



Emergency Management Plan

TABLE OF CONTENTS

FORWARD	4
GLOSSARY OF TERMS	5
“TYPICAL” STEPS LEADING TO THE DECLARATION OF A MUNICIPAL EMERGENCY	7
CORE CONTROL GROUP STRUCTURE	8
1.0 INTRODUCTION	9
1.1 AUTHORITY FOR THE EMERGENCY PLAN	9
1.2 PROTECTION FROM PERSONAL LIABILITY & COMPENSATION	9
1.3 EMERGENCY DEFINED	9
2.0 AIM	9
3.0 EMERGENCY NOTIFICATION SYSTEM	10
3.1 RESPONSIBILITY	10
3.2 ACTIVATION METHOD.....	10
3.3 MESSAGE	11
3.4 NOTIFICATION	11
4.0 DECLARATION OF A MUNICIPAL EMERGENCY	11
4.1 NOTIFICATION OF DECLARATION	12
4.2 PROTECTION OF VOLUNTEERS	12
5.0 REQUESTS FOR ASSISTANCE	13
5.1 LOCAL REQUESTS OF THE COUNTY OF GREY	13
5.2 MUNICIPALITY OF GREY HIGHLANDS REQUESTS	13
5.3 MUTUAL ASSISTANCE AGREEMENTS	13
5.4 REQUESTS FOR PROVINCIAL ASSISTANCE.....	14
5.4.1 <i>Provincial Emergency Operations Centre (PEOC) Levels of Response</i>	14
5.4.2 <i>Ontario Disaster Relief Assistance Program</i>	14
6.0 EMERGENCY CONTROL GROUP	15
6.1 COMPOSITION.....	15
6.2 EMERGENCY SUPPORT GROUP COMPOSITION	16
7.0 IMPLEMENTATION & PROCEDURES	16
8.0 MUNICIPAL EMERGENCY CONTROL GROUP OPERATIONS	16
9.0 GENERAL	16
9.1 DECISION MAKING PROCESS	16
10.0 COMMUNICATIONS & COORDINATION	17
10.1 EMERGENCY INFORMATION.....	17
10.1.1 <i>Emergency Information Officer (EIO)</i>	17
10.1.2 <i>Community Spokesperson</i>	18
10.1.3 <i>Citizens’ Inquiry Representative</i>	18
11.0 GROUP RESPONSIBILITIES	18
11.1 MUNICIPAL EMERGENCY CONTROL GROUP (MECG)	18
11.1.1 <i>Mayor/Alternate</i>	18
11.1.2 <i>CAO/Alternate</i>	19

11.1.3	Community Emergency Management Coordinator/Alternate	20
11.1.4	Grey Highlands Fire Chief/Alternate	20
11.1.5	Director of Transportation & Environmental Services/Alternate	21
11.1.6	Director of Public Utilities/Alternate	22
11.1.7.	Chief Building Official/Alternate.....	21
11.1.8.	Treasurer/Alternate.....	22
11.2	OUTSIDE AGENCIES	23
11.2.1	OPP Detachment Commander/Alternate	23
11.2.2	Medical Officer of Health/Alternate	23
11.2.3	Director of Social Services/Alternate	24
11.2.4	Manager of EMS/Alternate	25
11.3	EMERGENCY SUPPORT GROUP.....	25
11.3.1	Manager of Facilities	26
11.3.2	Manager of Planning and Development.....	26
11.3.3	Grey Highlands Public Library CEO	26
11.3.4	The School Board(s) representative(s)	26
11.3.5	The Operations Manager of Hydro	26
12.0	EMERGENCY OPERATIONS CENTRE (EOC) SUPPORT STAFF	27
12.1	DUTY OFFICER.....	27
12.2	EMERGENCY COORDINATOR – AMATEUR RADIO EMERGENCY SERVICES (ARES)/ ALTERNATE.....	27
12.3	SCRIBES.....	27
12.4	OTHER OUTSIDE AGENCIES	27
13.0	EMERGENCY SITE MANAGEMENT.....	28
13.1	APPOINTMENT OF EMERGENCY SITE MANAGER	28
13.2	EMERGENCY SITE MANAGER RESPONSIBILITIES	28
14.0	TERMINATION OF A MUNICIPAL EMERGENCY	29
14.1	TERMINATION DECLARED.....	29
14.2	NOTIFICATION OF TERMINATION	29
15.0	RECOVERY PLAN	29
15.1	IMPLEMENTATION	29
16.0	PLAN MAINTENANCE & REVISION.....	29
16.1	ANNUAL REVIEW	29
16.2	INTERNAL PROCEDURES.....	30

Forward

This plan has been formulated to assign responsibilities and to guide the immediate actions of key officials after the declaration of an emergency.

For this plan to be effective, it is essential that all concerned be made aware of its provisions and that every official and department be prepared to carry out their assigned functions and responsibilities in an emergency.

Regular exercises will be staged to ensure the arrangements embodied in this plan are kept current and that all are kept familiar with its provisions. All parties involved should likewise review and keep up to date on their own procedures and arrangements for responding to emergencies.

Glossary of Terms

Agency Coordinator/Incident Commander

This person ensures the emergency site is well organized for a specific department (i.e. police, ambulance and fire). The Agency Coordinator reports to the Emergency Site Manager.

County Emergency Control Group (CECG)

The group of officials that provide direction to the emergency management operations within the whole or parts thereof of the County, and ensures Coordination between all agencies involved. The County Control Group may represent an emergency management function for as many as 9 municipalities in the county, but not fewer than two.

Community Emergency Management Coordinator (CEMC)

The Community Emergency Management Coordinator or designated alternate is responsible for the maintenance, revision and distribution of this plan, as well as co-ordinating emergency exercises and meetings of the Emergency Control Group.

Emergency Information Centre (EIC)

The Emergency Information Centre is the main communications room where emergency information is received by the agencies involved in managing the emergency.

Emergency Information Officer (EIO)

The Emergency Information Officer is responsible for coordinating the flow of information coming from the Emergency Information Centre (EIC) within the Emergency Operations Centre (EOC). The EIO is responsible for ensuring the release of information to the public in a timely and accurate fashion. All media releases will be produced by this individual for final approval by only the Mayor.

Citizen's Inquiry Representative

During an emergency the Director of Social Services or Alternate will be responsible for appointing and notifying a County Citizen Inquiry Representative who will liaise with the Emergency Information Officer to obtain current information on the emergency and establish and maintain a Citizen Inquiry Service which will respond to and redirect inquiries from and reports to the public.

Emergency Operations Centre (EOC)

This is the location where the Municipal Emergency Control Group assembles to manage an emergency.

Emergency Site Manager (ESM)

This person ensures the emergency site is well organized and that all agencies share information and work harmoniously with one another. The Emergency Site Manager reports to the Operations Manager (as per this plan, i.e. the CAO) and provides the Municipal Emergency Control Group with necessary information on the site operation.

Evacuation Centre

An evacuation centre is a facility designated to provide temporary care and shelter to persons displaced by an emergency, upon execution of the Emergency Social Welfare Plan. Persons

may be sent to an evacuation centre after registering with Registration and Inquiry services, or at the evacuation centre directly.

Head of Council

The Mayor, acting Mayor, or designated alternate for the municipality.

Inner Perimeter

The area designated to enclose the actual emergency site.

Municipal Emergency Control Group (MECG)

The officials who provide direction to the emergency management operations within the municipal area, and ensures Coordination between all agencies involved.

ODRAP

Ontario Disaster Relief Assistance Program – more information on page 13

Operations Manager

During an emergency the Chief Administrative Officer (CAO) or designated alternate will act as the Operations Manager of the Emergency.

Outer Perimeter

The area designated to enclose and completely encircle the emergency area.

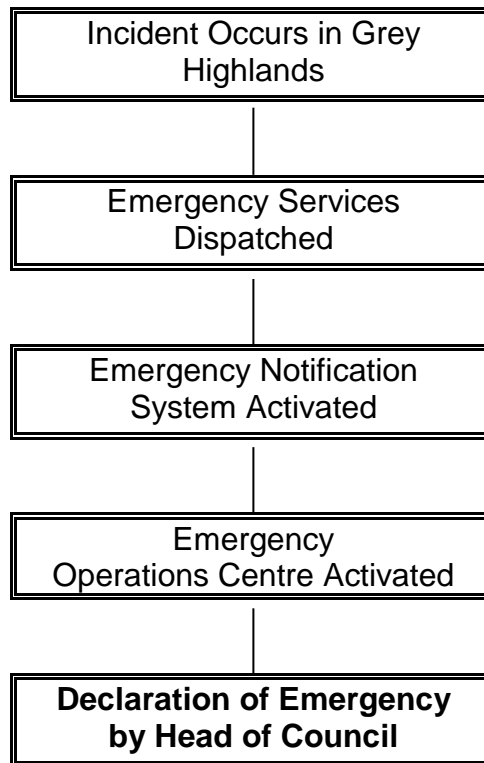
PERT

Provincial Emergency Response Team

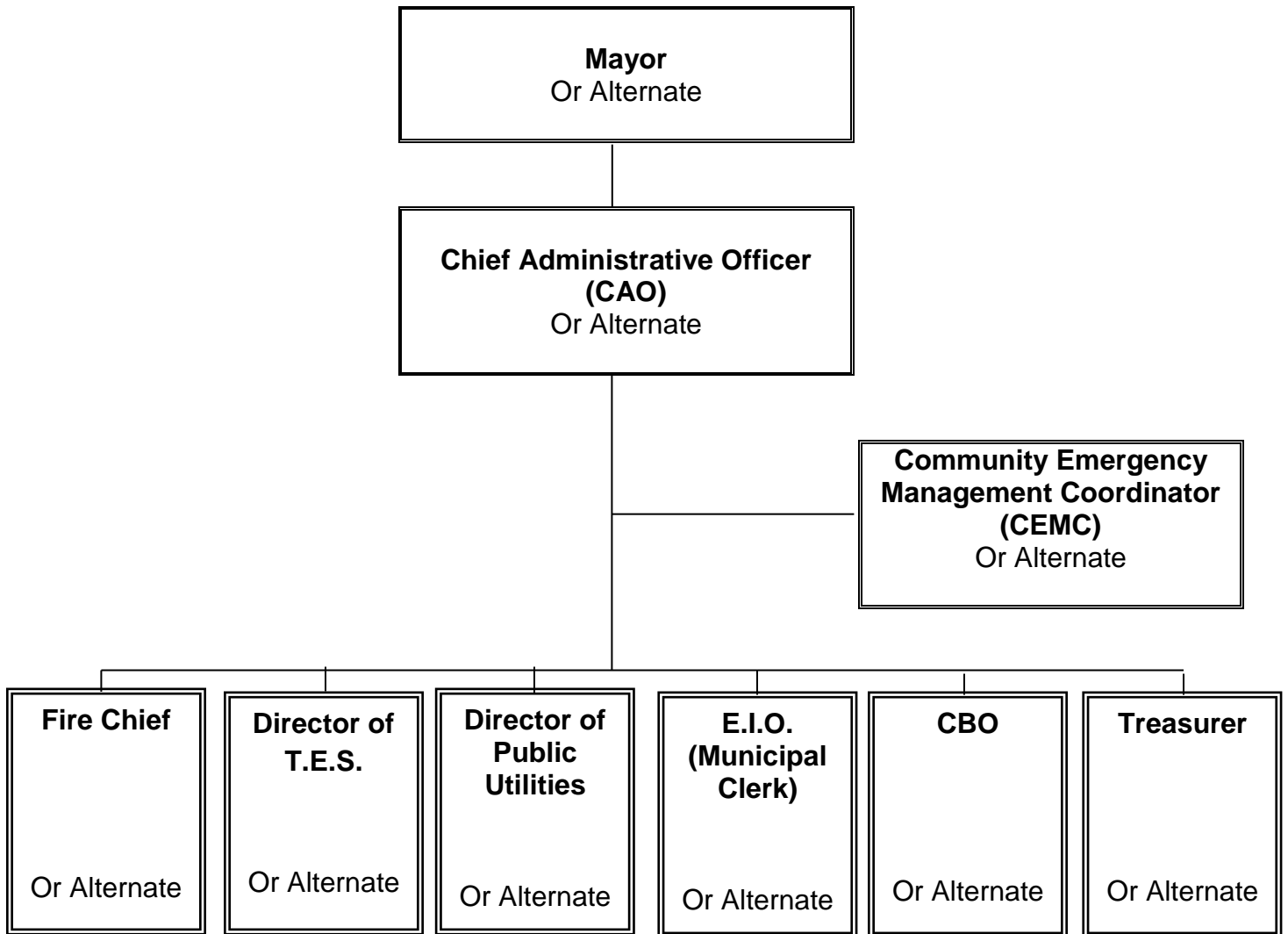
Triage

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

**“Typical” Steps Leading to the Declaration of a Municipal
Emergency**



Core Control Group Structure



1.0 Introduction

1.1 Authority for the Emergency Plan

The *Emergency Management and Civil Protection Act, R.S.O. 1990* is the legal authority for this plan. It states:

"Every Municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the Municipality and other persons will respond to the emergency and the Council of the Municipality shall by by-law adopt the emergency plan."

1.2 Protection from Personal Liability & Compensation

With respect to personal liability and compensation, the *Emergency Management and Civil Protection Act* further states that: "No action or other proceedings lies or shall be instituted against a member of Council, an employee of a municipality, a minister of the Crown or a Crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency management plan or in connection with an emergency"..."Where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost, and for the purposes of this section, "municipality" includes a local board of a municipality, and a local services board."

1.3 Emergency Defined

Emergencies are defined as situations or the threat of impending situations abnormally affecting property and the health, safety and welfare of the community, which by their nature or magnitude require a coordinated response by a number of agencies under the direction of the Municipal Emergency Control Group (MECG). These are distinct from the normal, day-to-day operations carried out by the first response agencies.

While many emergencies could occur within the Municipality of Grey Highlands, the most likely to occur are: floods, tornadoes, blizzards, transportation accidents involving hazardous materials, toxic or flammable gas leaks, electrical power blackouts, building or structural collapse, uncontrollable fires, explosions, or any combination thereof.

2.0 Aim

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to safeguard property and the health, safety and welfare of the inhabitants of the Municipality of Grey Highlands when faced with an emergency.

3.0 Emergency Notification System

3.1 Responsibility

Upon receipt of a warning of a real or potential emergency, the initial responding agency, service or department will immediately contact the CEMC/Alternate, to request that the local municipal emergency notification system be activated.

Whenever an emergency occurs, or threatens to occur, the initial and primary responsibility for immediate action and for providing immediate assistance and control rests with the local municipality.

Municipal officials will notify all members of the Municipal Emergency Control Group (MECG). Upon being notified, it is the general responsibility of all MECG officials to assemble and manage the situation using procedures set out in the Municipal Emergency Plan.

As part of the Municipal Emergency Plan notification system, the Warden of the County shall also be notified of an emergency or impending emergency. The Warden shall then notify or cause to have notified members of the County Emergency Control Group (CECG), allowing that Group's members to become aware of and to discuss the situation at the County level. *A request for County assistance (staff, resources) shall not always be deemed a request for implementation of the County-level emergency plan, but an opportunity to become aware of the situation and to ensure that resources are ready and in place to assist the Municipality of Grey Highlands, if required.*

3.2 Activation Method

Any member of the Municipality of Grey Highlands Emergency Control Group, upon receipt of a warning either real or potential, has the responsibility to ensure that the Municipality's emergency notification system is activated by contacting the CAO or in the CAO's absence, the first alternate. It will be the responsibility of the CEMC in conjunction with the CAO or alternate to ensure that the emergency notification procedures for the Municipality of Grey Highlands are properly activated and that all members (primary or alternate) are contacted and advised to attend at the designated EOC.

There may also be situations where the emergency notification procedures will be used to place control group members on standby, to simply make them aware of a potential emergency or as part of a training exercise.

As part of the notification procedures, the Provincial Emergency Operation Centre (PEOC) of EMO will be contacted and a Provincial Duty Officer at the POC will be apprised of the emergency situation. Notifying the PEOC will be the responsibility of the CEMC or alternate upon being notified of the emergency situation.

3.3 Message

The content of messages transferred during Emergency Notification procedures will be standardized and as brief as possible, and include the following:

- a) Reason for call: describe (pending) emergency situation
- b) Status of notification: "Stand-By" or "Call to Assemble"
- c) Location of Emergency Operations Centre
- d) Special precautions to take (routes to Emergency Operations Centre, hazards etc.)
- e) Reminder and instructions concerning notification fan-out
- f) Request to repeat message to ensure information is understood.

3.4 Notification

The MECG may be alerted to an emergency situation by the Head of Council, member of the MECG, or emergency response agency. The following notification system will be used to alert members and activate the *Municipality of Grey Highlands Emergency Management Plan*:

- When notified, the CAO or CEMC, whichever is contacted, shall notify the other, and the CAO will notify the Mayor;
- The Mayor, CAO and CEMC shall monitor the situation;
- After assessing the situation, if it is deemed necessary that the MECG be alerted and placed on stand-by, or that the *Municipality of Grey Highlands Emergency Management Plan* be activated, the CAO will notify members of Council and the other members of the MECG shall be notified by the CEMC in conjunction with the CAO using the most current fan-out list.

If, at a meeting of the MECG, it is deemed to be necessary to contact other Emergency Support Group members/agencies, those other agencies/members will be contacted using the most current fan-out list.

***Refer to Appendix A-1 – Emergency Control Group Notification Procedures**

4.0 Declaration of a Municipal Emergency

The Municipality of Grey Highlands is empowered to order an emergency declaration in whole or in part of the municipality. The decision to declare an Emergency in all or part of the Municipality may be made by the Mayor after consulting with the MECG upon consideration of the following:

- a) The Municipality, in consultation with the MECG, determines that the emergency is placing an extraordinary demand (personnel, materials and/or financial) on the resources of the Municipality or;
- b) The MECG has determined that the emergency situation, such as a tornado, affects a large portion of the population within the Municipality or;

- c) The MECG has determined that the emergency includes a hazard such as a blizzard, ice storm, health epidemic or act of terrorism that affects most of the population of the Municipality.

In situations where an emergency exists, but has not yet been declared to exist, employees of a Municipality are authorized to take action under this emergency plan, in accordance with the *Emergency Management and Civil Protection Act*.

The Head of Council of a municipality may declare that an emergency exists in the municipality or any part thereof and may take such action and make such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of that municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area (Section 4 (1) of the *Emergency Management and Civil Protection Act*).

In accordance with Section 9 (a) of the *Emergency Management and Civil Protection Act*, the Head of Council, the CAO of the municipality, the Fire Coordinator, the Community Emergency Management Coordinator, the Emergency Medical Services Manager or the designated Police Commander are hereby authorized to take action to implement the plan where such action is considered necessary, even though the declaration of the existence of an emergency has not yet been made.

The head of the MECG shall be the Head of Council of the Municipality. During the absence of the Head of Council or his/her inability to act, the Deputy Head of Council shall be the head of the Community Control Group (Section 9 (c) of the *Emergency Management and Civil Protection Act*).

4.1 Notification of Declaration

Upon such declaration, on behalf of the Mayor of the Municipality, the CEMC will notify:

- a) Emergency Management Ontario Duty Officer at 1-877-314-3723;
- b) Municipal Council in co-operation with the CAO
- c) the Grey County Warden;
- d) neighbouring lower tier municipal councils through their respective CAO's;
- e) local member of parliament;
- f) local member of provincial parliament;
- g) The public, through the media, with assistance from the Emergency Information Officer.

4.2 Protection of Volunteers

An emergency declaration also grants the Municipality the power to protect volunteer emergency workers under the provisions of the Workplace Safety and Insurance Board (WSIB). By registering each volunteer participating in a "Declared Emergency", volunteers are then considered "Municipal Workers", and protected under the provisions of the WSIB. If an emergency situation required the extensive use of volunteers, an emergency declaration will protect only those volunteers who are registered.

5.0 Requests for Assistance

5.1 Local Requests of the County of Grey

Assistance from the County may be requested by a local municipality at any time by contacting the County Warden. This request shall not be deemed to be a request that the County assume authority and control of the emergency.

Escalation of the emergency to the County Emergency Control Group may occur when:

- a) When the municipality deems it appropriate during the course of the emergency; or
- b) The County has determined that the emergency situation affects a large portion of the population within two or more municipalities; or
- c) The County has determined that the emergency includes a hazard that affects most of the population of the County.

5.2 Municipality of Grey Highlands Requests

Once a Municipal emergency has been declared, request for assistance can be made to the following at any time without the Municipality losing authority or control over the emergency operations:

- a) A neighbouring municipality with whom the municipality has established Mutual Aid or Emergency Assistance agreements;
- b) The County of Grey by contacting the County Warden/Alternate
- c) The Province of Ontario by contacting Emergency Management Ontario.

5.3 Mutual Assistance Agreements

In order to provide effective planning for emergency situations, the Municipality of Grey Highlands may enter into mutual aid agreements with neighbouring municipalities. Mutual aid/assistance agreements ensure aid required to effectively manage an emergency or disaster may be provided at the time of request. Aid can include such things as services, personnel, equipment and materials.

Mutual assistance agreements enable the municipality, in advance of an emergency, to set the terms and conditions of the assistance which may be requested or provided. The Municipality, when requesting and providing assistance is therefore not required to negotiate the basic terms and conditions of the request at the time of an emergency and may request, offer or receive assistance according to the predetermined and mutually agreeable relationships.

Section 13 (1) of the *Emergency Management and Civil Protection Act, R.S.O., 1990* as amended, provides the authority for the "council of a municipality to make an agreement with the

council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency”.

5.4 Requests for Provincial Assistance

At its discretion, the Province may deploy a Community Officer to a local emergency to provide advice and assistance and to ensure liaison with the Provincial Emergency Operations Centre. However, when a municipality declares an emergency, Emergency Management Ontario will normally deploy a Community Officer to the MECG to assist the municipality with the emergency response.

5.4.1 Provincial Emergency Operations Centre (PEOC) Levels of Response

Routine Monitoring	Enhanced Monitoring	Partial/Full Activation
Emergency Management Ontario (EMO) Duty Staff monitors the situation on a 24/7 basis	An EMO Duty Team will continually assess the developing situation from the PEOC. EMO Area Officer(s) will likely be deployed to the affected communities to provide advice and assistance.	The PEOC will be operational and partially/fully staffed with provincial ministries, federal departments and other organizations, as required to coordinate a provincial response. The Provincial Emergency Response Team (PERT) will likely be deployed to the affected communities to provide advice and assistance.

The CEMC is the liaison between the Municipality of Grey Highlands and EMO. The Community Officer will be the link between the Municipality and the province for both Provincial and, if necessary, Federal assistance.

5.4.2 Ontario Disaster Relief Assistance Program

The Ontario Disaster Relief Assistance Program (ODRAP) is intended to alleviate some of the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations whose essential property has been damaged during a sudden and unexpected natural disaster. ODRAP provides funds to those who have sustained heavy losses for essential items such as shelter and “necessities of life”.

ODRAP provides assistance when damages are so extensive that they exceed the financial resources of affected individuals, the municipality or community at large, but does not cover damages to privately owned, non-essential property, nor to essential property where private insurance is normally available.

In the event of a natural disaster, individuals are expected to bear the initial responsibility for their losses. If the losses are so extensive that individuals cannot cope financially, the next level of support should come from the municipality and community at large.

However, if the disaster was of such a size and extent that damages are widespread, the Province of Ontario, in conjunction with the federal government, would initiate the Disaster Financial Assistance arrangements.

The Minister of Municipal Affairs and Housing is authorized to declare a “disaster area” and the Council for the County of Grey, when asking for assistance under the ODRAP program must adopt a resolution outlining the County’s request for a disaster area declaration and whether all or a specified portion of the County is to be declared a disaster area.

Certain damages caused by natural disaster affecting Municipal property may be eligible for the provincial funding.

For more complete information regarding this relief program, please refer to Appendix F of this Plan.

6.0 Emergency Control Group

6.1 Composition

Emergency operations will be directed and controlled by the elected and appointed officials listed hereunder who will assemble for this purpose at the Emergency Operations Centre. This group will be known as the Municipal Emergency Control Group and will be composed of:

- a) Mayor of the Municipality of Grey Highlands and other members of Council
- b) Municipal CAO
- c) CEMC
- d) Municipal Clerk
- e) Fire Chief
- f) Director of Public Utilities
- g) Director of Transportation & Environmental Services
- h) Chief Building Official
- i) Treasurer

The MECG may wish to include representation from outside agencies which may include:

- a) OPP Detachment Commander
- b) Medical Officer of Health
- c) Director of Social Services
- d) Manager of EMS
- e) Director of Long Term Care
- f) Other senior officials as applicable (e.g. utilities, conservations authorities, etc.)

6.2 Emergency Support Group Composition

The MECG may require the assistance of an Emergency Support Group which may include the following municipal staff as required:

- a) Municipal Facilities & Parks Manager
- b) Manager of Planning and Development
- c) Grey Highlands Public Library CEO
- d) Operations Manager of Hydro
- e) School Boards' Representative(s)

7.0 Implementation & Procedures

Emergencies could arise with or without warning and this plan takes into account and is intended to deal with the worst case, a situation that develops without warning.

An emergency will usually be reported or discovered by either police or fire services that would, in any event, be among the first to be called to the scene of a potential emergency. A senior member of the police or fire department or possibly some other member of the MECG should personally assume control at the site of an emergency or arrange for an agency coordinator to take charge immediately and then, depending upon the situation, make a decision to alert and assemble the MECG in accordance with the procedure as outlined in detail in Appendix A-1.

8.0 Municipal Emergency Control Group Operations

Upon assembling, the Mayor/alternate, with the advice of other members of the MECG, may make a decision to declare an emergency and invoke the provisions of this emergency plan.

9.0 General

9.1 Decision Making Process

The decision making process can best be accomplished by round table assessment of events as they occur and by agreeing on a course of action to overcome specific problem areas or situations. Normally, an agreed upon course of action will be implemented by municipal departments functioning primarily within their own spheres.

The MECG may make a decision with respect to the appointment of an Emergency Site Manager (ESM), but only in terms of which agency should make the appointment. The appointed agency will then be responsible for appointing the site manager from among their staff. For further clarification, please refer to Part 13 of this plan for more details regarding the appropriate course of action surrounding the appointment or approval of the ESM by the MECG.

From time to time, it may become necessary to adopt and implement a joint plan of action which could involve two or more departments operating in unison. In this situation, it would be

necessary for the Mayor to determine that the Municipality will have the greater commitment and ensure that an Emergency Site Manager is appointed accordingly. Thereafter, until emergency operations conclude, other departments will act in support of whichever department is exercising emergency site coordination of operations. Again, for further clarification, please refer to Part 13 of this plan for more details regarding the appropriate course of action surrounding the appointment or approval of the ESM by the MECG.

10.0 Communications & Coordination

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

Once decisions have been made or actions taken by the Mayor and the MECG, it is essential they be quickly and accurately passed to every response agency and, where necessary, to the public. This vital function will normally fall to the CAO/alternate who will act as Operations Manager, being responsible for co-ordinating the activities of the EOC and for ensuring good communication between all agencies involved in emergency operations, with assistance from the Emergency Information Officer and the CEMC.

10.1 Emergency Information

10.1.1 Emergency Information Officer (EIO)

The Emergency Information Officer will report to the CAO. For the Municipality of Grey Highlands, the Clerk for the Municipality of Grey Highlands, will act as the EIO during an emergency and will be responsible for the following:

- a) Ensuring the dissemination of all emergency information to the media and public.
- b) Establishing a communication link with the Community Spokesperson (Warden or alternate) and with any other media coordinators such as provincial, federal, private industry, public and private agencies.
- c) Ensuring that proper groups are advised of the Emergency Information Centre telephone numbers such as the media, MECG, Municipal staff and County ECG if necessary.
- d) Coordinating all emergency information including media photograph sessions and interviews at the EOC and emergency site.
- e) Setting up and staffing the Emergency Information Centre (EIC), if required. Refer to Appendix 13 for more detailed information.
- f) Liaising with MECG to obtain up-to-date information for media in order to prepare and issue press releases, arrange media briefings and may be required to post emergency information on the internet.
- g) Providing the regular updates to ensure that the most accurate and up-to-date information is disseminated to the public.
- h) Ensuring that the CAO and Mayor approve all media releases prior to dissemination.
- i) Ensuring copies of all media releases are provided to Emergency Information Centre staff, MECG, and key media officers from other agencies, prior to dissemination.
- j) Monitoring news coverage and ensuring erroneous information is corrected as soon as possible.
- k) Maintaining copies of all media information pertaining to the emergency such as media

releases, newspaper articles, etc.

- l) Establishing a link with the Citizen Inquiry Representative (CIR) to provide current information regarding the emergency for public inquiries that the CIR will be dealing with.
- m) Maintaining personal log of all decisions made and actions taken.

10.1.2 Community Spokesperson

The Head of Council will be the Community Spokesperson for the Municipality of Grey Highlands or will be responsible for appointing the spokesperson. The responsibilities will be as follows:

- a) Partaking in interviews and media photograph sessions as directed and in consultation with the EIO.
- b) Establishing a communication link with the EIO and ensuring all inquiries are directed to the EIO.
- c) Maintaining a log of all actions taken.

10.1.3 Citizens' Inquiry Representative

Appointed by the Social Service Director/Alternate, the Citizens' Inquiry Supervisor will be responsible for the following:

- a) Establish the service and appoint personnel and designate telephone lines;
- b) Update EIO on the status of the service;
- c) Provide emergency services, MECG and municipal staff with designated telephone number(s);
- d) Liaise with EIO to obtain current information on the emergency;
- e) Respond to and redirect inquiries and reports from public based upon information received from EIO (e.g. school closing, road closures, evacuation routes, evacuation centres);
- f) Respond to and redirect inquiries and reports pertaining to investigation of the emergency to the appropriate emergency service;
- g) Respond to and redirect inquiries pertaining to persons who may be in evacuation and reception centres to the registration and inquiry telephone numbers;
- h) Arrange for staffing of the service, if required;
- i) Maintain a personal log of all actions taken.

11.0 Group Responsibilities

11.1 Municipal Emergency Control Group (MECG)

The presence of locally based personnel on the MECG is required for information, particularly if the emergency first existed and was dealt with as a local municipal emergency.

11.1.1 Mayor/Alternate

Head of Council or alternate will perform the following responsibilities:

- a) activate the emergency notification system when appropriate;
- b) provide leadership to the EOC operations;
- c) maintain personal log of actions taken and decisions made
- d) implementation of this plan;
- e) declare an emergency to exist within the designated area when appropriate after consultation with the MECG;
- f) ensure the Solicitor General of Ontario has been notified via EMO of the declaration of an emergency;
- g) ensure that members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation;
- h) maintain communication with the local municipalities that may declare an emergency to exist;
- i) make decisions, determine priorities and issue operational direction through the operations officer and the heads of municipal departments;
- j) request assistance from neighboring municipalities and/or from senior levels of government, when required;
- k) establish a communication link with the Emergency Information Officer;
- l) approve news releases and public announcements, and act as the Community Spokesperson, taking part in interviews and media photograph sessions as directed and in consultation with the Emergency Information Officer;
- m) ensure that all inquiries regarding the MECG and the emergency operation are directed to the Emergency Information Officer;
- n) terminate the emergency at the appropriate time after consulting with the MECG and Council, and ensure all concerned have been notified;
- o) Initiate and follow through with emergency recovery and victim assistance (refer to Appendix G).

11.1.2 CAO/Alternate

The CAO of the Municipality of Grey Highlands or alternate will perform the duties and responsibilities of the "Operations Manager" of the emergency; as such he or she will

- a) activate the emergency notification system when appropriate;
- b) supervise the EOC, with assistance from the CEMC/alternate;
- c) chair the MECG meetings
- d) maintain personal log of actions taken and decisions made
- e) call out additional Municipal staff to provide assistance, as required;
- f) advise the Mayor on administrative matters;
- g) maintain a record of all expenditures for later cost recovery if warranted;
- h) to supervise media accommodation and releases to media;
- i) liaise with the CECG;
- j) Initiate and coordinate recovery plan;
- k) Organize and conduct initial debriefing of MECG;
- l) Prepare a formal debriefing including report to Council for the individuals, agencies and organizations involved;
- m) Recommend alternative courses of action/changes to plan;
- n) Provide information and advice on matters relating to staffing concerns relating to the emergency and take appropriate action as directed by the MECG;

- o) Arrange for equipment, personnel and materials as directed by the MECG;
- p) Ensure and provide registration process of volunteers during declared emergency, if required.

11.1.3 Community Emergency Management Coordinator/Alternate

Municipality of Grey Highlands CEMC/alternate will perform the duties and responsibilities of an "Operations Officer" of the EOC, and as such will

- a) If necessary, upon becoming aware that an emergency has occurred or is threatening to occur shall ensure that the CAO/alternate is advised to activate the EOC notification procedures;
- b) Contact the Provincial Emergency Operations Centre Duty Officer upon being notified of an emergency situation and apprise the Duty Officer of the situation;
- c) Organize the EOC and supervise in conjunction with the CAO and, in particular, make arrangements for obtaining and displaying up-to-date information at all times;
- d) Upon declaration or termination of an emergency, on behalf of the Mayor of the Municipality, the CEMC will notify the Emergency Management Ontario through the Duty Officer 1-877-314-3723; the Municipal Council; the Grey County Warden; neighboring municipal councils through their respective CAO's; local member of parliament; local member of provincial parliament; the public, through the media, with assistance from the Emergency Information Officer.
- e) Arrange and coordinate communications in conjunction with the Emergency Information Officer;
- f) Ensure that a communications link is established between the MECG and the Emergency Site Manager;
- g) Maintain a record of all major decisions, actions and instructions issued, and maintain a file of all logs taken for the purposes of conducting a debriefing, post-emergency reporting and updating the Municipality's Emergency Plan and program;
- h) Register MECG members at the EOC site;
- i) Ensure that proper security is in place for the EOC;
- j) Ensure that the MECG have supplies necessary to conduct emergency operations in the EOC (such as copies of the emergency response plan, office supplies, maps and appropriate office and communications equipment);
- k) Coordinate the meetings and updates in the EOC;
- l) Provide advice and clarification to the MECG about the implementation of the emergency response plan;
- m) Ensure proper set-up and provide support to ensure smooth functioning of the EOC;
- n) Liaise with County Social Services and community support agencies.
- o) Arrange for ARES to be deployed when necessary and liaise between ARES and EOC

11.1.4 Grey Highlands Fire Chief/Alternate

Upon learning of a potential emergency, the Fire Chief or alternate should consider the need for possible activation of the emergency plan and, if warranted, he should trigger the emergency alert system described at Appendix A-1. Thereupon he should report to the Emergency Operations Centre to sit as a member of the Municipal Control Group and perform the following

additional functions and responsibilities:

- a) Activate the emergency notification system when appropriate;
- b) Provide Head of Council with information and advice on firefighting and rescue matters;
- c) maintain personal log of actions taken and decisions made;
- d) Establish an ongoing communications link with the senior fire official at the scene of the emergency;
- e) If appropriate, appoint an "agency coordinator" to control operations at the scene of an emergency;
- f) Trigger mutual aid arrangements for the provision of additional firefighting manpower and equipment if needed;
- g) Liaison with Ministry of Environment & Energy on fires involving potentially dangerous materials;
- h) Determine if additional or special equipment is needed and recommend possible sources of supply, e.g. breathing apparatus, protective clothing etc;
- i) Provide assistance to other municipal departments and agencies and be prepared to contribute to non-firefighting operations if necessary, e.g. rescue, first aid, casualty collection, etc.;
- j) Provide an Emergency Site Manager, if required;
- k) Initiate and follow through with emergency recovery and victim assistance (Appendix G).

11.1.5 Director of Transportation & Environmental Services

Upon learning of a potential emergency, the Director of Transportation & Environmental Services or alternate should consider the need for the possible activation of the emergency plan and, if warranted, he should trigger the emergency alert system as described at Appendix A-1. Thereupon he should report to the EOC to act as a member of the MECG and to perform the following additional functions and responsibilities:

- a) Activate the emergency notification system when appropriate;
- b) Provide Head of Council with information and advice on engineering, road-related matters and Engineering/Public Works assistance;
- c) If appropriate, appoint an "agency coordinator" to control operations at the scene of an emergency;
- d) maintain personal log of actions taken and decisions made;
- e) Maintain liaison with Senior Public Works officials from local neighboring municipalities to ensure a coordinated response;
- f) Maintain liaison with flood control, conservation and environmental agencies and be prepared to conduct relief and preventative operations;
- g) Provide engineer materials, supplies and equipment and if not otherwise available, make arrangements for sources of supply from neighboring municipalities, private contractors, etc.
- h) Provide radio communications equipment and resources to the MECG as needed;
- i) Assist traffic control, evacuations, etc., by clearing emergency routes, marking obstacles, providing road signs, etc.
- j) Provide Public Works vehicles and equipment as required by other emergency services;
- k) Ensure that Municipal Roads are accessible as possible;
- l) Maintain liaison with private utility companies (hydro, gas, telephone, etc.) and make recommendations for discontinuation of any utility, public or private, where necessary in

- the interest of public safety and arrange for the provision of alternate services or functions;
- m) Demolish unsafe structures if ordered by the Chief Building Official (CBO) or, in the absence of the CBO, the Head of Council supported by advice from another appropriate individual such as a CBO of another municipality or a qualified engineer. (See the *Building Code Act, 1992, Section 15.10 (4)* for references to exemption from liability, etc. if order is made by CBO, and the *Emergency Management and Civil Protection Act, R.S.O. 1990* if the order is made by the Head of Council);
 - n) Re-establish essential services at the conclusion of an emergency;
 - o) Initiate and follow through with emergency recovery and victim assistance (Refer to Appendix G).

11.1.6 Director of Public Utilities

Upon learning of a potential emergency, the Director of Public Utilities or alternate should consider the need for the possible activation of the emergency plan and, if warranted, he should trigger the emergency alert system as described at Appendix 1. Thereupon he should report to the EOC to act as a member of the MECG and to perform the following additional functions and responsibilities:

- a) Activate the emergency notification system when appropriate;
- b) Provide Head of Council with information and advice on water/wastewater-related matters and assistance;
- c) If appropriate, appoint an "agency coordinator" to control operations at the scene of an emergency;
- d) Maintain personal log of actions taken and decisions made;
- e) Maintain liaison with Water/Wastewater officials from local neighboring municipalities to ensure a coordinated response;
- f) Provide materials, supplies and equipment and if not otherwise available, make arrangements for sources of supply from neighboring municipalities, private contractors, etc.;
- g) Liaison with fire chief concerning emergency water supplies for firefighting purposes and pumping operations assistance, etc.;
- h) Provide Water / Wastewater vehicles and equipment as required by other emergency services;
- i) Re-establish essential services at the conclusion of an emergency (refer to Appendix G);
- j) Initiate and follow through with emergency recovery and victim assistance

11.1.7 Chief Building Official

- a) Provision of staff to perform damage assessments in order to ensure any lack of structural integrity of buildings does not cause a public safety hazard.
- b) Liaison with Public Works personnel to arrange for the damage assessments of critical infrastructure, to ensure continuity of service.
- c) Provide advice to the Emergency Control Group to assist in decision-making regarding re-entry of the public in evacuated or damaged areas.
- d) Issue necessary permits and orders such as those related to demolition.

- e) Assist the Infrastructure Sub-Committee during the Post-Emergency Recovery Phase of the incident.
- f) Maintain a log to record all actions.

11.1.8. Treasurer/Alternate

- a) If necessary, upon becoming aware that an emergency has occurred or is threatening to occur, ensure that the CAO/alternate is advised to activate the EOC notification procedures.
- b) Implement disaster phone if required.
- c) Maintain a personal log of all actions taken.
- d) Upon direction from the CAO the Treasurer (or Alternate) shall notify the Emergency Support Group members providing the same information.
- e) Provide information and advice on financial matters as they relate to the emergency.
- f) Liaise, if necessary, with treasurers from neighboring municipalities.
- g) Maintain record of all expenses.
- h) Ensure payment and settlement of all legitimate invoices and claims incurred during the emergency in a timely manner.
- i) Procure appropriate sources of funding for emergency situations such as the Ontario Disaster Relief Assistance Program.
- j) Coordinate and process requests for human resources and appeals for volunteers.
- k) Select the most appropriate site for the registration of human resources and ensuring records of human resources and administrative detail that may involve financial liability are completed.
- k) When volunteers are involved, ensure that the Volunteer Registration Form is completed and a copy is retained for records retention. All forms should remain part of the records.
- l) Ensure identification cards are issued to volunteers and temporary employees, where practical.
- m) Coordinate the provision of training of volunteers as required.
- n) Maintain a log to record all actions.

11.2 Outside Agencies

The MECG may wish to include representation from outside agencies periodically throughout an emergency. These agencies will provide representation on the MECG. These agencies may include:

11.2.1 OPP Detachment Commander/Alternate

- a) Activate the emergency notification system when appropriate;
- b) Provide the Head of Council with information and advice on law enforcement matters;
- c) Maintain personal log of actions taken and decisions made
- d) If appropriate, appoint an "agency coordinator" to control operations at the scene of an emergency;
- e) Provision of traffic control to facilitate the movement of emergency vehicles;
- f) Establish an ongoing communication link with the Senior Police official at the scene of the emergency;
- g) The establishment of an inner perimeter within the emergency area;

- h) The establishment of an outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and to restrict access to all but essential emergency personnel and equipment;
- i) Seal off the area of concern;
- j) Control and, if necessary, disperse crowds within the "emergency area";
- k) Control the movement of emergency vehicles to and from the site of the emergency;
- l) Coordinate police operations with other municipal departments and arrange for additional supplies and equipment when needed, i.e. barriers and flashers, etc.;
- m) Alert persons endangered by the emergency and coordinate evacuation of buildings or areas when ordered by Head of Council;
- n) Arrange for maintenance of law and order in temporary facilities, e.g. evacuation centers;
- o) Protect property in the emergency area and the provision and maintenance of law and order;
- p) Liaison with the Social Services Administrator regarding the establishment and operation of evacuation and reception centers;
- q) Arrange for additional "police assistance" in evacuee centers, morgues and other facilities, if required;
- r) Advise the Coroner in the event of fatalities and perform whatever additional responsibilities may be necessary under the Coroners Act;
- s) Liaison with Department of National Defense, if required;
- t) Providing an Emergency Site Manager, if required;
- u) Initiate and follow through with emergency recovery and victim assistance.

11.2.2 Medical Officer of Health/Alternate

Upon learning of a potential emergency, the MOH should consider the need for possible activation of the emergency plan and, if warranted, trigger the emergency alert system at Appendix A-1. Thereupon he should report to the EOC to act as a member of the MECG.

The Medical Officer of Health, or alternate, is responsible for:

- a) Provide advice to the Mayor and the MECG on all matters relating to the health of the populations and to report on potential health impacts related to the emergency situations;
- b) Maintain personal log of actions taken and decisions made;
- c) Direct and report on activities of the Health Unit's Nursing, Inspection and Community Care Access Branches to MECG;
- d) Liaison with the ambulance service representatives;
- e) Liaison with the Ontario Ministry of Health, Public Health Branch;
- f) Provide authoritative instructions on health and safety matters to the public through the County's Emergency Information Officer, with input, if possible, from the Public/Media Relations Coordinator at the Grey Bruce Health Unit;
- g) Coordinate the response to disease related emergencies such as epidemics, according to Ministry of Health policies;
- h) Ensure the Coordination of care for bed-ridden, invalid and infirm citizens at home and in evacuation centers during an emergency; by liaising with CCAC;
- i) Ensure liaison with voluntary and private agencies, as required, for augmenting and co-ordinating public health resources;
- j) Ensure Coordination of all efforts to prevent and control the spread of disease during an emergency;

- k) Notify the local municipality(s) of their responsibility regarding the need for potable water supplies and sanitation facilities;
- l) Liaison with Social Services Administrator on areas of mutual concern regarding health services in evacuee centers;
- m) Provide outreach and counseling services to those affected by the emergency;
- n) Initiate and follow through with emergency recovery and victim assistance;
- o) Activate the emergency notification system when appropriate.

11.2.3 Director of Social Services/Alternate

The Social Services Administrator or alternate will perform the following responsibilities and duties:

- a) Activate the emergency notification system when appropriate;
- b) Provide advice to Head of Council and other members of the MECG;
- c) Maintain personal log of actions taken and decisions made;
- d) According to the nature of the emergency, ensure the survival and well-being of the people during and following a major emergency by arranging for:
 - i. Emergency clothing to provide adequate protection from the elements
 - ii. Emergency lodging to provide adequate temporary accommodation for the homeless
 - iii. Registration and Inquiry Services to re-unite families and to collect information and answer queries concerning the safety and whereabouts of missing persons
 - iv. Emergency Feeding to sustain those without food or adequate food preparation facilities; and
 - v. Personal Services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults;
- e) Appoint and notify a County Citizen's Inquiry Representative, as appropriate;
- f) Supervise the opening and operation of temporary and/or long term evacuee centers, and ensuring the same areas are adequately staffed and have the necessary food;
- g) Liaison with the police chiefs with respect to the pre-designation of evacuee centers which can be opened on short notice;
- h) Ensure that a representative of the Bluewater District School Board and the Bruce Grey Catholic District School Board are notified when facilities are required as evacuee reception centers, and that staff and volunteers utilizing school facilities coordinate activities with the Board's representatives;
- i) Liaison with public and private nursing/care homes in the County as required;
- j) Liaise with Grey Bruce Health Unit and Grey Bruce Health Services on areas of mutual concern regarding operations in evacuee centers;
- k) Initiate and follow through with emergency recovery and victim assistance.

11.2.4 Manager of EMS/Alternate

Upon learning of a potential emergency, the Manager of EMS or alternate should consider the need for activation of the emergency plan.

- a) Activate departmental notification, and the Municipality's emergency notification system when appropriate;

- b) Establish communications link with Ambulance Agency Coordinator;
- c) Establish communications link with Ambulance Dispatch Centre (CACC);
- d) Provide to Head of MECG, information and advise on emergency supplies;
- e) Participate in briefing sessions and inform MECG members on the progress of his agency;
- f) maintain personal log of actions taken and decisions made;
- g) Determine if additional or special equipment is required;
- h) Advise MECG on numbers of injured, deceased, etc.;
- i) Provide assistance to other agencies, if necessary;
- j) Provide an Emergency Site Manager, if required;
- k) Initiate and follow through with emergency recovery and victim assistance.

11.3. Emergency Support Group

11.3.1 Manager of Facilities

- a) Provision of municipal buildings as required by the Emergency Control Group.
- b) Provision of arenas as temporary morgues or shelters as required.
- c) Provision of additional staffing to assist as required by the Emergency Control Group.
- d) Provide municipal vehicles and equipment complete with operators, as required.
- e) Establish communications with the EIO and Treasurer pertaining to the need for volunteers.
- f) Maintain a log to record all actions

11.3.2 Manager of Planning and Development

Reserved for Future Use

11.3.3 Grey Highlands Public Libraries CEO

- a) the provision of comprehensive information services as deemed necessary due to the circumstances.
- b) maintaining a log to record all actions.

11.3.4 The School Board(s) representative(s)

- a) assisting in the provision of necessary emergency shelter.
- b) maintaining a log to record all actions.

11.3.5 The Operations Manager of Hydro

- a) Provision of support and hydro utility technology required to sustain applicable business and emergency service continuity within the Municipality.
- b) maintain a log to record all actions.

12.0 Emergency Operations Centre (EOC) Support Staff

The following staff may be required to attend the EOC to provide support, logistics, and advice to the MECG.

12.1 Duty Officer

- a) Provide assistance to the CAO/alternate with any of the responsibilities outlined in 12.3;
- b) Maintain personal log of actions taken;
- c) Record important decisions and actions taken by the MECG;
- d) Keep maps and status boards up-to-date in MECG meeting room;
- e) Notify and debrief support administrative staff required to report to the EOC;
- f) Arrange for printing of materials as required;
- g) Arrange for and coordinate clerical staff;
- h) Arrange for dissemination of information to Council as directed by Mayor and CAO;
- i) Arrange for food and lodging for MECG members as necessary.

12.2 Emergency Coordinator – Amateur Radio Emergency Services (ARES)/ Alternate

The ARES Emergency Coordinator/Alternate will be deployed by and report to the CEMC and will be responsible for the following:

- a) Activate emergency notification procedures of the Grey Amateur Radio Emergency Services operators;
- b) Maintain a personal log of actions taken;
- c) Ensure that the emergency telecommunications centre is properly equipped and staffed and work to correct any problems that may arise;
- d) Maintain an inventory of community and private sector communications equipment and facilities that could, in an emergency, be used to augment existing communications equipment;
- e) Make arrangements for acquiring additional resources during an emergency.

12.3 Scribes

Scribes may be used by all members of the control group at their own discretion. At the minimum, it is advisable for the CAO to have a scribe on hand at all times, recording all actions taken by the CAO in and out of meetings, observations, conversations, interactions, etc. In addition, the Emergency Site Manager should also have a scribe at all times. Each agency/department is responsible for supplying its own scribes as appropriate.

12.4 Other Outside Agencies

During an emergency many agencies may be required to work with the MECG. Some of these agencies include Emergency Management Ontario, hospitals, Conservations Authorities, school boards, industries, utilities, volunteer groups, social service organizations such as the Red

Cross, St. John's Ambulance, Salvation Army, and Victim Services, and any other officials or experts from the public or private sector that may be of assistance in the particular emergency situation being dealt with.

Any of these groups may be required to attend at the EOC to provide support to the MECG and when required they will be responsible for their respective areas of expertise. Notification of their attendance will be through one of the members of the MECG at the direction of the MECG.

13.0 Emergency Site Management

Coordination of the emergency site is essential to the emergency response. It involves the management and coordination of all responding agencies at the site with an overall command. This on-site management and coordination is the responsibility of an "Emergency Site Manager" (ESM) who is appointed at the onset of the emergency usually by the corresponding MECG.

13.1 Appointment of Emergency Site Manager

The lead agency involved in the emergency response will be directed to appoint an Emergency Site Manager from among their ranks and confirmed approved by the MECG. Once appointed, this individual will no longer be responsible for the operations or command of their agency, but rather will be responsible for managing and coordinating the emergency situation at the site. If the management of the emergency is turned over to the County, the CECG will confirm the existing ESM initially, and as the emergency progresses and response changes, as appropriate, may deem a different agency to be the lead, and appoint a new ESM.

13.2 Emergency Site Manager Responsibilities

The Emergency Site Manager will be responsible for many of the following duties:

- a) Establish an Emergency Command Post;
- b) Establish an appropriate chain of command;
- c) Determine the senior representatives of emergency services attending at the emergency site;
- d) Arrange and conduct site meetings with other senior emergency representatives at the site and consult with them in order to maintain a coordinator approach to the emergency response;
- e) Maintain knowledge of resources (human and equipment) available at the emergency site.
- f) Manage the personnel at the site;
- g) Provide for the needs of those attending to the emergency situation, including meals, water, fuel, special equipment, etc.;
- h) Obtain ongoing vital information about the emergency situation;
- i) Establish and maintain a good communication system with the appropriate EOC and those at the site.
- j) Ensure that no one at the site talks to the media as all communication must go through the Mayor who is the official community spokesperson.

14.0 Termination of a Municipal Emergency

14.1 Termination Declared

A Municipal emergency may be declared terminated at anytime by:

- a) The Mayor or designated alternate;
- b) The Municipal Council; or
- c) The Premier of Ontario.

14.2 Notification of Termination

Upon termination of a Municipal emergency, the Mayor will notify:

- a) the Solicitor General of Ontario via EMO, Ministry of Community Safety and Correctional Services, with assistance from the CEMC;
- b) Municipal Council;
- c) Grey County Warden;
- d) Neighbouring lower tier municipal councils;
- e) local member of parliament;
- f) local member of provincial parliament;
- g) The public, through the media, with assistance from the Emergency Information Officer.

15.0 Recovery Plan (also refer to Appendix G)

15.1 Implementation

As the emergency situation subsides, the Municipality shall implement and coordinate a comprehensive recovery plan. This may often occur prior to giving notice of termination, keeping in mind the issue of what effect the termination may have on potential emergency funding. The recovery plan entails all members of the MECG and any involved agencies/individuals to continue emergency response in their respective capacities to facilitate the re-establishment of normal living conditions in the area. These living conditions will include:

- a) The orderly disestablishment of emergency shelters'
- b) Re-establishing public utilities, services and passageways
- c) Victim assistance

16.0 Plan Maintenance & Revision

16.1 Annual Review

This plan will be reviewed annually and, where necessary, revised by the CEMC and the MECG.

Each time the plan is revised, it must be forwarded to Council for approval. However, revisions to the appendices and minor administrative changes can be made without resubmitting the plan to Council each time.

It is the responsibility of each person, department, agency or service named within this emergency plan to notify the CAO and CEMC forthwith, of any administrative changes or of any revisions to the appendices.

16.2 Internal Procedures

Each service involved with this emergency plan will prepare functional emergency procedures or guidelines outlining how each will fulfill its responsibilities during an emergency.

Each service will ensure that it designates a member of its staff to maintain and revise its own emergency procedures or guidelines.