

Schedule 'A'  
TO BY-LAW 96-2015



MUNICIPALITY  
OF  
THAMES CENTRE

EMERGENCY RESPONSE PLAN

Date of Issue: November 23, 2015

**NOTE:**

Commencing January 1, 2012, organizations that prepare emergency procedures, plans or public safety information must make this information available to the public in an accessible format or with appropriate communication supports as soon as practicable upon request.

Should the Municipality of Thames Centre be requested to provide a person with a disability a copy of its Emergency Plan, the Municipality will take into consideration the communication needs of the person with a disability and endeavour to provide the information to the person in a format that takes into account the person's disability.

The Municipality of Thames Centre and the person with the disability may agree upon the format to be used for any document or information subject to the requirements of this policy.



## EMERGENCY RESPONSE PLAN

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### **FOREWORD**

This plan has been prepared to assign responsibilities and to guide the immediate actions of key officials and staff in the first critical hours after the onset of an emergency affecting the Municipality of Thames Centre.

This plan has been revised and adopted through By-law No. 96-2015 passed on November 23, 2015 under the legal authority of the Emergency Management & Civil Protection Act R.S.O. 1990 Chapter E.9

It is essential that all staff concerned be aware of the plan's provisions and that every official and service be prepared to carry out their assigned functions and responsibilities in an Emergency. Municipal services are to review this plan on a regular basis and keep up to date their own procedures for handling emergencies.

Dated at Dorchester, Ontario, on this 23<sup>rd</sup> day of November, 2015.

**ORIGINAL SIGNED BY:**

A handwritten signature in black ink, appearing to be "Jim Maudsley".

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Jim Maudsley  
Mayor

**ORIGINAL SIGNED BY:**

A handwritten signature in black ink, appearing to be "Margaret Lewis".

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Margaret Lewis  
Clerk

**AMENDMENTS TO THE MUNICIPALITY OF THAMES CENTRE**

**EMERGENCY RESPONSE PLAN**

<b>AMENDMENT NUMBER</b>	<b>AMENDED BY</b>	<b>DATE IMPLEMENTED</b>	<b>REMARKS/INITIALS</b>
01-2017	S. Henshaw	16 March 2017	Pg. 4 – Job Title Changes
02-2017	S. Henshaw	16 March 2017	Pg. 7 – Job Title Change
03-2017	S. Henshaw	16 March 2017	Pg. 8 – Job Title Change
04-2017	S. Henshaw	29 March 2017	Pg. 9 – Department Title Change
05-2017	S. Henshaw	16 March 2017	Pg. 15 – Job Title Change
06-2017	S. Henshaw	29 March 2017	Pg. 17 – Department Title Change
07-2017	S. Henshaw	16 March 2017	Pg. 30 – Job Title Change
08-2017	S. Henshaw	16 March 2017	Pg. 31 – Department Title Change
09-2017	S. Henshaw	16 March 2017	Pg. 44 – Ministry Title Change
10-2017	S. Henshaw	16 March 2017	Pg. 47 – Job Title Change
11-2017	S. Henshaw	16 March 2017	Pg. 48 – Job Title Change

**DISTRIBUTION LIST:**

Mayor

Deputy Mayor

Chief Administrative Officer

Municipal Clerk

Fire Chief

Director of Financial Services/Treasurer

Director of Environmental Services

Director of Community Services & Facilities

Director of Transportation

Manager of IT Services

Environmental Services Superintendent

Transportation Superintendent

County/Primary Community Emergency Management Coordinator (CEMC) & Alternate(s)

Constituent Municipalities

Chief, Middlesex-London EMS

Middlesex-London Health Unit, Emergency Manager

OPP Representative

The Emergency Response Plan is available to external agencies and the public on the Thames Centre website at [www.thamescentre.on.ca](http://www.thamescentre.on.ca).

## ACRONYMS

ARES	Amateur Radio Emergency Service
CAO	Chief Administrative Officer
CEMC	Community Emergency Management Coordinator
CERV	Community Emergency Response Volunteers
ECG	Emergency Control Group
EIO	Emergency Information Officer
EMCPA	Emergency Management & Civil Protection Act
EMS	Emergency Medical Services
EOC	Emergency Operations Centre
ESM	Emergency Site Manager
ESU	Emergency Support Unit
MLHU	Middlesex-London Health Unit
OFMEM	Office of the Fire Marshal and Emergency Management
OPP	Ontario Provincial Police
PEOC	Provincial Emergency Operations Center
UTRCA	Upper Thames River Conservation Authority

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# **MUNICIPALITY OF THAMES CENTRE EMERGENCY RESPONSE PLAN**

## **1. INTRODUCTION**

In Ontario, the Emergency Management & Civil Protection Act (EMCPA) defines an emergency as: “a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.” These situations, by their nature or magnitude, affect public safety, meaning health, welfare and property, as well as, the environment and economic health of the Municipality of Thames Centre.

The population of the Municipality of Thames Centre is approximately 13,000 residents (2011 Census).

In order to protect residents, businesses, and visitors, the Municipality of Thames Centre requires a coordinated emergency response by a number of agencies under the direction of the Emergency Control Group. These are distinct arrangements and procedures different from the normal, day-to-day operations carried out by emergency services.

When an emergency situation can be handled successfully by the emergency services responding; that is Fire Departments, Emergency Medical Services (EMS), the Ontario Provincial Police and the Transportation Department, they will, and are authorized to carry out their respective responsibilities in so doing without delay. When, in the judgment of the Fire, Police, or Transportation authorities on the scene, or of the Municipal Council in session, an emergency situation requires additional resources beyond those available to the emergency services, or calls for resources or services that will commit or could potentially commit the Municipality to major expense, they will recommend the immediate activation of this Emergency Response Plan.

The Municipality of Thames Centre Emergency Management Program Committee developed this Emergency Response Plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Municipality of Thames Centre important information related to:

- Arrangements, services and equipment; and
- Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provision. Copies of the Municipality of Thames Centre Emergency Response Plan may be viewed at the Municipal Office or on the municipal website ([www.thamescentre.on.ca](http://www.thamescentre.on.ca)).

Some information in this document may not be available to the public due to security/confidentiality reasons.

For more information, please contact:

Thames Centre Municipal Office  
4305 Hamilton Road  
Dorchester, ON N0L 1G3  
Phone: 519-268-7334  
Fax: 519-268-3928  
Email: [inquiries@thamescentre.on.ca](mailto:inquiries@thamescentre.on.ca)

## **2. AUTHORITY**

As enabled by the Emergency Management & Civil Protection Act (EMCPA), this Emergency Response Plan and its elements have been:

- Issued under the authority of the Municipality of Thames Centre By-law No. 96-2015; and
- Filed electronically with the Office of the Fire Marshal and Emergency Management Ontario (OFMEM), and Ministry of Community Safety and Correctional Services.

The EMCPA is the legal authority for this Emergency Response Plan in Ontario and is the primary authority enabling the passage of the by-law formulating this Emergency Response Plan which will govern the provision of essential services during an emergency. This plan also prescribes procedures under and the manner in which municipal employees and other persons will respond to an emergency. Important measures enabled under the legislation and which form parts of this plan are:

- (a) Authorizing municipal employees to take appropriate action before the formal Declaration of an Emergency;

- (b) Specifying procedures to be taken for the safety and/or evacuation of persons in an emergency area;
- (c) Designating other Members of Council who may exercise powers and perform the duties of the Head of Council under the Emergency Response Plan during the absence of the Mayor;
- (d) Obtaining materials, equipment and supplies for use in managing the emergency;
- (e) Establishing committees and designating employees to be responsible for reviewing the Emergency Response Plan, for training employees in their functions and for implementing the Emergency Response Plan during an actual emergency;
- (f) The expenditure of monies associated with the upkeep and implementation of the plan; and
- (g) Such other measures as are considered necessary in implementing the Emergency Response Plan.

### **3. AIM**

The aim of the plan is to make provision for the extraordinary arrangements and measures that may need to be taken in an emergency to safeguard property and the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Municipality of Thames Centre.

It enables a centralized controlled and coordinated response to emergencies in the Municipality of Thames Centre, and meets the legislated requirements of the EMCPA.

Emergencies may occur within the Municipality of Thames Centre. The most likely are: Winter Storms (Snowstorms/Blizzards/Ice/Sleet Storms), Windstorms/Tornadoes, Lightning Storms/Hail Storms, Hazardous Material-Fixed Site, Water Emergencies, Critical Infrastructure Failure (Power Outage), Hazardous Materials/Transportation Incidents, Transportation Accidents (Road, Air), Petroleum/Gas Pipeline Emergencies, Human Health Emergencies & Epidemics, Agriculture & Food Emergencies, and Floods.

### **4. DEFINITIONS AND RELEVANT TERMS**

- (a) Mayor: The Head of Council or alternate for Thames Centre and Chair of the Emergency Control Group.

- (b) Chief Administrative Officer: The Chief Administrative Officer (CAO) for the Municipality of Thames Centre.
- (c) Municipality: The Municipality of Thames Centre.
- (d) Emergency Response Plan: The Municipality of Thames Centre Emergency Response Plan.
- (e) County Warden: The Head of County Council or alternate for Middlesex County.

## 5. MUNICIPAL TASKS

Municipal Tasks in an emergency may include the following:

- (a) Response - the earliest possible recognition of and response to the emergency by all services that may be required;
- (b) Control - the earliest possible establishment of overall control of emergency operations by local government authority;
- (c) Crowd Convergence - the earliest possible establishment of controls to minimize crowd convergence and to maintain order at the site so that emergency operations are not impeded and additional casualties are prevented;
- (d) Evacuation - assessment of potential danger to the residents and the evacuation of personnel, if necessary. Such evacuation will likely require the establishment of a reception centre and the provision of registration and inquiry services;
- (e) Rescue - the rescue of trapped or incapacitated persons and the provision of first aid at the site;
- (f) Casualties - the provision of controlled evacuation and appropriate distribution of casualties to hospitals;
- (g) Emergency Social Services - the provision, where necessary, of such essential social services as may be required for persons affected by the incident, as well as, the emergency services personnel involved;
- (h) Public Information – the provision, as early as possible, of accurate official information to:

- Office of the Fire Marshal and Emergency Management (OFMEM), Ministry of Community Safety & Correctional Services at the Provincial Emergency Operations Center (PEOC) by phone at 1-866-314-0472 and by fax at 1-416-314-6220 when a Declaration of Emergency is made and when the emergency has been terminated;
  - The County Warden and adjacent municipalities;
  - Other officials involved in emergency operations, including appropriate senior government agencies;
  - The news media to allay public anxiety and to reduce the number of curious bystanders at the scene; and
  - Concerned individuals seeking information;
- (i) Recording of Costs – records of Municipal costs of emergency/disaster consequences is compiled to:
- Aid in the preparation of municipal claims which might arise from Provincially directed assistance to another municipality pursuant to the provisions the Emergency Management & Civil Protection Act, R.S.O. 1990, c. E.9; and
  - Aid in the preparation of requests for compensation from Provincial or Federal Governments in the event of a major local disaster which might be eligible for such assistance. (Reference should be made to the "Ontario Disaster Relief Assistance Program" where required).

## **6. EMERGENCY SITE MANAGEMENT**

### **(A) Emergency Site Manager**

The Emergency Site Manager (ESM) manages the emergency site and is in charge of the site when an emergency exists. The ESM is the Incident Commander. Once the ECG meets, a new ESM may be appointed. The nature of the emergency may dictate a change in this appointment.

(B) **Relationship between Emergency Control Group (ECG) and Emergency Site Manager (ESM)**

Depending on the nature of the emergency, and once the Emergency Site Manager (ESM) has been assigned, the Emergency Control Group (ECG) relationship with the ESM is to offer support with equipment, staff and other resources, as required.

The ECG will also ensure that the rest of the community maintains municipal services.

(C) **Relationship between Emergency Site Manager (ESM) and Command and Control Structures of Emergency Responders**

The senior representative for each emergency responder (police, fire, EMS, operations) at the site will consult with the ESM, so as to offer a coordinated and effective response. Regular briefing will be held at the site and chaired by the ESM, so as to establish the manner and process to respond to the emergency.

In any emergency, the emergency services will be at the scene from the outset responding to the situation as it exists. The senior member of the emergency service responsible for operations at the emergency site will act as ESM until such time as the ECG decides that the nature of the emergency dictates a change in this appointment. There may be a need for an on-site "command post" at the scene; if so, this will be established as soon as practicable by the ESM to bring together all emergency service elements operating at the scene for coordinated action. The situation may require more than one ESM and command post where more than one emergency site or major function during an emergency exists.

If the situation warrants, the ESM will establish an inner and outer perimeter to define the area around the site and control access. The inner perimeter will define the area within which only emergency response personnel are permitted for reasons of safety, preservation of evidence, and security of the scene. The outer perimeter will define the limit within which general public are not permitted. The area between the inner and outer perimeter will likely contain some or all of the following sites:

- (a) site command post;
- (b) a triage area;
- (c) a staging area; and
- (d) traffic control posts.

Depending on the type of emergency, a variety of outside agencies will respond to the emergency. They should all report to the on-site command post on arrival.

## **7. EMERGENCY CONTROL GROUP (ECG)**

When it has been decided to activate this Emergency Response Plan, emergency operations will be controlled by the officials listed below who will form the Emergency Control Group (ECG) for the Municipality. The ECG should not be located with the on-site command post at the scene of the emergency.

The ECG, when alerted, will report to the primary Emergency Operations Centre (EOC) located at the Municipal Office (4305 Hamilton Road, Dorchester). Depending on the situation, the location of the EOC may be changed to the alternate location (Thorndale Public Library, 21790 Fairview Road, Thorndale).

The emergency response will be directed and controlled by the ECG - a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community.

Each member of the ECG will designate, train and keep up-to-date an alternate, who will act for him/her if the primary member is absent during an emergency.

The ECG consists of the following officials:

- (a) Mayor of the Municipality of Thames Centre (Chair);
- (b) Deputy Mayor (Alternate Chair);
- (c) Chief Administrative Officer, or alternate;
- (d) Clerk, or alternate;
- (e) Fire Chief, or alternate;
- (f) Director of Community Services & Facilities (Municipal Social Services Representative), or alternate;
- (g) Director of Financial Services/Treasurer (Emergency Information Officer), or alternate;
- (h) Director of Transportation, or alternate;
- (i) Director of Environmental Services, or alternate;
- (j) Manager of IT (Representative), or alternate;

- (k) County/Primary Community Emergency Management Coordinator, or alternate;
- (l) Middlesex-London Emergency Medical Services (EMS) Representative;
- (m) Middlesex-London Health Unit Representative; and
- (n) Ontario Provincial Police - Middlesex Detachment Representative.

Additional personnel called or added to the ECG may include:

- (a) Office of the Fire Marshal and Emergency Management (OFMEM), Ministry of Community Safety & Correctional Services Representative;
- (b) Upper Thames River Conservation Authority and/or Kettle Creek Conservation Authority Representative;
- (c) Liaison staff from provincial ministries; and
- (d) Any other officials, experts or representatives from the public or private sector as deemed necessary by the ECG.

The ECG may function with only a limited number of persons depending upon the emergency. While the ECG may not require the presence of all of the people listed as members of the ECG, all members of the ECG must be notified of the situation and provided with information on the status of the emergency.

## **8. SUPPORT AND ADVISORY STAFF**

The following may be required to provide support, assistance and/or advice to the ECG:

- (a) All Thames Centre Municipal Staff;
- (b) Legal Services Representative;
- (c) Designated Purchasing Agent;
- (d) Human Resources Representative
- (e) Municipal Spokesperson;
- (f) Telecommunication (ARES) Coordinator;
- (g) Other Agencies;
- (h) County Boards;
- (i) School Boards - Separate, Public and Private; and
- (j) Social Services.



## **9. OPERATING CYCLE**

Members of the ECG will gather at regular intervals to inform each other of actions taken and problems encountered. The CAO, in consultation with the Mayor will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Clerk will ensure that the status board and maps which will be displayed, are maintained and kept up to date.

## **10. PRIMARY EMERGENCY OPERATIONS CENTRE AND ALTERNATE EMERGENCY OPERATIONS CENTRE**

The ECG, when alerted, will assemble in the Council Chambers at the Municipal Office, 4305 Hamilton Road, Dorchester, which will be known as the Primary Emergency Operations Centre (EOC) during the emergency. The CAO is responsible for the readiness of the EOC or alternative site. In the event that the Municipal Office is untenable, the Thorndale Public Library, 21790 Fairview Road, Thorndale, will be the alternate location for the EOC.

## **11. ALTERNATES**

Alternates are designated for ECG appointments having specific responsibility under this plan. The alternate will act for the member in his/her absence during an emergency or during a prolonged emergency to provide relief for the incumbent.

In the absence of the Mayor, the Deputy Mayor will act for the Mayor. When neither the Mayor nor the Deputy Mayor is available, the Members of Council, in the following order, are authorized to assume the responsibility of Head of Council for the purposes of this plan and be authorized to declare an emergency:

- (a) Councillor ward 1 (should the deputy head of council be unable to fulfill his/her obligation);
- (b) Councillor ward 2 (should councillor ward 1 be unable to fulfill his/her obligation); and
- (c) Councillor ward 3 (should councillor ward 2 be unable to fulfill his/ her obligation).

## **12. TELECOMMUNICATIONS**

Adequate communications between the emergency site and the EOC will be essential. Some or all of the following communications means may be used:

- (a) OPP, Fire Department, EMS, and Transportation Department radio links from their on-site representative to their ECG member;

- (b) The closest operating telephone to the emergency location may be utilized if practicable;
- (c) Cellular phones; and
- (d) The Amateur Radio Emergency Service (ARES) is prepared to help with mobile radio equipment and volunteer operators, and can be contacted through the OPP/ARES Coordinator or The Red Cross.

The Fire Chief responsible for firefighting operations at the Emergency Site will arrange for a Fire Department representative who will join the ECG in the emergency. The Fire Chief, will decide based on the situation existing, either to join the ECG in person, to send a senior member of the Department, or to request one of the other District Fire Chiefs serving in the Municipality to attend.

The Director of Community Services and Facilities will act as the Municipal Social Services Representative of the ECG to provide coordination in social services matters in the emergency and will coordinate prior planning for emergency social services arrangements. The County/Primary CEMC is a liaison to other Emergency Social Services and agencies.

The Director of Financial Services/Treasurer will act as the Emergency Information Officer (EIO) to the ECG. The Mayor, in conjunction with the CAO must approve the release of any announcements or news releases.

Additional ECG members may need to be drawn from various sources to provide specialist knowledge, advice and support. These might include representatives from the County Administration or from Provincial Ministries.

When the emergency situation calls for close coordination with a neighbouring municipality, the Mayor may request the Head of Council of the neighboring municipality to appoint a representative to join the ECG to assist in mutual support matters.

### **13. EMERGENCY CONTROL GROUP (ECG) ALERTING SYSTEM/FANOUT SYSTEM**

A serious emergency situation will usually be first identified by the emergency services that will be among the first on the scene. If the senior on-site Police or Fire representative is satisfied that a serious potential emergency situation exists, he/she will so advise the respective Fire Chief or OPP Supervisor (or designate) who will then consider the advisability of assembling the ECG designated at Section 7 above.

A decision to assemble the ECG may be taken by any two (2) of the designated members of the ECG, or in the absence of a designated member, by any of the alternates identified in this Emergency Response Plan. When the two (2) members decide that the ECG should be called together, he/she will contact the Chief Administrative Officer (CAO) who will initiate the telephone notification procedure. The CAO will decide whether the primary or the alternate location for the EOC should be used and will so advise when initiating the notification procedure.

#### **14. EMERGENCY CONTROL GROUP (ECG) OPERATIONS**

When, at the discretion of the ECG members assembled, it is determined appropriate to begin, the Mayor will convene an initial information briefing of the ECG at which each member will report on information learned about the emergency situation and will make recommendations on the action that should be considered by the ECG. The Mayor, with the advice of the ECG members, may then make a decision to implement this emergency response plan and to take action to support the emergency services working at the emergency site and/or action to provide for the safety and welfare of residents and the protection of property in the Municipality. If it is decided that the ECG should remain in place to control/monitor the emergency situation, the Mayor will call the ECG into an operations cycle at appropriate regular intervals for brief reports by each member and for discussion of action required, followed by a break to permit members to direct steps to be taken by municipal services, to contact outside agencies, and to develop plans. The responsibilities of the ECG will in most situations be carried out by ECG assessment of events as they occur, leading to agreement on the action to be taken by municipal authorities and services.

#### **15. DECLARATION OF AN EMERGENCY**

##### **(A) Definition of an Emergency**

The Emergency Management & Civil Protection Act (EMCPA) defines emergency as: “a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

**(B) Emergency Notification Procedure**

Where a threat of an impending emergency exists, the ECG will be notified and placed on standby.

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the municipal office to request that the notification system be activated. Upon receipt of the warning, the Chief Administrative Officer will initiate the notification of all members of the ECG, including the County/Primary CEMC and representatives from Middlesex-London EMS and the Middlesex-London Health Unit. Upon being notified, it is the responsibility of all ECG officials to notify their own alternates, staff and volunteers and place them on standby.

**(C) Activating the Emergency Operations Centre (EOC)**

The EOC can be activated for any emergency for the purpose of managing an emergency, for maintaining services to the community and for supporting the emergency site; a formal Declaration of Emergency is not required to activate the EOC.

**(D) A Declared Community Emergency**

Where serious and extensive steps to protect property and the health and safety of residents are deemed necessary to cope with emergency conditions, the Mayor may, on the advice of the other members of the ECG, call for a formal declaration that an emergency exists. Under the provisions of The Emergency Management & Civil Protection Act it states that "The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the Emergency Response Plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area".

The Mayor will notify the Office of the Fire Marshal and Emergency Management (OFMEM), Ministry of Community Safety and Correctional Services by phone at 1-866-0472 and by fax to 1-416-314-6220 when a Declaration of Emergency is made, and also when the emergency has been terminated. The Mayor should also notify the Warden of the County, adjacent municipalities, MP and MPP of the area and the Public.

The Mayor, in consultation with the Emergency Control Group, should carefully assess the situation prior to making a decision to formally declare an emergency. OFMEM provides a helpful “Checklist in Consideration of a Declaration of Emergency” which can assist in making this decision; also, copies of the Declaration and Termination of Emergency fax forms are available from OFMEM.

The Mayor should ensure that:

- (a) the information received as to the seriousness of the situation has been verified;
- (b) the situation involves an extended evacuation, or a significant degree of damage, injury or loss of life, or a threat to the environment; and
- (c) additional resources of personnel or equipment are required to support the emergency services.

A formal Declaration of Emergency will:

- (a) invoke the Emergency Management & Civil Protection Act and provide for the protection from personal liability for municipal staff and elected officials;
- (b) provide the authority to expend funds without reference to Council; and
- (c) provide coverage under the Workplace Safety and Insurance Act for duly registered volunteers, such as CERV Middlesex and CERV MLHU, ARES and Salvation Army volunteers.

The Mayor or Acting Mayor, as the Head of Council, is responsible for signing the Declaration of Emergency. This decision is made in consultation with other members of the ECG.

Upon declaring an emergency, the Mayor will notify:

- (a) Office of the Fire Marshal and Emergency Management (OFMEM), Ministry of Community Safety & Correctional Services at the Provincial Emergency Operations Centre (PEOC) by phone at 1-866-314-0472 and by fax to 1-416-314-6220 when a Declaration of Emergency is made and when the emergency has been terminated;

- (b) Municipal Council;
- (c) County Warden and other County staff;
- (d) Neighbouring community officials, as required;
- (e) Local Member of the Provincial Parliament (MPP);
- (f) Local Member of Parliament (MP); and
- (g) The public should be notified as soon as possible, through carefully coordinated media releases and electronic media alerts created by the Emergency Information Officer, and approved by the Mayor.

A community emergency may be terminated at any time by:

- (a) Mayor or Acting Mayor; or
- (b) Municipal Council; or
- (c) Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- (a) Office of the Fire Marshal and Emergency Management (OFMEM), Ministry of Community Safety & Correctional Services at the Provincial Emergency Operations Centre (PEOC) by phone at 1-866-314-0472 and by fax to 1-416-314-6220 when a Declaration of Emergency is made and when the emergency has been terminated;
- (b) Municipal Council;
- (c) County Warden and other County staff;
- (d) Neighbouring community officials, as required;
- (e) Local Member of the Provincial Parliament (MPP);
- (f) Local Member of Parliament (MP); and
- (g) The public should be notified as soon as possible, through carefully coordinated media releases and electronic media alerts created by the Emergency Information Officer, and approved by the Mayor.

## 16. EMERGENCY CONTROL GROUP (ECG) RESPONSIBILITIES

The members of the Emergency Control Group (ECG) are likely to be responsible for the following actions or decisions:

- (a) Calling out and mobilizing their emergency services, agencies, and equipment;
- (b) Coordinating and directing their services and ensuring that any action necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- (c) Determining if the location and composition of the ECG are appropriate;
- (d) Advising the Mayor as to whether the declaration of an emergency is recommended;
- (e) Advising the Mayor on the need to designate all or a part of the Municipality as a disaster area;
- (f) Ensuring that an Emergency Site Manager (ESM) is appointed;
- (g) Ensuring support to the ESM by offering equipment, staff and resources, as required;
- (h) Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- (i) Discontinuing utilities of services provided by public or private concerns (ie. hydro, water, gas, closing down a shopping plaza);
- (j) Arranging for services and equipment from local agencies not under community control (i.e. private contractors, industry, volunteer agencies, service clubs);
- (k) Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under community control, as considered necessary;
- (l) Determining if CERV volunteers, Salvation Army, emergency trailers or other County resources are warranted;
- (m) Determining if additional transport is required for evacuation or transport of persons and/or supplies;

- (n) Ensuring that pertinent information regarding the emergency is promptly forwarded to the EIO and Citizen Inquiry Supervisor for dissemination to the media and public;
- (o) Determining the need to establish advisory groups and/or sub-committees/ working groups for any aspect of the emergency including recovery;
- (p) Authorizing expenditures of money required for dealing with the emergency;
- (q) Notifying the services, agency or group under their direction of the termination of the emergency;
- (r) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the CAO within one week of the termination of the emergency, as required;
- (s) Participating in the debriefing following the emergency; and
- (t) Helping to address the emotional needs of the affected public and Municipal Staff through Critical Incident Stress Management (CISM) assistance.

## 17. EMERGENCY RESPONSE SYSTEM

The individual responsibility of the Emergency Control Group (ECG)

### (A) Mayor

The Mayor, with the advice of the ECG, will be responsible in the emergency for:

- (a) Chairing meetings of the ECG, making decisions, determining priorities and giving direction to the heads of Municipal services;
- (b) Requesting assistance from neighbouring municipalities, from the County, and from senior levels of government when required;
- (c) Advising the Medical Officer of Health of the emergency situation and obtaining Health advice and assistance in dealing with the emergency;
- (d) Requesting assistance from volunteer and other outside agencies not under municipal control as required;
- (e) Declaring an emergency within the designated area, if required;



- (f) Declaring that the emergency has terminated (Note: The Council may also terminate the emergency);
- (g) Notifying the Office of the Fire Marshal and Emergency Management (OFMEM) of the declaration of an emergency, and terminating of the emergency;
- (h) Ensuring that the Members of Council are advised of the declaration and termination of an emergency, and kept informed of the emergency situation;
- (i) Approving news releases and public announcements; and
- (j) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(B) Deputy Mayor**

The Deputy Mayor will be responsible in an emergency for:

- (a) Acting as Head of Council in the absence of the Mayor;
- (b) Relieving the Mayor as a member of the ECG during a protracted emergency;
- (c) Other responsibilities as assigned by the Mayor; and
- (d) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(C) Chief Administrative Officer (CAO)**

Upon learning of a potential emergency, the CAO will, in consultation with the OPP, Fire Chief and County/Primary CEMC, will consider the possible need to assemble the ECG and, if warranted, will initiate the fan-out procedure for assembling the ECG as outlined in section 28 of this plan. The CAO will decide if the alternate location for the ECG should be used and will so advise when initiating the assembly procedure in an emergency. The CAO will proceed to the Emergency Operations Centre (EOC) to assume the following responsibilities in the emergency:

- (a) Activating the emergency notification system;
- (b) Ensuring liaison with the OPP regarding security arrangements for the EOC, if necessary;

- (c) Coordinating all operations within the EOC, including the scheduling of regular meetings;
- (d) Advising the Mayor on policies and procedures, as appropriate;
- (e) Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer (EIO), in consultation with the ECG;
- (f) Ensuring the communication link is established between the ECG and the Emergency Site Manager (ESM);
- (g) Calling out additional municipal staff to provide assistance, as required;
- (h) Compiling records of costs incurred as a result of emergency action;
- (i) Arranging for periodic relief of ECG members and support staff in a protracted emergency; and
- (j) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(D) Clerk**

The Clerk is responsible for:

- (a) Assisting the Chief Administrative Officer, as required;
- (b) Arranging for the registration of the ECG members at the EOC and maintaining a ECG member list;
- (c) Ensuring all actions taken and decisions made by the Mayor and the ECG in dealing with the emergency are recorded;
- (d) Ensuring that maps, boards, event displays and event logs are kept up to date;
- (e) Notifying the required Support and Advisory Staff of the emergency, and of the location of the EOC;
- (f) Initiating the opening, operation and staffing of switchboards at the community offices, as the situation dictates, and ensuring operators are informed of the ECG members' telephone numbers in the EOC;

- (g) Arranging for printing/photocopying of material and provision of administrative support, as required;
- (h) Coordinating the provision of clerical staff to assist in the EOC, as required; including a recording secretary;
- (i) Upon direction by the Mayor, ensuring that all Members of Council and Staff are advised of the declaration and termination of declaration of the emergency; and
- (j) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(E) Fire Chief**

The nature of the emergency may require that the Fire Chief be totally committed to the on-site operations. Depending on the on-site situation he or his representative would join the ECG when assembled at the EOC to assume the following responsibilities:

- (a) Providing the ECG with information and advice on firefighting and rescue matters;
- (b) Depending on the nature of the emergency, assign an interim ESM and inform the ECG;
- (c) Establishing an ongoing communication link with senior fire officials at the scene of the emergency;
- (d) Informing the Mutual Aid Fire Coordinator and/or initiate mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- (e) Determining if additional or special equipment is needed and recommending possible sources of supply (i.e. breathing apparatus, protective clothing);
- (f) Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations, if necessary (i.e. rescue, first aid, casualty collection, evacuation);
- (g) Contacting Hydro One, Union Gas or Petroleum Companies for assistance in the emergency, if needed;

- (h) Establishing, with the appropriate Provincial Ministry, and industry representatives, procedures to deal with special hazards, such as hazardous material spills, explosions or noxious fumes;
- (i) Arranging that a record is kept of outside assistance called for by Fire Departments involved; and
- (j) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(F) Municipal Social Services Representative**

The Director of Community Services & Facilities is designated as the Municipal Social Services Member of the ECG, assisted if possible by a Social Services Representative provided by the County Administrator of Social Services, who will assume responsibility in an emergency for:

- (a) Opening of reception centres in collaboration with the County/ Primary CEMC;
- (b) Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, food services, registration and inquiry services and personal services;
- (c) Liaison with the County/Primary CEMC regarding the engagement of CERV (Community Emergency Response Volunteers) team as required;
- (d) Contacting and providing direction to volunteer groups able to assist in welfare functions, when so directed by the ECG (ie. Salvation Army);
- (e) Supervising the opening and operation of temporary and/or long-term reception centres and ensuring they are adequately staffed;
- (f) Ensuring liaison with the OPP with respect to the designation of evacuation centres which can be opened on short notice;
- (g) Supervising the opening and operation of the set-up of evacuation centres which can be opened on short notice;
- (h) Ensuring liaison with the Medical Officer of Health or MLHU representative on areas of mutual concern regarding operations in reception centres;

- (i) Ensuring that a representative of the Board of Education and/or Separate School Boards are notified; and
- (j) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(G) Director of Financial Services/Treasurer**

The Director of Financial Services/Treasurer is responsible for:

- (a) Providing information and advice on financial matters as they relate to the emergency;
- (b) Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;
- (c) Ensuring that records of expenses are maintained for future claim purposes;
- (d) Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- (e) Providing and securing of equipment and supplies not owned by the Municipality; and
- (f) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(H) Emergency Information Officer**

The Emergency Information Officer (EIO) as indicated in Section 12, will implement the Media Plan and will assume responsibility in the emergency for:

- (a) In consultation with the ECG, preparing and issuing public announcements and news releases concerning the emergency for approval by the Mayor, in conjunction with the CAO;
- (b) Arranging with media representatives for assistance in collecting and forwarding warnings and directions to the public that have been approved by the Mayor;
- (c) Liaising with the local Emergency Information Centre(s), which may be housed in County Libraries in the Municipality and include a

Citizen Inquiry Line staffed by trained library staff and CERV volunteers;

- (d) In consultation with a County Librarian or County/Primary CEMC, establishing, when such is considered necessary by the ECG, an emergency information centre near, but not in the EOC, to which the emergency services can direct members of the public or media representatives seeking information. This will usually be in one of the County Libraries.
- (e) Informing the media of the point of telephone access for the public to reach the Citizen Inquiry Line and Registration and Inquiry Service, if such service is in operation, so that this information can be passed to the public quickly;
- (f) The EIO will provide up to date information to the Citizen Inquiry Line and Registration and Inquiry Service staff;
- (g) The EIO will work closely with the IT Manager to ensure the Municipality's website is updated on the emergency and that social media resources are effectively utilized to spread accurate information during the emergency; and
- (h) Maintaining a personal log of all action taken by him/her during the course of the emergency.

(l) **Director of Transportation**

Upon learning of a potential emergency, the Director of Transportation will consider the possible need for assembling the ECG and, if warranted, will contact the Middlesex OPP or Fire Chief and request the ECG be assembled. The Director of Transportation will alert his/her staff and will report to the EOC to assume the responsibilities as an Engineering member of the ECG.

The Director will be responsible for:

- (a) Preparing and equipping the Emergency Operations Centre;
- (b) Ensuring the provision of emergency standby power for the EOC;
- (c) Providing the ECG with information and advice on engineering and operations matters;
- (d) Depending on the nature of the emergency, assign an interim ESM and inform the ECG;

- (e) Establishing an ongoing communications link with the senior operations official at the scene of the emergency;
- (f) Ensuring liaison with the Public Works representative from the neighbouring community(s) to ensure a coordinated response;
- (g) Arranging for Municipal staff and equipment to assist in containing the emergency situation and assisting in rescue operations;
- (h) Ensuring construction, maintenance and repair of municipal roads;
- (i) Providing, in conjunction with the Director of Environmental Services, emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- (j) Providing Transportation vehicles and equipment as required by any other emergency services;
- (k) Carrying out the responsibilities of the Municipal Flood Coordinator in a flood emergency and maintaining liaison with the appropriate Conservation Authority;
- (l) Ensuring liaison with the appropriate Conservation Authority regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- (m) Coordinating the acquisition, distribution and scheduling of various modes of transport (ie. school buses, trucks, etc.) for the purpose of transporting persons and/or supplies, as required;
- (n) Procuring staff to assist, as required;
- (o) Ensuring that a record is maintained of drivers and operator involved;
- (p) Re-establishing essential municipal services at the end of the emergency period; and
- (q) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(J) Director of Environmental Services**

Upon learning of a potential emergency, the Director of Environmental Services will consider the possible need for assembling the ECG and, if warranted, will contact the OPP or Fire Chief and request the ECG be assembled. The Director of Environmental Services will alert his/her staff and will report to the EOC to assume the responsibilities as an Engineering member of the ECG.

The Director will be responsible for:

- (a) Providing the ECG with information and advice on engineering and operations matters;
- (b) Depending on the nature of the emergency, assign an interim ESM and inform the ECG;
- (c) Establishing an ongoing communications link with the senior operations official at the scene of the emergency;
- (d) Ensuring liaison with the Environmental representative from the neighbouring community(s) to ensure a coordinated response;
- (e) Arranging for Municipal staff and equipment to assist in containing the emergency situation;
- (f) Ensuring the maintenance of sanitary sewage and water systems;
- (g) Providing equipment for emergency pumping operations;
- (h) Ensuring liaison with the Fire Chief concerning emergency water supplies for firefighting purposes;
- (i) Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- (j) Discontinuing any Environmental service to any resident, as required, and restoring these services when appropriate;
- (k) Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- (l) Re-establishing essential municipal services at the end of the emergency period; and



- (m) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(K) Manager of IT (Telecommunications)**

The Manager of IT is responsible for:

- (a) Initiating the necessary action to ensure the telecommunications and IT systems at the EOC and/or reception centres function as effectively as possible, as the situation dictates;
- (b) Ensuring the EOC is properly equipped and staffed for communications and working to correct any problems which may arise;
- (c) Making arrangements to acquire additional IT and communications resources, if required, during an emergency; and
- (d) Maintaining a personal log of all actions taken by him/her during the course of the emergency.

**(L) County/Primary Community Emergency Management Coordinator or Local Alternate**

The County/Primary Community Emergency Management Coordinator (CEMC) or Alternate CEMC is the main link on a regular basis with EMO. The CEMC's main responsibilities are:

- (a) Prearranging for the clear identification of ECG members.
- (b) Ensuring that all members of the ECG have necessary plans, resources, supplies, maps, and equipment;
- (c) Providing advice and clarification about the implementation details of the Emergency Response Plan;
- (e) Providing liaison between the ECG and the Office of the Fire Marshal and Emergency Management (OFMEM);
- (e) Contacting and providing direction to volunteer agencies and other groups (Salvation Army under Agreement) which may be able to assist in emergency social service functions, including food services, emergency lodging, clothing, other personal services and the Registration & Inquiry Service;
- (f) Deploying the CERV Middlesex Team, when required, to provide Emergency Social Services assistance, especially at municipal

Recreation Centres; providing direction to the CERV Team; also, providing a liaison between the CERV Team Leader, staff on site and the ECG;

- (g) Deploying the Emergency Support Unit (ESU) trailers or other County emergency equipment when requested by Municipality;
- (h) Ensuring that the operating cycle is utilized by the ECG and related documentation is maintained and kept for future reference;
- (i) Addressing any action items that may result from the activation of the Municipality's Emergency Response Plan and keeping the ECG informed of implementation needs;
- (j) Collecting all records and logs for the purpose of the debriefings and post-emergency reporting that will be prepared; and,
- (k) Maintaining a personal log of all actions taken by him/her during the course of the emergency.

(M) **Middlesex-London Emergency Medical Services (EMS) Representative**

The Middlesex-London Emergency Medical Services Representative is responsible for:

- (a) Providing information on patient care activities and casualty movement from the emergency site;
- (b) Establishing an ongoing communications link with the EMS official(s) at the scene of the emergency;
- (c) Liaising and obtaining EMS resources from the Ontario Ministry of Health & Long-Term Care - Emergency Health Services - Ambulance Service Branch (Senior Field Manager or on-call Duty Manager) and from other municipalities, if required;
- (d) Liaising with the Central Ambulance Communications Centre (CACC) regarding patient status, destination and department case load;
- (e) Organizing the EMS response to assist and coordinate the actions of other social service agencies' EMS branches (i.e. St. John Ambulance, patient transfer services and other transportation providers);

- (f) Advising the ECG if other means of transportation are required for large-scale responses;
- (g) Obtain EMS Mutual Aid assistance as required for both land and air-based patient transport;
- (h) Assist with the emergency evacuation when required;
- (i) Ensure balanced EMS coverage is available at all times throughout the community;
- (j) Liaising with the receiving hospitals;
- (k) Liaising with Police, Fire, Coroner and the Medical Officer of Health, as required; and
- (l) Maintaining a personal log of all decisions made and actions taken by him/her during the emergency.

(N) **Medical Officer of Health or Public Health Unit Representative**

The Medical Officer of Health or Public Health Unit Representative is responsible for:

- (a) Requesting that the ECG Notification System be activated in the event of a health emergency;
- (b) Acting as a coordinating link for all emergency health services at the ECG;
- (c) Liaising with the Ontario Ministry of Health & Long-Term Care, Public Health Branch;
- (d) Depending on the nature of the emergency, assigning an interim Emergency Site Manager (ESM) and informing the ECG;
- (e) Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- (f) Liaising with senior EMS representatives, hospital officials, relevant health care organizations (i.e. Community Care Access Centre, long-term care facilities), the Ministry of Health and Long-Term Care and relevant government agencies;
- (g) Providing authoritative instructions on health and safety matters to the public through the EIO and through the MLHU's emergency information system;

- (h) Coordinating the response to disease related emergencies or anticipated emergencies, such as epidemics, according to the Ministry of Health & Long-Term Care policies;
- (i) Coordinating health care of citizens at home and in reception center's during an emergency;
- (j) Liaising with voluntary and private health care agencies, as required, for augmenting and coordinating public health resources;
- (k) Coordinating efforts towards prevention and control of the spread of disease during an emergency;
- (l) Notifying the ECG regarding the need for potable water supplies and sanitation facilities;
- (m) Liaising with the County/Primary CEMC and Social Services Representative(s) on areas of mutual concern regarding health services in reception centres;
- (n) Providing advice to the Mayor and the ECG on health matters;
- (o) When advised by emergency services of an emergency situation involving hazardous substances or any threat to public health, providing advice for the safety of emergency service workers and activities to reduce the adverse effects on public health;
- (p) Directing precautions in regard to food and water supplies when warranted;
- (q) Arranging for mass immunizations where required;
- (r) Notifying other agencies and senior levels of government about health related matters in the emergency; and
- (s) Maintaining a personal log of all decisions made and actions taken by him/her during the emergency.

(O) **Middlesex OPP**

Upon learning of a potential emergency, the OPP in consultation with the Fire Chief will consider the possible need for assembling the ECG and, if warranted, will contact the CAO or alternate and recommend the implementation of the alerting procedure. The OPP will then report to, or send a representative to the EOC to assume the following responsibilities as a Police member of the ECG:

- (a) Establishing a site command post with communications to the EOC;
- (b) Depending on the nature of the emergency, assign an interim ESM and inform the ECG;
- (c) Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- (d) 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;
- (e) Providing traffic control staff to facilitate the movement of emergency vehicles;
- (f) Assisting with alerting persons endangered by the emergency and coordinating evacuation procedures;
- (g) Ensuring the protection of life and property and the provision of law and order;
- (h) Providing police services in the EOC, reception centres, morgues, and other facilities, as required;
- (i) Notifying the Coroner of fatalities;
- (j) Ensuring liaison with other community, Provincial and Federal police agencies, as required;
- (k) Providing an ESM, if required;
- (l) Assisting with media relations and providing a spokesperson, if necessary; and
- (m) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(P) Responsibilities of Other Municipal Staff & Support Agencies**

**(a) Municipal Support Staff**

The Municipal Support Staff should be organized to carry out the following duties:

- (i) Acting as recording secretary, to establish a paper trail and record decisions and actions taken;

- (ii) Assist in maintaining a Main Events Log, maps and display board;
- (iii) Answering calls from the public and maintaining a record of all public inquiries;
- (iv) Monitoring the media broadcasts and social media activity and reports to the ECG;
- (v) Registering all volunteers who have been requested to report to the EOC; and
- (vi) Providing essential housekeeping for the EOC and procuring food services and any other services assigned for/by the EOC and ECG.

**(b) Legal Services Representative**

The Legal Services Representative is responsible for:

- (i) Providing legal advice to any member of the ECG on matters of legal nature, if required; and
- (ii) Maintaining a personal log of all action taken by him/her during the course of the emergency.

**(c) Purchasing Agent**

The Purchasing Agent (Director of Financial Services/Treasurer) is responsible for:

- (i) Assisting with the provision and securing of equipment and supplies not owned by the Municipality;
- (ii) Ensuring liaison with purchasing agents of the neighbouring communities, if necessary;
- (iii) Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment; and
- (iv) Maintaining a personal log of all actions taken by him/her during the course of the emergency.

(d) **Human Resources Representative (CAO)**

The Human Resources Representative is responsible for:

- (i) Coordinating and processing requests for human resources;
- (ii) Coordinating offers of, and appeals for, volunteers with the support of the ECG;
- (iii) Selecting the most appropriate site(s) for the registration of human resources;
- (iv) Ensuring records of human resources and administrative details, that may involve financial liability, are completed;
- (v) Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for municipal records;
- (vi) Ensuring identification cards are issued to registered volunteers and temporary employees;
- (vii) Arranging for transportation of human resources to and from site(s), where necessary;
- (viii) Obtaining assistance, if necessary, from Human Resources Development Canada, as well as, other government departments, public and private agencies and volunteer groups; and
- (ix) Maintaining a personal log of all actions taken by him/her during the course of the emergency.

(e) **Municipal Spokesperson**

The municipal spokesperson (Mayor) is responsible for:

- (i) Giving interviews on behalf of the Municipality;
- (ii) Establishing a communication link and regular liaison with the EIO at the EOC;

- (iii) Redirecting all inquiries about decisions made by the ECG and about the emergency as a whole, to the EIO;
- (iv) Participating in media briefings and photograph sessions at the scene when necessary and appropriate;
- (v) Participating in on-scene interviews between the emergency services personnel and the media; and
- (vi) Maintaining a personal log of all actions taken by him/her during the course of the emergency.

(f) **ARES Volunteers**

ARES Volunteers report to the Community Emergency Management Coordinator and may be responsible for:

- (i) Activating the emergency notification system of the local amateur radio operators group;
- (ii) Providing emergency radio contact in the event of complete telephone failure;
- (iii) Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- (iv) Making arrangements to acquire additional communications resources during an emergency, if required; and
- (v) Maintaining a personal log of all actions taken by him/her during the course of the emergency.

(g) **Other Agencies**

In an emergency, many agencies may be required to work with the ECG. These might include the Office of the Fire Marshal and Emergency Management (OFMEM), OPP, industry representatives, transportation agencies, volunteer groups, Conservation Authorities, and Provincial Ministries.



(h) **Citizen Inquiry Supervisor (County Library Staff)**

The Citizen Inquiry Service will be staffed by County Library representatives and are responsible for:

- (i) Coordinating a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- (ii) Informing the EIO of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- (iii) Informing the affected emergency services, the ECG and Municipal switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- (iv) Ensuring liaison with the EIO to obtain current information on the emergency;
- (v) Responding to, and redirecting inquiries and reports from the public based upon information from the EIO (such information may be related to school closings, access routes, or the location of reception centres);
- (vi) Responding to or 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;
- (vii) Responding to or redirecting inquiries pertaining to persons who may be located in reception centres to the Registration and Inquiry Service telephone number(s);
- (viii) Procuring staff to assist, as required; and
- (ix) Maintaining a personal log of all actions taken by him/her during the course of the emergency.

(i) **School Boards**

The Thames Valley District School Board and the London District Catholic School Board are responsible for:

- (i) Ensuring liaison with the Municipality as to protective actions to the schools (i.e. implementing school stay in place procedure and implementing the school evacuation procedure).

(j) **Social Services**

- (i) The County/Primary CEMC is a liaison for Social Services.
- (ii) The majority of services are provided by agreement with the Salvation Army. A copy of the Agreement may be obtained on the Middlesex County website. The Salvation Army may assist with other services if requested.

Schedule "A" – Services

- Food Services: includes provision of food and/or beverage services at an emergency evacuation centre, warming or cooling centre, registration centre, etc.
- Emergency Clothing: includes provision of clothing and other personal items that may be needed by individuals affected by the emergency;
- Emotional and Spiritual Support: crisis debriefing and support services that can be provided by the Salvation Army may be required by individuals affected by an emergency and will be made available.

**18. COUNTY ASSISTANCE**

The Municipality of Thames Centre is responsible for supplying the initial response in an emergency.

The Mayor of the Municipality of Thames Centre may request assistance from Middlesex County by contacting the County Warden, the County Chief Administrative Officer or County/Primary CEMC or another designated representative. The request shall not be deemed to be a request that the County assume authority and control of the emergency.

## 19. PROVINCIAL ASSISTANCE

The Mayor may request assistance from the Provincial Government at any time. Locally arranged support such as technical advice from District representatives of the Ministry of the Environment or help from Ministry of Transportation of Ontario installations in the County can be arranged directly with local Ministry authorities. In an emergency, OFMEM is a liaison to all Provincial and Federal assistance.

In the case of flood control assistance, help from the Ministry of Natural Resources can be requested through, and with the advice of, flood coordination officers of the Conservation Authorities.

## 20. OTHER ASSISTANCE

Outside organizations prepared to assist in an emergency within their capability and expertise include the following:

- (a) **Community Emergency Response Volunteers** – CERV Team: CERV Middlesex stands for Community Emergency Response Volunteers, which is a county-wide program to improve safety and security in our communities – large or small, urban or rural. Operating at the grassroots level, CERV Middlesex trains volunteers to help in their own communities by preparing for emergencies based on local risks and meeting the challenge when an emergency occurs, whether it's a flood, a severe storm, a major power failure or other hazard.
- (b) **ARES:** The Amateur Radio Emergency Services (ARES) is a volunteer group that coordinates Amateur radio services in the London-Middlesex area. ARES volunteers are prepared to establish emergency radio communications required, including linking the municipal EOC with the County EOC, assisting with communication to reception centres, and deploying mobile and portable radios throughout the area to supplement existing radio networks. An ARES communication station can be activated at the EOC or at a reception centre at the request of the County/Primary CEMC (or alternate).
- (c) **St. John Ambulance:** St. John Ambulance has a capability in all areas of First Aid, including Mobile First Aid stations, Ambulance and Medical transport, Nursing and Child Care, and will respond to requests at any time, under emergency and disaster conditions. If their services are needed, please contact the County/Primary CEMC who will act as liaison.

- (d) **Canadian Red Cross:** The Canadian Red Cross is prepared to assist in Registration & Inquiry Services when residents are temporarily evacuated from their homes. If their services are needed, please contact the County/Primary CEMC who will act as liaison.
- (e) **Conservation Authority:** Advice on flood control can be obtained from the appropriate Conservation Authority Flood Coordinators monitoring each watershed in the Municipality. The Upper Thames River and Kettle Creek Conservation Authority maintain flood contingency plans concerning their respective areas in the Municipality.
- (f) **Union Gas:** In an emergency situation, Union Gas will provide personnel and equipment to restore essential gas lines and services, and has radio equipped vehicles that can be positioned at disaster sites to coordinate their efforts with other utilities and services. Emergency Line: 1-877-969-0999.
- (g) **The Press:** Newspapers are able to give explicit information and direction to the public, both before in situations of potential disaster, and after the event, and can be an important aid to municipal authorities in an emergency.
- (h) **Radio and Television:** Local radio and television stations will play a significant role under emergency conditions where other communication means are overloads or disrupted. They can assist in obtaining public cooperation in freeing telephone circuits for emergency use and in reducing crowds at an emergency site; in passing warning or official status report to the public; and in seeking private sources of urgently needed supplies, equipment or skills.
- (i) **Ministry of the Environment and Climate Change:** The Ministry of the Environment and Climate Change through their Regional Offices in London or the Toronto Spills Action Centre (SAC) are able to provide advice in handling serious oil and chemical spills and discharges. SAC: 1-800-268-6060.
- (j) **Department of National Defense (DND):** The DND has resource of skills and equipment which can be requested in a serious emergency by the Mayor through the Office of the Fire Marshal and Emergency Management (OFMEM).

- (k) **Environment Canada:** Environment Canada's Atmospheric Environment Services is prepared to provide advice on weather conditions as they may affect emergency operations. [www.ec.gc.ca](http://www.ec.gc.ca).
- (l) **Enbridge Pipelines Inc.:** Enbridge Pipelines pass through Middlesex County. In an emergency situation, Enbridge will provide personnel and equipment to respond to emergencies involving their pipelines and properties. Emergency Contact Number: Emergency Line: 1-877-420-8800.
- (m) **Insurance Bureau of Canada (IBC):** Community Assistance Mobile Pavilion (CAMP). An initiative from IBC that helps disaster victims by answering insurance questions, connecting victims with their insurers and providing support and information to local officials. [www.ibc.ca](http://www.ibc.ca).

## 21. CASUALTY MANAGEMENT

Arrangements for coping with casualties in an emergency are made jointly by the Ambulance Services and the Hospitals serving the County. The Central Ambulance Communications Centre on calls from Fire and Police authorities will dispatch ambulances. Ambulance, Fire or Police authorities may call upon further assistance from area hospitals in handling mass casualties as the situation warrants. The St. John Ambulance, normally alerted through the Central Ambulance Communications Centre, is prepared to assist with mobile first aid posts and ambulance units when called on.

## 22. POPULATION EVACUATION

It may be necessary in an emergency for the residents of an area of the Municipality to be temporarily evacuated from their homes for their own welfare and safety. Such a requirement may be of an urgent or short-notice nature caused by an immediate hazard, and decided upon and directed on the spot by Police and/or Fire authorities. A less immediate but probably larger scale evacuation could be decided upon, and directed by, the ECG, as in the case of an impending flood situation. The aim in any such operation will be to care for the evacuated persons, to bring families together and to re-establish residents in their homes as soon as possible.

## 23. COMMUNICATIONS/MEDIA PLAN

Communication, in both the electronic and the information-sharing sense, is usually a major problem during most emergencies. Equipment breaks down, frequencies and/or equipment are found to be incompatible, and messages are misunderstood, and those responding to the emergency forget to pass on or share information. Groups who normally don't need radio communications such

as social services, need it. Locations that have not been covered before and now need to be linked can't be because the portables that are being used won't work. Services that don't usually coordinate with each other, need to. People who seldom or never have used a radio are now on them for extended periods of time. Batteries that are used only to monitor for a few hours a day are now pressed into emergency service and fail. Telephone systems, including cellular, become overloaded or fail. All of these factors can seriously impair emergency/disaster command and control operations. Careful planning, training and testing can overcome some of these difficulties.

The Municipality will need media cooperation to provide the ECG with the means to communicate with the public during the emergency. It is thus in our own interest to be prepared to respond to media requests for information.

Action should be taken by the EIO to establish a media centre near to, but not in, the EOC Room. The media centre should have telephone and electrical outlets and should provide space for news conferences and briefings. News conferences should be scheduled for both the public and the media.

Individuals listed on the distribution list are familiar with the Communications/Media Plan.

#### **24. FLOOD CONTROL**

A flood contingency plan applicable to the Municipality is maintained by the Upper Thames River Conservation Authority (UTRCA) and the Kettle Creek Conservation Authority (KCCA). These plans outline the responsibilities of the ECG consistent with the Conservation Authority plans.

#### **25. SPECIAL HAZARDS (taken from the Community Risk Profile)**

The Municipality of Thames Centre has the potential of experiencing an emergency based on any of the following circumstances:

- (a) Winter storms: snowstorms, blizzards, ice/sleet storms
- (b) Windstorms/tornados
- (c) Lightning storms/hail storms
- (d) Hazardous materials-fixed sites
- (e) Water Emergency
- (f) Critical Infrastructure Failure (power outage)
- (g) Hazardous materials/transportation incidents

- (h) Transportation accidents (road, rail, air)
- (i) Petroleum/gas pipeline emergencies
- (j) Human health emergencies and epidemics
- (k) Agriculture and food emergencies
- (l) Floods

There are a few industrial sites in the Municipality that are considered to present Special Hazards.

Preparations to respond to these special hazards require that the ECG and the EOC be provided with essential data. The following information should be readily available at the EOC:

- (a) Maps identifying the following:
  - (i) Transportation routes;
  - (ii) Pipeline data;
  - (iii) Municipal drains; and
  - (iv) Municipal wells;
- (b) Information sheets on nursing homes; and
- (c) A Resource Directory of goods and services that might be required during an emergency.

## **26. EXERCISING THE EMERGENCY RESPONSE PLAN**

An annual exercise will be conducted to test the Emergency Response Plan and allow the members of the ECG, support staff and volunteers to practice the performance of their responsibilities in an emergency. The County/Primary CEMC will be responsible for developing and facilitating the annual exercise.

## **27. EMERGENCY RESOURCES INVENTORY**

An inventory of emergency resources listing equipment that might be needed in an emergency such as mobile cranes, pumps and supplementary radio communication facilities held by the Municipality, and by private contractors, together with 24-hour telephone contact numbers, is held by the Director of Transportation for use at the EOC.

## **28. ANNUAL REVIEW AND AMENDMENT**

This plan will be reviewed annually by members of the ECG at the call of the Chief Administrative Officer.

Changes requiring actions by Council will be presented to Council by the Administrator. Routine amendments such as changes in telephone numbers will be issued by the County/Primary CEMC not less than once per year.

The requirement to keep this Emergency Response Plan current dictates that the following duties be assigned with respect to an annual review of the plan:

### **(a) Duties of the Chief Administrative Officer**

- (i) Request that each member of the ECG review the plan annually in December;
- (ii) Review the ECG alerting plan;
- (iii) Review the list of useful telephone numbers;
- (iv) Ensure that the EOC equipment and data are current;
- (v) Publish routine amendments as they occur; and
- (vi) Process major changes to the Emergency Response Plan for the Council's approval.

### **(b) Duties of the Director of Transportation**

- (i) Maintain the currency of the data on the Map;
- (ii) Maintain the currency of the Evacuation Plan;
- (iii) Maintain the currency of the Resource Directory; and
- (iv) Maintain the Flood Contingency Plan.

### **(c) Duties of the Fire Chief**

- (i) Maintain the accuracy of the list of Special Hazards; and,
- (ii) Assist the Director of Transportation & Emergency Services in the maintenance of the Resource Directory.

### **(d) Duties of the Emergency Information Officer (EIO)**

- (i) Maintain the currency of the Communications/Media.



- (e) **Duties of the Municipal Social Services Representative**
  - (i) Maintain the accuracy of the Information Sheets; and
  - (ii) Maintain the plan for reception centres.