this Plan is as follows:

### **1.4.1 Provincial Legislation**

*Emergency Management and Civil Protection Act, RSO, 1990*  
*Ontario Regulation 380/04 (under the Emergency Management and Civil Protection Act)*  
*Occupational Health and Safety Act*  
*Workplace Safety and Insurance Act*

### **1.4.2 Municipal By-laws**

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

The *Emergency Management and Civil Protection Act, RSO, 1990*, outlines specific powers of municipal officials such as the ability for the Head of Council to declare that an emergency exists in the municipality or any part thereof.

## **1.5 PLAN STRUCTURE**

This Plan is the primary emergency plan for this municipality and is formatted in a chronological order as events would unfold during emergency response and defines roles and responsibilities of the response organization.

This Plan is supported by Appendices which include local agency plans and other resources available.

## **1.6 PLAN ADMINISTRATION**

The Plan will be administered by the Community Emergency Management Coordinator (CEMC) or designate. An annual Plan review process is a Provincial requirement and the Plan will be updated by the CEMC if required based on the results of the review.

The annual review of the Plan will be the responsibility of the Emergency Management Program Committee (EMPC). A copy of the Plan, when updated, must be forwarded to the Chief, Emergency Management Ontario in electronic format if possible. The EMPC shall make recommendations to Council for its revision if necessary.

## **1.7 PUBLIC ACCESS TO THIS PLAN**

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

Municipality of Whitestone  
21 Church Street  
Dunchurch, ON P0A 1G0

Copies are also available for public viewing at:

Whitestone Hagerman Public Library  
2206 Highway 124  
Dunchurch, ON P0A 1G0

Municipal Website  
[www.whitestone.ca](http://www.whitestone.ca)

Whitestone Fire Rescue  
21 Church Street  
Dunchurch, ON P0A 1G0

## **PART II HAZARD IDENTIFICATION RISK ASSESSMENT (HIRA)**

### **2.1 General Requirements**

*Hazards* can be defined as events or physical conditions that have the potential to cause fatalities, serious injuries, property damage, infrastructure damage, and damage to the environment, interruption of business or other types of harm or loss.

Provincial legislation (*Emergency Management and Civil Protection Act*) requires that each municipality in Ontario develop a HIRA (Hazard Identification / Risk Assessment) based on the risks and hazards that may affect the safety and well being of municipal residents.

All communities are unique and have their own set of natural or man-made hazards that could potentially cause a serious emergency or disaster. Rural communities are prone to different hazards than urban communities. Rural communities may be more susceptible to things like flooding / weather related and transportation hazards rather than the industrial or infrastructure hazards of an urban industrial centre.

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

The normal steps in the process are as follows:

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

### **2.2 Municipal Hazard Identification and Risk Assessment Specific municipal HIRA**

## **PART III MUNICIPAL EMERGENCY RESPONSE ORGANIZATION**

### **3.1 General Requirements**

Provincial legislation (*Emergency Management and Civil Protection Act, RSO, 1990*) requires that each municipality in Ontario have a trained Municipal Control Group (MCG) that can be called to deal with community emergencies.

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

Generally, the most knowledgeable municipal individual in the organization is the Community Emergency Management Coordinator (CEMC) who acts as an advisor in the Emergency Operations Centre (EOC). The CEMC works with the Emergency Management Program Committee to ensure the municipal response organization meets the needs of the community.

The CEMC interacts with other Municipal and Provincial Staff and has an understanding of the larger picture of emergency management information.

Each municipality designates either an employee of the municipality or a member of Council as the Community Emergency Management Coordinator and also an alternate CEMC. Both must complete training required by Emergency Management Ontario (EMO).

The Community Emergency Management Coordinator is trained to standards set by the Ministry of Community Safety and Correctional Services (MCSCS) and is responsible for the implementation and maintenance of the Community Emergency Management Program. The CEMC may also coordinate training for the individuals in the Emergency Response Organization in each municipality, based on the hazards, needs and resources of the municipality.

Municipalities in Ontario are encouraged to designate and train at least one alternate Community Emergency Management Coordinator.

### **3.2 Emergency Management Program Committee (EMPC)**

The Emergency Management Program Committee provides assistance to the Community Emergency Management Coordinator in developing the Emergency Management Program and organizing an Emergency Response Organization.

The Emergency Management Program Committee has a legislated obligation to advise Municipal Council on the development and the implementation of the municipality's emergency management program and assists the Community Emergency Management Coordinator with the annual program review of the municipal emergency management program. This Committee may also, if required, make recommendations to Council for revisions to the emergency management program. The municipal members of the Emergency Management Program Committee are CEMC, Fire Chief, Chief Administrative Officer, Public Works, Member of Council, and Emergency Information Officer.

The Emergency Management Program Committee meets on a regular basis at the Municipal Offices. Records, meeting minutes and agenda are retained to monitor the progress of the Committee and to maintain Program Certification.

### **3.3 Municipal Control Group (MCG) / Emergency Control Group**

The Municipal Control Group (also referred to as Emergency Control Group) is notified to gather in the Emergency Operations Centre during emergencies to manage the situation by making strategic decisions and setting priorities on behalf of the municipality. The Municipal Control Group reports to the Head of Council as the Executive Authority. The Municipal Control Group may be municipal staff appointed by Council or may be Council members as well.

In this Municipality, the Municipal Control Group consists of:

- Head of Council
- CAO/Clerk/Administration
- Fire Chief
- Public Works
- Evacuation Centre Coordinator
- Emergency Information Officer
- Liaison Officer
- Administrative Resource Officer
- Ontario Provincial Police

Reference the following chapter in this plan for their roles and responsibilities.

### **3.4 EXTERNAL AGENCY RESOURCES**

The purpose of the External Agency Resource is to provide support as required by the Municipal Control Group.

This Group will be notified by the appropriate Municipal Control Group member as their resources are required or information is necessary.

Members of the External Resource group are:

- District of Parry Sound Social Services Administration Board
- North Bay Parry Sound District Health Unit
- West Parry Sound Health Centre
- Emergency Medical Service
- School Boards
- Red Cross
- Salvation Army

## **PART IV PLAN IMPLEMENTATION / NOTIFICATION**

### **4.1 GENERAL REQUIREMENTS**

An emergency call will be made to the municipality that will initiate the Municipal Control Group Notification process. These details will be recorded on appropriate logs to begin the emergency master log process. See Appendices “B”.

When called, the Municipal Control Group will be asked to report to the Emergency Operations Centre or alternate location in the event that the Primary location is not available.

When called, Municipal Control Group members will be told the following:

- What has happened
- Where did it happen
- When did it happen
- What agencies are responding
- Where and when to report to the Emergency Operations Centre
- Other applicable information.

Specific departments are responsible for calling their own staff that have responsibilities under this Plan or the supporting departmental plans.

See Appendix “A” for the “Recording Emergency Message” form

### **4.2 INCIDENT MANAGEMENT SYSTEM**

The Province is mandating that the Incident Management System (IMS) be used as a common emergency management process for all emergencies.

The Incident Management System is an international emergency management system that is being adopted by Emergency Management Ontario as the operational framework for emergency management for the Government of Ontario.

It provides a basic command structure and functions required to manage an emergency effectively. The IMS system has 5 components: Command, Operations, Planning, Logistics and Finance and Administration.

With the development and implementation and completion of all the Provincial requirements of the Comprehensive Level Program, each municipality in Ontario will have implemented the Incident Management System (IMS).

The Incident Management System (IMS) can be of benefit to a municipality’s emergency response effort because IMS:

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

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

IMS has basic common elements in:

- Organization
- Standardized Terminology
- Procedures

The implementation of Incident Management System should cause the least possible disruption to existing emergency management systems.

### **4.3 MUNICIPAL NOTIFICATION PROCESS**

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

In the Municipality of Whitestone the CAO or Alternate is notified and ensures that all Municipal Control Group members are notified to report for duty. The position of the CAO or Alternate is responsible for notifying the Municipal Control Group by telephone to report to the Emergency Operations Centre.

In the Municipality of Whitestone, any member of the Municipal Control Group is able to activate the group to report to the Emergency Operations Centre and implement the emergency plan to manage an emergency in progress.

### **4.4 REQUESTS FOR ASSISTANCE**

The West Parry Sound Municipalities have entered into a mutual assistance agreement whereby assistance can be provided to municipalities under the conditions of the agreement.

All municipalities in Ontario may request assistance from the Provincial Emergency Operations Centre (PEOC), if required. All requests for assistance from the Province must be directed through the Provincial Emergency Operations Centre.

## **PART V      EMERGENCY OPERATIONS CENTRE**

### **5.1      GENERAL**

Current Provincial legislation (O.Reg. 380/04) requires that all municipalities in Ontario have an Emergency Operations Centre (EOC) that is equipped with appropriate technology and communications equipment to undertake emergency response for the community.

### **5.2      EMERGENCY OPERATIONS CENTRE (EOC) ACTIVATION**

Once the Municipal Control Group (MCG) has been called to deal with the emergency in progress, the administration process begins to take place (manage the emergency response and recovery process) at the Emergency Operations Centre.

The Emergency Operations Centre is a central location that enables government to:

- coordinate policy decisions,
- coordinate resource management,
- set community priorities
- respond to emergencies beyond the scope of the on site manager (Incident Commander.)
- provide emergency information to the affected general public population.

The activation process recalls the Municipal Control Group (MCG) to implement this Plan. Once the Municipal Control Group is called, municipal staff ensures that the Emergency Operations Centre is set up and ready to manage the emergency.

### **5.3      EMERGENCY OPERATIONS CENTRE ALTERNATE LOCATION**

In the event that the Emergency Operations Centre is not accessible for any reason, the Municipal Control Group will be notified by phone and asked to report to the *alternate* location.

The Municipal Control Group members will be given instructions as to the reason for a change in location. Further details will be provided to the Municipal Control Group at the initial business cycle meeting at the Emergency Operations Centre.

### **5.4      EMERGENCY OPERATIONS CENTRE TELECOMMUNICATIONS**

The primary means of Emergency Operations Centre telecommunications is the use of land phone lines.

During emergencies or major events, the demand for telephone services increases dramatically and protective measures must be taken to prevent the system from getting clogged or not working together.

Backup communications may be cell phones, blackberries, amateur radio, and satellite phones. Alternate communication devices may be provided by the local phone service provider, local Fire Departments, or a neighboring municipality.

## **5.5 Municipal Response**

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

The municipality will utilize existing resources and when needed, will call upon the Mutual Aid Agreements with other municipalities and existing Mutual Assistance Agreements when needed.

## **5.6 Business Cycle Meetings**

Once the Municipal Operations Centre is activated, business meetings are directed by the CAO:

- An initial briefing will be provided to the Municipal Control Group when the Emergency Operations Centre is first activated to bring all members up to date on what has transpired.
- At intervals of 30 minutes or at the discretion of the CAO. Time between briefings allows for Municipal Control Group members to:
  - collect and pass on information to their site Incident Commanders (IC's) or managers at other locations;
  - set priorities through short and long term planning;
  - obtain resources / initiate Mutual Assistance Agreements (MAAs) for the response process;
  - hold news conferences.
- A final response briefing will be held prior to entering the recovery phase;
- A final briefing after an event has occurred to discuss the compilation of operational data to be used for a later debriefing and to build a Final Event Report for presentation to Municipal Council.

## PART VI ROLES AND RESPONSIBILITIES

### 6.1 MUNICIPAL CONTROL GROUP

The Municipal Control Group directs the municipal emergency operations (response) within the Emergency Operations Centre. Each position has specific assigned duties to avoid duplication of effort and to improve the efficiency of the response effort.

Within the operations centre, each position also has standardized duties. All personnel must undertake these actions to ensure the operational continuity and proper documentation of decisions made and the efforts undertaken. These duties by operational phases are as follows:

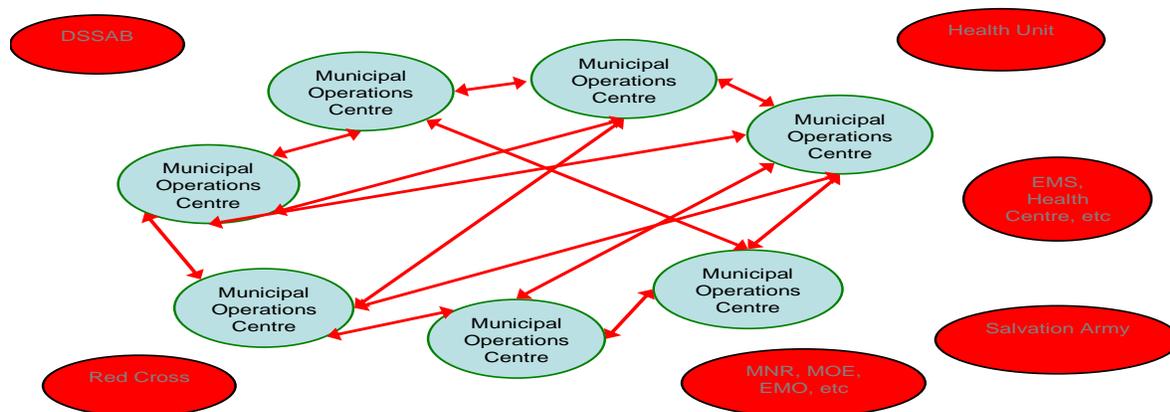
#### **Initial Response to the Emergency Operations Centre:**

- Municipal staff will open and logistically organize the Emergency Operations Centre
- Emergency Operations Centre Staff Registration / signing in
- Test workstation equipment
- Open an Operational Log Book
- Confirm operational status (communication check)
- Obtain a situational update from departmental / agency peers
- Collect initial information for initial briefing

#### **When the Emergency Operations Centre Is Operational:**

- Keeping an accurate logbook throughout the operations
- Ensuring position is covered for next operational period (as determined by the CAO) and ensure good communications during the changeover period

#### 6.1.1 Figure 1 Multiple Municipal Operations Center Activation Example with External Agencies



## **6.2 MUNICIPAL CONTROL GROUP RESPONSIBILITIES**

The actions or decisions which the members of the **Municipal Control Group** are to be responsible for are:

- Acquiring and assessing the information to determine status of situation
- Calling out and mobilizing their emergency services, agencies and equipment
- Co-ordinating and directing their 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
- Determining if the location and composition of the Municipal Control Group are appropriate
- Advising the Head of Council as to whether the declaration of an emergency is recommended
- Advising the Head of Council on the need to designate all or part of the Township as an emergency area
- Ensuring that an Emergency Site Manager (ESM) is appointed
- Ordering, co-ordinating and/or overseeing the evacuation of inhabitants considered to be in danger
- Discontinuing utilities or services provided by public or private concerns, i.e.: hydro, gas, etc.
- Arranging for services and equipment from local agencies (i.e.: private contractors, volunteer agencies, service clubs, etc.)
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under Township control, as considered necessary
- Determining if additional volunteers are required and if appeals for volunteers are warranted
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer and, for dissemination to the media and the public
- Determining the need to establish advisory group(s) and/or subcommittees
- Authorizing expenditure of money required to deal with the emergency
- Notifying the service, agency or group under their direction, of the termination of the emergency
- Maintaining a log outlining decisions made and actions taken during the emergency response
- Participating in a debriefing following the emergency

## **6.3 MUNICIPAL CONTROL GROUP MEMBERS RESPONSIBILITIES**

The following sections indicate specific responsibilities according to position/agency:

### **6.3.1 HEAD OF COUNCIL OR ALTERNATE:**

- Declaring an emergency to exist within the designated area
- Declaring that the emergency has been terminated (NOTE: Township Council may also terminate an emergency)
- Notifying Emergency Management Ontario of the declaration and termination of an emergency
- Ensuring that members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

- Notifying adjacent municipalities and/or Ministries as may be needed.
- Providing communication with media as required in conjunction with the CAO and Public Information Officer

### **6.3.2 CHIEF ADMINISTRATIVE OFFICER OR ALTERNATE:**

- Activating the emergency notification system
- Chairing meetings of the Municipal Control Group
- Coordinating all operations within the emergency operations centre, including the scheduling of regular meetings
- Advising the Head of Council on policies and procedures, as appropriate
- Approving, in conjunction with the Head of Council, major announcements and media releases prepared by the Emergency Information Officer in consultation with the Municipal Control Group
- Ensuring that a communications link is established between the Municipal Control Group and the Emergency Site Manager
- Calling out additional Township staff to provide assistance, as required
- Providing logistical support to all members of the Municipal Control Group in carrying out their roles and responsibilities in an emergency response
- Liaising with any support service, agency and system required in the emergency response
- Maintaining records of Municipal Control Group activities.

### **6.3.3 FIRE CHIEF OR ALTERNATE:**

- Activating the emergency notification system
- Providing the Municipal Control Group with information and advice on fire fighting and rescue matters
- Establishing an ongoing communications link with the senior fire official at the scene of an emergency
- Informing the Fire/Mutual Aid Coordinator of additional fire fighting personnel and equipment that may be needed
- Determining if additional special equipment is needed and recommending possible sources of supply (i.e.: breathing apparatus, protective clothing, etc.)
- Providing assistance to other Municipal departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary (i.e.: search and rescue, first aid, casualty collection, evacuation, etc.)
- Acting as contact from the municipal control group to the Emergency Medical Services
- Providing an Emergency Site Manager, if required

### **6.3.4 DIRECTOR OF PUBLIC WORKS OPERATIONS OR ALTERNATE:**

- Activating the emergency notification system
- Providing the Municipal Control Group with information and advice on engineering matters
- Liaising with senior public works officials from local and neighbouring municipalities to ensure a coordinated response
- The providing of engineering/public works assistance
- The construction, maintenance and repairing of municipal roads

- The provision of equipment and manpower as required by the Municipal Control Group
- Liaising with fire service re: emergency water supplies
- Coordinating the provision of emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health for evacuation centre's
- Discontinuing any public works service or utility to any consumer, as required, and restoring these services when appropriate
- Liaising with public utilities to disconnect any service and/or to arrange for the provision of alternate services or functions
- Providing public works vehicles and the equipment as required by other agencies
- Maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action
- Providing an Emergency Site Manager, if required

### **6.3.5 EMERGENCY INFORMATION OFFICER OR ALTERNATE**

- Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the Head of Council) prior to dissemination, and distributing hard copies of the media release to the Municipal Control Group and other key persons handling inquiries from the media
- Monitoring news coverage and correcting any erroneous information
- Maintaining copies of media releases and newspaper articles pertaining to the emergency
- Arranging interviews with media and Head of Council on behalf of the Township's Council
- Coordinating media photograph sessions at the scene when necessary and appropriate
- Coordinating on-scene interviews between the emergency services personnel and the media
- Responding to, and re-directing inquiries and reports from the public based upon information. (Such information may be related to school closings, access routes or the location of evacuee centres.)
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s)
- Procuring staff to assist, as required
- Establishing a communication link with any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate
- Ensuring that the Emergency Information Centre is set up and staffed and a site EIC, if required
- Ensuring liaison with the Municipal Control Group to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences
- Ensuring that the following are advised of the telephone number of the media centre:
  - Media
  - Municipal Control Group
  - Switchboard (Township and Emergency Services)
  - Police Public Relations Officer
  - Neighbouring Communities
  - Any other appropriate persons, agencies or businesses

### **6.3.6 EVACUATION CENTRE COORDINATOR**

A Municipal Official will act as Evacuation Centre Coordinator during an emergency and is responsible for coordinating with Red Cross, Salvation Army, Parry Sound District Social Services Administration Board, and North Bay Parry Sound District Health Unit to:

- Determining the best facility for an evacuation centre to address residents requirements
- Ensuring the well being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services
- Ensuring the supervision of the opening and operation of temporary and/or long term evacuee centres, and ensuring they are adequately staffed
- Acting as contact from the municipal control group to the Red Cross
- Acting as contact from the municipal control group to the Salvation Army
- Acting as contact from the municipal control group to the Parry Sound District Social Services Administration Board
- Liaising with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres
- Ensuring that a representative of the Near North District School Board and/or Parry Sound Roman Catholic Separate School Board is/are notified when a facility(s) is/are required as evacuee reception centre(s), and that staff and volunteers utilizing the school facility(s) provide support from the Red Cross or Salvation Army representative(s) with respect to its/their maintenance, use and operation
- Ensuring kennel and other facilities for the care of personal pets

### **6.3.7 LIAISON OFFICER OR ALTERNATE**

The Liaison Officer will provide factual information, updates, and authorized direction to the municipal control group in a timely fashion of any municipal control group member who is absent from the emergency operation centre.

The Liaison Officer will clearly identify the role, and the agencies that they represent. All communications must be clear and concise verbal and further provided by fax or email transmissions as required. It is of the utmost importance that the municipal control group receives information that keeps them informed and in a position to make decisions.

- The Liaison Officer is a municipal representative who has responsibility to provide ongoing information flow between the municipal operation centre and any municipal control member who is not in attendance at the municipal operation centre or any other ministry or agency as required
- Liaising with the Medical Officer of Health on areas of public health concern
- Acting as contact from the municipal control group to the Parry Sound Health Centre

### **6.3.8 ADMINISTRATIVE RESOURCE OFFICER OR ALTERNATE**

- Assisting the Chief Administrative Officer as required
- Ensuring all important decisions made and actions taken by the Municipal Control Group are recorded on the event board

- Upon direction from the Chief Administrative Officer, notifying the required support and advisory staff of the emergency situation and the location of the Emergency Operations Centre
- Arranging for the printing of materials, as required
- Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required
- Procuring staff to assist, as required
- Making arrangements for meals for the staff/volunteers at the Emergency Operations Centre and the Site in conjunction with the Salvation Army

### **6.3.9 ONTARIO PROVINCIAL POLICE OR ALTERNATE**

- Providing accurate factual information to the Municipal Control Group
- Notifying necessary emergency and community services, as required
- Establishing a site command post with communications to the Emergency Operations Centre
- Depending on the nature of the emergency, assisting in assigning the Site Manager and informing the Municipal Control Group
- Establishing the inner perimeter within the emergency area
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel
- Providing traffic control staff to facilitate the movement of emergency vehicles
- Alerting persons endangered by the emergency and coordinating evacuation procedures
- Ensuring liaison with the Emergency Evacuation Coordinator regarding the establishment and operation of evacuation and/or reception centres
- Ensuring the protection of life and property and the provision of law and order
- Providing police service in Emergency Operations Centre, evacuee centres, morgues, and other facilities, as required
- Notifying the coroner of fatalities
- Ensuring liaison with other communities, provincial and federal police agencies, as required
- Providing an Emergency Site Manager, if required

## **6.4 EXTERNAL AGENCY RESOURCES**

### **6.4.1 DISTRICT OF PARRY SOUND SOCIAL SERVICES ADMINISTRATION BOARD**

The CAO of the Parry Sound District Social Services Administration Board is responsible for:

- Providing accurate factual information and advice to the Evacuation Centre Coordinator of the activated municipal control group
- Contacting the Provincial Community and Social Services Ministry as required
- Providing welfare (financial) assistance to any person in financial need of food, accommodation and clothing due to the emergency situation
- Arranging the opening, operation, direction and supervision of sufficient Emergency Welfare Centres as may be required to provide the immediate financial welfare services required
- Informing the Municipal Control Group of the telephone numbers and locations of the Emergency Welfare Centres. Ensuring that all persons using the Emergency Welfare Centres are registered
- Liaising with the Public Information Officer regarding locations and procedures to obtain financial support at the Emergency Welfare Centres

### **6.4.2 NORTH BAY PARRY SOUND DISTRICT HEALTH UNIT**

The North Bay Parry Sound Health Unit is responsible for:

- Providing accurate factual information and advice to the Liaison Officer in the matter of public health and the Evacuation Centre Coordinator with regards to evacuation centre issues
- Ensuring contact with the Ontario Ministry of Health and Long Term Care, Public Health Branch
- Depending on the nature of the emergency, providing lead agency direction
- Establishing an ongoing communications link with the senior health official at the scene of the emergency or at evacuation centres
- Providing advice on any matters, which may adversely affect public health
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency
- Notifying the Public Works Representative regarding the need for potable water supplies and sanitation facilities

### **6.4.3 WEST PARRY SOUND HEALTH CENTRE**

The West Parry Sound Health Centre is responsible for:

- Providing accurate factual information and advice to the Liaison Officer of the activated municipal control group
- Implementing the hospital's emergency plan
- Ensuring liaison with the Medical Officer of Health and local Emergency Medical Services representatives with respect to hospital and medical matters, as required
- Evaluating requests for the provision of medical site teams/medical triage teams
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate

### **6.4.4 EMERGENCY MEDICAL SERVICES**

The Emergency Medical Services is responsible for:

- Providing accurate factual information and advice to the Fire Chief of the activated municipal control group
- Ensuring emergency medical services at the emergency site
- Depending on the nature of the emergency, assigning the Site Manager and informing the Municipal Control Group
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site
- Advising the Municipal Control Group if other means of transportation is required for large scale response
- Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community
- Ensuring liaison with the West Parry Sound Health Centre
- Ensuring liaison with the Medical Officer of Health, as required

### **26.4.5 NEAR NORTH DISTRICT SCHOOL BOARD and/or SEPARATE SCHOOL BOARD**

The School Boards are responsible for:

- Providing accurate factual information and advice to the Liaison Officer of the activated municipal control group
- Implementing the Emergency Plans of the affected school board/facility
- Upon being contacted by the Municipal Evacuation Centre Coordinator, providing school board representatives to co-ordinate and provide direction with respect to maintenance, use and operation of the facilities being used as evacuation or reception centre's
- In the event of an emergency during normal school hours, the principal of the affected school is responsible for: (i) implementing the school's Emergency Plan or (ii) implementing the school's Evacuation Plan, as advised by the Municipal Control Group, depending on the nature and scope of the emergency

## 6.4.6 CANADIAN RED CROSS

The Red Cross will be directed from the municipal control group by the Evacuation Centre Coordinator to conduct the following activities as per agreement:

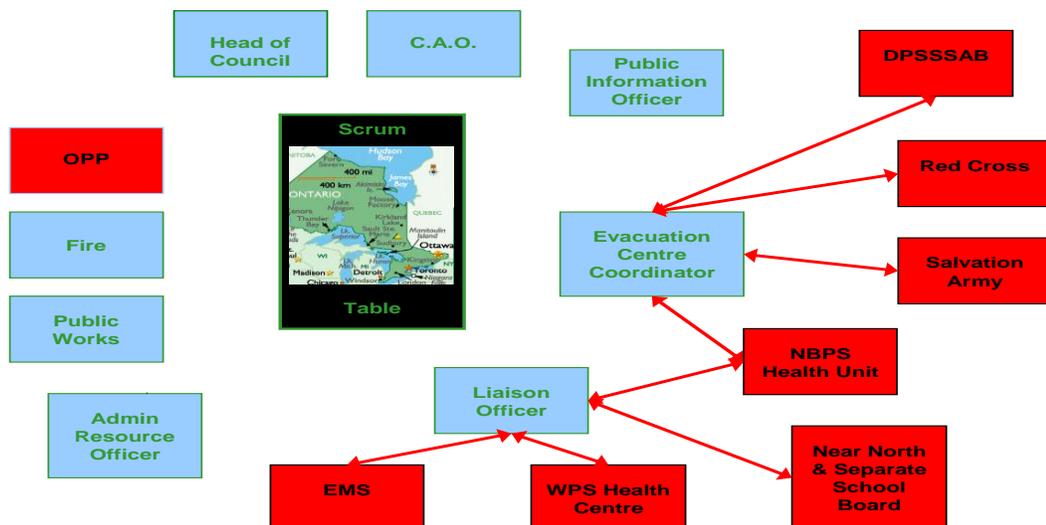
- Be activated and operate under the direction and authority of the Municipal Evacuation Centre Coordinator
- Activate the Red Cross emergency alert system
- In cooperation with the Salvation Army, jointly operate the evacuation centre in an effective and efficient manner
- As requested, provide a registration and inquiry service
- As requested, provide lodging requirements
- Assist in reuniting separated family members as soon as conditions permit
- Provide other human and material resources as required
- Maintain a record of all action taken

## 6.4.7 SALVATION ARMY

The Salvation Army will be directed from the municipal control group by the Evacuation Centre Coordinator to conduct the following activities as per agreement:

- Be activated and operate under the direction and authority of the Municipal Evacuation Centre Coordinator
- In cooperation with the Red Cross, jointly operate the evacuation centre in an effective and efficient manner
- Provide evacuation centre food, clothing, and mobile feeding units
- Provide food for emergency operations centre and site locations
- Provide and coordinate clergy assistance
- Provide other human and material resources as required
- Maintain a record of all action taken

## 6.4.8 Figure 1 Communications Links between Municipal Control Group and External Agencies



## **PART VII EMERGENCY INFORMATION (EI)**

### **7.1 GENERAL REQUIREMENTS**

During an emergency, it is imperative that the general public and those directly involved in the emergency be given correct and timely information. It is essential that it begin as soon as the Emergency Operations Centre becomes operational and ends when the emergency has been officially terminated.

Emergency Information (EI) updates must be provided as well during the Recovery phase if it is extended for any period of time. The Emergency Information Officer and their staff will ensure that Emergency Information is provided as long as necessary and as long as recovery operations are in progress.

### **7.2 EMERGENCY INFORMATION OFFICER**

The Emergency Management and Civil Protection Act requires that each municipality designate an Emergency Information Officer (EIO) to assist with the dissemination of emergency information to the affected general public.

### **7.3 MEDIA CENTRE/EI CENTRE**

In the event of an Emergency, it is advisable to have an area in each municipality that can be used for media purposes and away from the Municipal Emergency Operations Centre. Media should be kept at arms length from the Municipal Emergency Operations Centre to avoid disruption.

This area should allow space/staff/equipment for:

- public interviews with TV / Radio staff
- municipal news conferences
- distribution of media packages etc.
- media monitoring
- writing media releases

The designated area in the municipality as the Emergency Information Centre / Media Centre is:

Whitestone Hagerman Public Library  
2206 Highway 124  
Dunchurch, ON  
P0A 1G0

In this Municipality, the designated spokespersons are the Head of Council and CAO.

## **PART VIII COMMUNITY EMERGENCY MANAGEMENT COORDINATOR**

During a Municipal Control Group activation, the Community Emergency Management Coordinator (CEMC) is responsible for:

- Assisting in activating and arranging the Emergency Operations Centre
- Ensuring that security is in place for the Emergency Operations Centre and registration of Municipal Control Group members
- Ensuring that all members of the Municipal Control Group have necessary plans, resources, supplies, maps, and equipment
- Providing advice and clarifications about the implementation details of the Emergency Response Plan
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared

During normal municipal operations, the responsibilities of the Community Emergency Management Coordinator (CEMC) shall include:

- Successfully completing all training as required by Emergency Management Ontario and maintaining familiarity at all times with current standards and legislated community accountabilities
- Identifying the emergency management program financial and resource requirements, and preparing or assisting in the preparation of an annual emergency program budget submission.
- Forming a Community Emergency Management Program Committee to address the following:
  - Conduct the community's Hazard Identification and Risk Assessment process.
  - Prepare and obtain Emergency Management Ontario approval of a community emergency response plan.
  - Ensure the designation and development of an appropriate community Emergency Operations Centre.
  - Conduct the critical infrastructure identification process.
  - Conduct annual training for the members of the Municipal Control Group and Municipal Operations Centre support staff.
  - Conduct an annual exercise to evaluate the community emergency response plan.
  - Identify individuals to act as emergency information staff.
  - Develop and implement a community emergency management public awareness program.
  - Conduct an annual review of the community emergency management program.
  - Maintain the response plan to ensure it is up to date and accurately reflects the community risk assessment and emergency management program priorities.
  - Liaise with the sector Emergency Management Ontario Community Officer at all times to ensure that the community emergency management program maintains the legislated standards.

## **PART IX GENERAL ADMINISTRATION**

### **9.1 VOLUNTEER REGISTRATION**

During any emergency, volunteers are going to come forward and want to provide assistance to the affected community. *Registered* volunteers or those under contract are considered “employees” under the Workplace Safety and Insurance Act and are eligible for injury benefits.

Emergency workers (volunteers) may be pre-registered by the municipality or registered as needed. Registration should be handled by those persons managing the Human Resources functions.

### **9.2 MUTUAL AID FIRE AGREEMENTS**

Each municipality should enter into Mutual Aid Fire Agreements with neighboring municipalities in or outside its own jurisdiction to obtain the required fire resources when needed during emergencies to assist its community.

The Fire Chief / designate is the responsible party for initiating the Mutual Aid process for the community.

### **9.3 MUTUAL ASSISTANCE AGREEMENTS (MAA's)**

Mutual Assistance Agreements (MAA's) are legal documents made in advance to lay the ground rules for obtaining needed non fire resources in the event of an emergency and are used for those situations that are beyond the capabilities of local resources.

West Parry Sound Municipalities are advised to enter into Mutual Assistance Agreements with neighboring municipalities for obtaining needed non fire resources and/or offering assistance/resources to neighboring municipalities when resources capabilities are low.