



EMERGENCY RESPONSE PLAN

Adopted: January 12, 2010 (By-law No. 2010 – 01)
Revised: November 2011 (by EMPC/CEMC)

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Annexes

Annex A Confidential (May Contain Personal or Proprietary Information)

- Record of Activation
- Community Control Group Contact Numbers
- Town Support Staff Contact Numbers & Roles
- Town Staff Cell Phone Numbers
- County & Municipal Emergency Contact Numbers (CEMCs)
- Outside Emergency Contact Numbers
- Other Emergency Contact Numbers

Annex B Confidential (May Contain Personal or Proprietary Information)

- EOC Locations and Equipment
- EOC Set-up Procedure
- EOC Layout
- Town Hall Layout

Annex C

- Declaration Checklist
- Declaration of Emergency Form
- Termination of Emergency Form

Annex D Confidential (May Contain Personal or Proprietary Information)

- Communications Plan
- Amateur Radio Emergency Service (ARES) Information

Annex E Confidential (May Contain Personal or Proprietary Information)

- Emergency Information Plan
- Media Contact List
- Sample News Release
- Media Centre Layout

Annex F

Evacuation Plan

Annex G

Water & Sewer Utilities – Boil Water Advisory

Annex H **Confidential (May Contain Personal or Proprietary Information)**

Hazard Identification and Risk Analysis (HIRA)

Community Risk Profile

Annex I **Confidential (May Contain Personal or Proprietary Information)**

Critical Infrastructure Identification

Annex J

Emergency Recovery Plan

Recovery Committee

Annex K **Confidential (May Contain Personal or Proprietary Information)**

Agreements for Goods & Services

Annex L

Forms

Annex M

Resource Directory

Annex XYZ – Outside Agency Plans & Emergency Information

1. County of Lennox & Addington (**separate binder**)
2. Lennox & Addington County General Hospital (**separate information**)
3. Ontario Provincial Police (OPP) (**separate information**)
4. KFL&A Public Health Emergency Response Manual
5. Cataraqui Region Conservation Authority – Flood Message System
6. Quinte Region Conservation Authority – Flood Message System
7. Ministry of Natural Resources
8. OSPCA Emergency Animal Welfare Plan (Provincial)
9. CN Rail & CP Rail
10. Bell Canada & Telephone Utilities
11. Hydro One
12. Environment Canada
13. TransCanada Pipelines
14. Highway 401 Closure Detour Routes

Plan Amendments

Amendment No.	Date of Amendment	Sections Changed	Approved by:
1	November 14, 2011	Plan Distribution Part IV Support Staff to redistribute roles Annex XYZ	CEMC & EMPC

Emergency Quick Reference Guide

- ⇒ Upon the arrival of three or more members, the Community Control Group (CCG) may initiate its function.

- ⇒ Ensure that all CCG members have been notified and either activated or placed on standby. Each CCG member is responsible for notifying their own department or organization and for all subsequent notifications contained within this Plan.

- ⇒ The Ministry of Community Safety and Correctional Services (Emergency Management Ontario) must be notified when the Town of Greater Napanee declares an emergency. The declaration must specify the nature of the emergency and the area covered. The provision of a return contact number is required for communications purposes. The declaration form is found in **Annex C**. The EMO fax number is 416-314-0474.

- ⇒ Each CCG member should turn to their individual responsibilities within the Plan and provide input and assistance to the CCG as required.

- ⇒ Each CCG member will report and respond to immediate needs of the situation. The CCG will follow the operations cycle format.

Plan Distribution List

Copy No.	Position/Location	Number of Controlled Copies
	Control Group	
	Mayor & Council	7
	Chief Administrative Officer	1
	Community Emergency Management Coordinator (CEMC)	1*
	Police (OPP) Representative	1
	Fire Chief (Alternate CEMC)	1*
	EMS/Ambulance Representative	1
	Director of Public Works	1
	Manager, Water & Sewer Utilities	1
	Emergency Information Officer	1
	Emergency Operations Centre	9*
	Others	
	Director, Social Services (County)	1
	Public Health Representative	1
	Hospital Representative	1
	Fire Dispatch	1*
	Each Town Department	7
	CEMC (County)	1
	Emergency Management Ontario	1
	Website	1

(* = complete copy of Plan with Annexes)

Part I **ADMINISTRATION**

Acronyms

CAO	Chief Administrative Officer
CBRN	Chemical, Biological, Radiological and Nuclear
CBRNE	Chemical, Biological, Radiological, Nuclear and Explosive
CCG	Community Control Group
CEMC	Community Emergency Management Coordinator
CISM	Critical Incident Stress Management
EIO	Emergency Information Officer
EMO	Emergency Management Ontario
EOC	Emergency Operations Centre
ESM	Emergency Site Manager
HIRA	Hazard Identification Risk Assessment
HUSAR	Heavy Urban Search and Rescue
IC	Incident Commander
ODRAP	Ontario Disaster Relief Assistance Program

Definitions

Community Control Group:

This is the group responsible for managing the emergency situation on a community wide basis. The membership, as detailed in the plan, consists of all key decision makers and officials who have the authority to direct or coordinate human and material resources within the community.

Community Emergency Management Coordinator:

An individual officially designated by a community who is responsible and accountable for the development and implementation of their community's emergency management program.

Community Emergency Management Program Committee:

This is the critical management team that oversees the development, implementation and maintenance of the community emergency management program.

Community: The Corporation of the Town of Greater Napanee.

Critical Infrastructure:

Interdependent, interactive, interconnected networks of institutions, services, systems and processes that meet vital human needs, sustain the economy, (protect public safety and security), and maintain continuity of and confidence in government.

Emergency:

Emergency is defined 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 the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

Emergency Management:

Organized and comprehensive program and activities taken to deal with actual or potential emergencies. These include mitigation against, preparedness for, response to and recovery from emergencies.

Emergency Management Ontario:

EMO is an organization within the Ministry of Community Safety and Correctional Services, a part of the government of the Province of Ontario. EMO is responsible for monitoring, coordinating and assisting in the development and implementation of emergency management programs in Ontario.

Emergency Response Plan:

A risk-based plan developed and maintained to respond to an emergency. This includes steps to guide the response effort, identifies persons, equipment, and resources for activation in an emergency and outlines how they will be coordinated.

Emergency Management Program:

A comprehensive program that is based on a hazard identification and risk assessment process (HIRA) and includes the four core components of mitigation/prevention, preparedness, response and recovery.

Emergency Operations Centre:

The EOC is the structure/facility where the Community Control Group conducts its emergency management functions. There is a primary and secondary EOC identified to ensure operational viability.

Emergency Site Manager / Incident Commander:

Public sector official (usually fire, police, ambulance or public works) at the site, in charge of coordinating resources and developing actions to resolve the emergency situation.

Evacuation Centre: The centre is a facility set up to provide emergency shelter, food, recreation and basic requirements to a group of people who have been evacuated from an area as a result of an emergency.

Hazard: (1) A risk that is a threat. (2) An event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business, or other types of harm or loss.

Hazard Identification and Risk Assessment:

Identification of hazards or risks to public safety, public health, the environment, property, critical infrastructure and economic stability from natural, human-caused and technological sources/activities, and evaluation of the importance of the activity to the continued operation of the community. The vulnerability of the community to each activity should also be evaluated.

Emergency Information Centre:

A facility set up to brief and inform the media during an emergency. May also be referred to as the Media Centre.

Mutual Aid Agreements:

An agreement developed between two or more emergency services (usually fire services) to render aid to the parties of the agreement. These types of agreements can include private sector emergency services when appropriate.

Mutual Assistance Agreement:

An agreement developed between two or more jurisdictions to render assistance to the parties of the agreement. Jurisdictions covered with these types of agreements could include neighbouring, cities, regions, provinces or nations.

Ontario Disaster Relief Assistance Program:

A provincial financial assistance program intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged in a sudden and unexpected natural emergency, such as a severe windstorm, tornado, flood, forest fire or ice storm.

Reception Centre: The centre is a facility which is set up for the purpose of receiving evacuees, providing refreshments and temporary shelter. Its primary purpose is to register evacuees and if necessary direct them to an evacuation centres as required.

Introduction

This Emergency Response Plan (the “Plan”) for the Town of Greater Napanee has been prepared as part of a comprehensive Emergency Management Program to provide a prompt and co-ordinated response to all types of emergencies affecting the Town of Greater Napanee.

In order to protect residents, businesses and visitors, the Town of Greater Napanee has prepared a coordinated emergency response by a number of agencies under the direction of the Community Control Group. These are distinct arrangements and procedures from the normal, day-to-day operations carried out by emergency services.

The Plan has been prepared to provide officials, agencies and departments of the Town of Greater Napanee important emergency response information related to:

- arrangements, services and equipment; and
- roles and responsibilities during an emergency.

The Plan is structured to allow individual parts or annexes to be used, reviewed or re-written independently.

The Plan has been developed to reflect the public safety requirements of our community. The effective use and implementation of this plan is reliant upon all municipal and community officials being aware of its provisions and being prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals are expected to participate in emergency training, and exercises that will assist them in the fulfillment of their roles.

The heads of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Greater Napanee Emergency Response Plan may be viewed at the Town Hall and at www.greaternapanee.com. For more information, please contact:

Community Emergency Management Coordinator
613-354-3351

Aim

The aim of the Plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare and property of the residents, businesses and visitors of the Town of Greater Napanee from the effects of an emergency. The Plan enables a centralized, controlled and coordinated response to emergencies in the Town of Greater Napanee.

The Plan incorporates supplementary plans as annexes, which provide detailed response procedures for the most likely hazards which confront the Town of Greater Napanee. These hazards have been determined through the conduct of an in-depth Hazard Identification and Risk Assessment.

Community Hazard Analysis

The Town of Greater Napanee has completed the Hazard Identification Risk Assessment (HIRA) developed by Emergency Management Ontario. The potential community hazards within the Town of Greater Napanee are listed below.

- Hazardous Materials Incident (highway or rail transportation or fixed site)
- Energy Emergency (power failures)
- Transportation Emergency
- Critical Infrastructure Failure
- Wildfire
- Explosion/fire

Authority

The Plan has been developed and implemented under the authority of, and in accordance with, the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9 (the "Act") and has been adopted by Council by by-law.

Any personal information collected for the Plan is collected under the authority of the Act and shall be used solely for the purpose of planning, preparing and conducting responses to emergencies and/or training exercises.

Plan Maintenance & Revision

The Plan will be reviewed annually. The CEMC is authorized to make administrative revisions to the Plan as required. Substantial changes to the plan must be approved by Council by by-law. The Plan will be reviewed in accordance with a maintenance schedule as determined by the CEMC.

The annual review will include:

- confirming emergency telephone numbers
- testing the notification system
- updating vital services and/or local services directories
- a table top exercise for the Community Control Group and support staff
- training for the Community Control Group and support staff as needed on any component of the Plan

In addition to the annual review, a more thorough field exercise will be held to test the Plan every five years.

Each department and agency involved with the Plan will be responsible to prepare emergency procedures or guidelines outlining how they will fulfill their responsibilities under the Plan during an emergency. Each agency will ensure that it designates a staff member to maintain and revise its own emergency procedures or guidelines.

Part II

NOTIFICATION / DECLARATION PROCEDURES

Notification System

When any member of the Community Control Group receives a warning of a real or potential emergency, that member of the CCG may initiate the notification procedure.

Notification procedure:

- CCG member must contact the Town's Fire Services dispatch (613-354-3415) and direct them to begin the notification.
- The member initiating the call must provide details for the notification script:
 - date and time of activation
 - nature of emergency
 - location of EOC (primary, secondary or alternate)
 - time for the CCG to meet
 - whether standby or not
 - any items to bring with them
- A sample notification script and the contact phone numbers and addresses of the CCG members and their alternates are contained in **Annex A**.
- Fire dispatch must record the date and time CCG members were contacted and their estimated time of arrival at the EOC.
- Once every member or alternate has been notified, the Fire Services dispatch is to fax the notification list to the EOC (Fax: 613-354-2836).
- Upon being notified, it is the responsibility of each member of the CCG to notify their department or organization, and assemble at the EOC.

The supplementary plans contained within the Plan may be implemented at any time in whole or in part, as required, by their respective custodians; and, when such action is taken, a standby alerting of the CCG is mandatory.

Emergency Operations Centre (EOC)

The EOC has both a primary and a secondary location. Direction as to which location members of the CCG must report to will be given during the notification process. The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

The EOC can be set up by any member of the CCG and is expected to be operational within one hour of activation. The layout and equipment of the EOC are detailed in **Annex B**. The Chief Administrative Officer (CAO) or CEMC (whomever is first on site) will supervise the set up of the EOC and ensure it is operational.

Upon arrival at the EOC, each CCG member will:

- Sign in and get identification
- Check telephone/communications devices. Check for messages delivered prior to your arrival.
- Open individual totes, get out resource material, and open personal log.
- Contact his or her agency and obtain a status report and activate departmental plan if necessary.
- Participate in the initial briefing.
- Participate in planning the initial response/decision making process.
- Pass CCG decisions on their own department or organization.
- Continue participation in the EOC operations cycle.

Upon leaving the EOC, each CCG member will;

- Conduct a hand over with the person relieving them, if applicable.
- Sign out on the location board indicating where they can be reached.

It is not essential for the CCG to have all of its members present to function, however each member or alternate must be notified. Upon the arrival of any three (3) members, the CCG may initiate its function. As members continue to arrive, they will join the operation in progress.

Once the initial response is established, the CAO puts routines into place. The CCG functions most efficiently on a system known as an operations cycle.

Action Prior To Declaration

When an emergency exists but has not yet been declared, the CCG and municipal employees may take such action(s) under this Plan as may be required to protect property and the health, safety and welfare of the Town of Greater Napanee. The supplementary plans, attached as Annexes to this document, may also be implemented, in whole, or in part in the absence of a declaration.

Requests For Assistance

Assistance may be requested from:

- Neighbouring municipalities
- County of Lennox & Addington
- Private sector
- Emergency Management Ontario (Provincial Government)
- Emergency Preparedness Canada (Federal Government) (through EMO)

A request of any of these parties shall not be deemed to be a request for that party to assume authority and control of the emergency.

Declaration of an Emergency

The Mayor, as the Head of Council, or his alternate is responsible for declaring that an emergency exists in the municipality and designating the area covered by that emergency. This decision is usually made in consultation with other members of the CCG. See the *Declaration Checklist* attached at **Annex C**. The Declaration of Emergency form is also attached at **Annex C**.

When such declaration is made, the following organizations/persons will be notified:

- Ministry of Community Safety and Correctional Services (EMO)
- Other council members
- Neighbouring municipalities, as required
- County officials, as appropriate
- Public

An emergency may be terminated at any time by:

- Head of Council;
- Town of Greater Napanee Council ; or
- Premier of Ontario.

When the emergency is terminated, the following will be notified:

- Ministry of Community Safety and Correctional Services (EMO)
- Other council members
- Neighbouring municipalities, as required
- County officials, as appropriate
- Public

Part III

COMMUNITY CONTROL GROUP AND EMERGENCY SITE MANAGEMENT

Community Control Group Members

The Community Control Group (CCG) is the group that is responsible for the direction and control of the overall emergency response within the community. The CCG is responsible for ensuring the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG is made up of the following members or their designated alternate (who are identified in **Annex A** – CCG Contact List):

1. Mayor
2. Chief Administrative Officer (CAO)
3. Community Emergency Management Coordinator (CEMC)
4. Police (OPP) Representative
5. Fire Chief
6. Emergency Medical Services/Ambulance (EMS) Representative
7. Public Works Supervisor
8. Manager, Water & Sewer Utilities
9. Emergency Information Officer (EIO)

Additionally, the following members may be invited to the CCG once the extent of the emergency is determined:

1. Director, Social Services (County of Lennox and Addington)
2. Public Health Representative
3. Hospital Representative

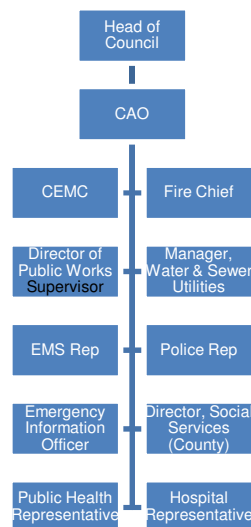
Figure 1 that shows these positions on the CCG.

Other persons that may be invited to the EOC to provide assistance and/or technical information for the CCG include:

- Town Directors/Advisors/Consultants
- EMO
- Industry/Business Representatives
- CN or CP Rail Representative
- Utilities Company (Hydro, Gas) Representatives
- Provincial Ministry Representatives

- Conservation Authority Representative
- Ontario Society for the Prevention of Cruelty to Animals (OSPCA)
- Amateur Radio Club (ARES)
- School Board Representative
- Red Cross
- St. John's Ambulance
- Salvation Army
- Service Clubs
- Clergy

Figure 1: Community Control Group



Operations Cycle

An operations cycle is how the CCG manages the overall emergency operations. CCG members will come together to report their agencies' status to the Mayor and CAO. It is essential that every member, covering each area of responsibility, be heard from during this process. The CCG is a team, and the actions taken by one, or the lack of action by one, may have a significant impact upon the operation of the CCG.

The round table discussion will include problems, questions, resource requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members will contact their organizations or departments and pass on any relevant information or directives that come out of the CCG meeting. The frequency of the meetings is determined by the CAO in conjunction with the Mayor, but will reflect the pace of the emergency and will occur on a scheduled basis that may be adjusted as needed.

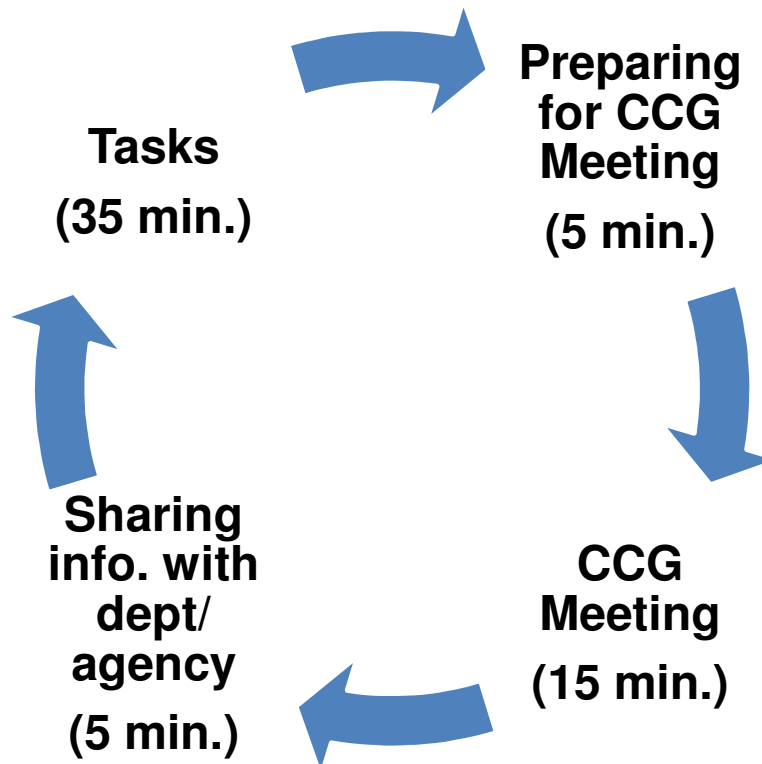
In the period after the meeting and dissemination of information, members will gather information and prepare for the next scheduled meeting. CCG members use this time to follow up and ensure CCG decisions are being implemented. Each member is responsible for informing their respective department or organization of the schedule for CCG meetings. No calls are supposed to interrupt the proceedings. All calls must occur prior to or after the formal meetings of the CCG. Messages and other calls will be handled by EOC Communications for distribution to CCG members after their meeting.

The CAO, in conjunction with the Recording Clerk and CEMC, will ensure that:

- an operational display board is maintained, which will indicate major events and the time they occurred, times of meetings, status information of emergency incident;
- decisions of the CCG are logged & recorded; and
- maps are kept up-to-date – identifying the emergency site, evacuation area, traffic routes, and staging areas.

Diagram I outlines the timeframes of a suitable one hour operations cycle.

Diagram I: One Hour Operations Cycle



It is essential that the EOC is comfortable, has good communications and is secure from unnecessary distractions. Only CCG members and support staff will have access

to the EOC. No media is allowed into the EOC, nor is anyone who has not been authorized by the CCG.

Community Control Group Responsibilities

The actions or decisions for which the members of the CCG are likely to be collectively responsible include:

- implementing the Plan in whole or in part to respond to an impending, potential, or existing emergency;
- coordination and direction of community resources used to mitigate the effects of an emergency;
- ensuring that the composition of the CCG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required;
- advising the Head of Council regarding need for declaration or termination of an emergency and the area to be covered;
- notifying the Ministry of Community Safety & Correctional Services (EMO) that an emergency has been declared;
- advising the Head of Council regarding requests for assistance from neighbouring municipalities, the County of Lennox & Addington, the Province and the Federal Government;
- ensuring the provision of essential resources and services to support emergency response activities;
- notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- coordination of services provided by outside agencies;
- ensuring that an Emergency Site Manager is appointed;
- providing support to the Emergency Site Manager by offering equipment, staff and resources, as required;
- ensuring that the Emergency Information Officer is kept informed and up to date to facilitate the information flow to the media and the public;
- ensuring that the Emergency Information Centre is set up;
- coordinating the evacuation of citizens who may be in danger;
- discontinuing utilities or services provided by public or private concerns, ie. hydro, water, gas, closing businesses;
- appeals for volunteers;

- establishing advisory subcommittees to work on specific problem areas related to the emergency, as required;
- authorizing expenditures during the emergency; provision for cost accounting and facilitation of cost recovery;
- maintaining an operational log detailing the control group's decisions and activities;
- deactivating the Plan, and notifying all of those who had been notified of its activation;
- providing support to evacuees in returning home or long-term housing and those affected by the emergency. Consider application for ODRAP and make arrangements as required; and
- conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.

When an emergency involves evacuation to another community, a Liaison Officer should be appointed and sent to the receiving community. The Director, Social Services (County) will act as the Liaison Officer unless otherwise appointed by the CCG.

Individual Responsibilities of CCG Members

Mayor/Head of Council

The Mayor, as Head of Council, is responsible for:

1. providing overall leadership in responding to an emergency;
2. the declaration of an emergency and designating an area;
3. the termination of an emergency;
4. ensuring that all members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation;
5. ensuring that the Ministry of Community Safety & Correctional Services (EMO) is notified of the declaration of emergency, and termination of the emergency;
6. taking such action and making such orders, as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in the Town of Greater Napanee;
7. approving all major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the CAO and CCG;

8. maintaining a personal log of all decisions and actions taken; and
9. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Chief Administrative Officer (CAO)

The CAO is responsible for:

1. coordinating all operations within the EOC, including the scheduling of regular meetings;
2. chairing meetings of the CCG;
3. advising the Head of Council on policies and procedures, as appropriate;
4. approving, in conjunction with the Head of Council, major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the CCG;
5. ensuring that a communication link is established between the CCG and the Emergency Site Manager;
6. calling in additional municipal staff as required;
7. ensuring that a master record of all events and actions taken is maintained (main events board);
8. maintaining a personal log of all decisions and actions taken; and
9. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Community Emergency Management Coordinator (CEMC)

The CEMC is responsible for the following:

1. ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
2. notifying Director, Social Services (County), Public Health Representative and Hospital Representative of the emergency and request them to attend the EOC as necessary;
3. ensuring that the neighbouring municipalities, the County CEMCs and EMO sector representative are advised of the declaration and termination, and kept informed of the emergency situation;

4. providing information, advice and assistance to members of the CCG on emergency management programs, principles and implementation details of the Emergency Response Plan;
5. providing direction to EOC support staff as required in support of the CCG and ensuring proper set-up and operation of the EOC;
6. ensuring that staff is in place for the security of the EOC and registration of CCG members;
7. supervising the EOC communications & support and EOC security personnel;
8. ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
9. ensuring volunteer coordination and liaison;
10. ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
11. maintaining the records and logs for the purpose of the debriefing sessions and post-emergency reports that will be prepared;
12. in conjunction with the CAO, coordinating a post-emergency debriefing and assist in the development of a final report to Mayor and Council;
13. maintaining a personal log of all decisions and actions taken; and
14. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Police (OPP) Representative

The Police (OPP) Representative is responsible for:

1. providing the CCG with information and advice on policing and security matters;
2. depending on the nature of the emergency, providing the Emergency Site Manager;
3. establishing and maintaining ongoing communications with the senior police representative at the emergency site;
4. ensuring there is perimeter (inner and outer) security and crowd control at emergency site;
5. providing traffic control to facilitate the movement of emergency vehicles;
6. alerting persons endangered by the emergency and coordinating evacuation procedures, including evacuation routes;

7. in the event of an evacuation, making contact with residents in affected areas to advise of the need to evacuate, enforcing the evacuation and securing properties left vacant due to evacuation of occupants;
8. the protection of life and property and the provision of law and order;
9. the provision of police services in evacuation centres, morgues, and other facilities as required;
10. notifying the coroner of fatalities;
11. the liaison with external police agencies, as required;
12. maintaining a personal log of all decisions and actions taken; and
13. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Fire Chief

The Fire Chief is responsible for:

1. providing the CCG with information and advice on fire fighting and rescue matters;
2. depending on the nature of the emergency, providing the Emergency Site Manager;
3. establishing and maintaining ongoing communications with the senior fire official at the emergency site;
4. initiating Mutual Aid as required;
5. determining if additional or specialized equipment is required (ie. protective suits, CBRNE or HUSAR team, etc.);
6. the liaison with external fire agencies, as required;
7. coordinating or providing assistance with rescue, first aid, casualty collection, evacuation, etc.;
8. maintaining a personal log of all decisions and actions taken; and
9. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Emergency Medical Services/Ambulance (EMS) Representative

The Emergency Medical Services/Ambulance (EMS) Representative is responsible for:

1. providing the CCG with information and advice on treatment and transport of casualties;
2. depending on the nature of the emergency, providing the Emergency Site Manager;
3. establishing and maintaining ongoing communications with the senior EMS official at emergency site;
4. taking charge of casualties within the emergency site and being responsible for triage, lifesaving care, and the transport to area hospitals;
5. the liaison with the Medical Officer of Health and/or Public Health Representative, area hospitals, and police and fire officials during an emergency situation;
6. alerting all staff using the Provincial Health Emergency Alert System;
7. maintaining a personal log of all decisions and actions taken; and
8. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Public Works Supervisor

The Public Works Supervisor is responsible for:

1. providing the CCG with information and advice on Public Works matters, including flooding and water levels;
2. depending on the nature of the emergency, providing the Emergency Site Manager;
3. ensuring municipal facilities are available for evacuation or reception center purposes if required;
4. the liaison with senior public works officers from the neighbouring community(s) to ensure a coordinated response;
5. the provision of engineering assistance;
6. the construction, maintenance and repair of public roads;
7. assisting with road closures and/or roadblocks;
8. the provision of equipment for emergency operations;
9. discontinuing any public works service to any consumer, as required, and restoring these services when appropriate;
10. the liaison with electrical and gas utilities;
11. providing public works vehicles and resources to any other emergency service, as required;

12. maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action;
13. maintaining a personal log of all decisions and actions taken; and
14. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Manager, Water & Sewer Utilities

The Manager of Water & Sewer Utilities is responsible for:

1. providing the CCG with information and advice on water and waste water utilities matters;
2. the liaison with senior water utilities officials from the neighbouring community(s) to ensure a coordinated response;
3. the provision of engineering assistance;
4. the maintenance of sanitation and a safe supply of potable water, as required;
5. ordering water usage restrictions, if required;
6. discontinuing any water utilities service to any consumer, as required, and restoring these services when appropriate;
7. providing water utilities vehicles and resources to any other emergency service, as required;
8. maintaining a liaison with environmental agencies and public health authorities and being prepared to take preventative action;
9. maintaining a personal log of all decisions and actions taken; and
10. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Emergency Information Officer

The Emergency Information Officer is responsible for:

1. providing the CCG with information and advice on any matters that may be raised by public inquiry or the media;
2. the development and distribution of all media releases in consultation with the CCG and subject to approval by the Mayor and CAO;
3. ensuring set up and staffing of public inquiry lines;

4. providing direction and regular updates to the Public Inquiry Supervisor/Public Inquiry Personnel to ensure that the most accurate and up-to-date information is disseminated to the public;
5. ensuring that the Emergency Information Centre is set up and operational, including notifying Emergency Information Centre staff;
6. ensuring all interested parties are advised of the telephone numbers of the Emergency Information Centre;
7. developing and authorizing work schedules of the Emergency Information Centre personnel;
8. designating a site media spokesperson as appropriate;
9. the liaison with the emergency site, OPP or industry/business media spokesperson(s), as appropriate;
10. coordinating interviews and media conferences for members of the CCG;
11. ensuring that all information released to the media and public is consistent and accurate;
12. coordinating public inquiries;
13. monitoring news coverage and correcting erroneous information;
14. maintaining copies of all media releases;
15. maintaining a personal log of all decisions and actions taken; and
16. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Director, Social Services (County)

The Director, Social Services (County) is responsible for:

1. providing the CCG with information and advice on matters related to all social services related functions, including the management of reception and evacuation centres;
2. implementing the *County of Lennox & Addington's Emergency Response Plan, Social Services Component*;
3. upon receipt of notification, contact and place on standby or activate the social services staff and voluntary support agencies including Red Cross, Salvation Army, St. John Ambulance, Clergy and Boards of Education;
4. ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services;

5. supervising the opening and operation of temporary and/or long-term evacuation centres, and ensuring that they are adequately staffed;
6. maintaining a personal log of all decisions and actions taken; and
7. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Public Health Representative

The Public Health Representative is responsible for:

1. providing the CCG with information and advice on any matters that may adversely affect public health;
2. acting as a coordinating link for all emergency health services at the CCG;
3. depending on the nature of the emergency, provide the Emergency Site Manager;
4. providing authoritative instructions on health and safety matters to the public through the Emergency Information Officer;
5. the liaison with the Ontario Ministry of Health, Public Health Branch;
6. the liaison with the Emergency Medical Services/Ambulance (EMS) representatives;
7. the liaison with the Community Care Access Centre representative;
8. coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies;
9. ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
10. ensuring coordination of all efforts to prevent and control the spread of disease during an emergency, including waste disposal, temporary mortuaries, and dead animal disposal;
11. ensuring the safety of drinking water in conjunction the Manager, Water & Sewer Utilities;
12. the liaison with the Director, Social Services (County) regarding health services in reception and evacuation centres;
13. maintaining a personal log of all decisions and actions taken; and
14. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Hospital Representative

The Hospital Representative is responsible for:

1. providing the CCG with information and advice on any matters that may adversely affect hospital operations or the emergency site operations;
2. implementing the hospital's emergency plan, if required;
3. ensuring liaison with the Medical Officer of Health and/or Public Health representative and local Emergency Medical Services/Ambulance (EMS) representatives with respect to hospital and medical matters, as required;
4. evaluating requests for the provision of medical site teams/medical triage teams at the emergency site;
5. ensuring liaison with the Ministry of Health and Long Term Care, as appropriate;
6. the provision of temporary accommodation for those members of the community with complex health care needs that are displaced by the emergency;
7. the provision of such assistance to the CCG as required & appropriate (eg. volunteer workers);
8. maintaining a personal log of all decisions and actions taken; and
9. preparing and submitting a final report containing operational evaluation of his/her area of responsibility, including recommendations on changes to the Plan or supplementary plans.

Management of the Emergency Site

The Emergency Site is the location of the emergency, together with "buffer space" around it in which response activities are conducted. If there is more than one site, each site will have an Emergency Site Manager (the "ESM").

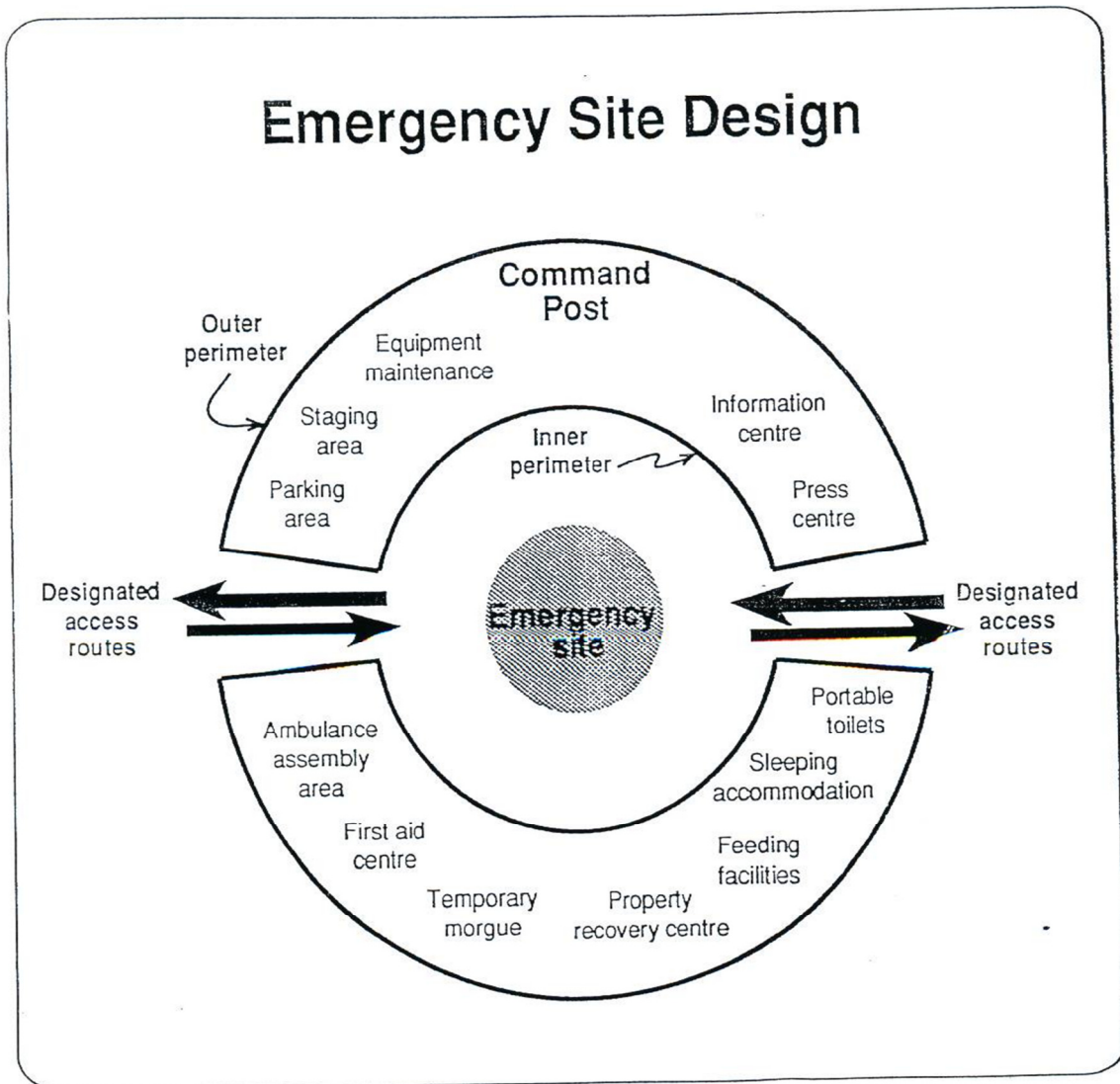
The ESM is the individual appointed to control the operations at the site of an emergency. The selection will depend on the type of emergency and will be decided by the agencies at the scene, subject to approval of the CCG.

The ESM will assume control of the overall site, become responsible for all aspects of the site and limit their responsibilities to activities within the site perimeters – anything outside those boundaries must be handled by the appropriate off-site response personnel.

The ESM's task is to take control of the scene and co-ordinate the response. Some of the detailed functions include:

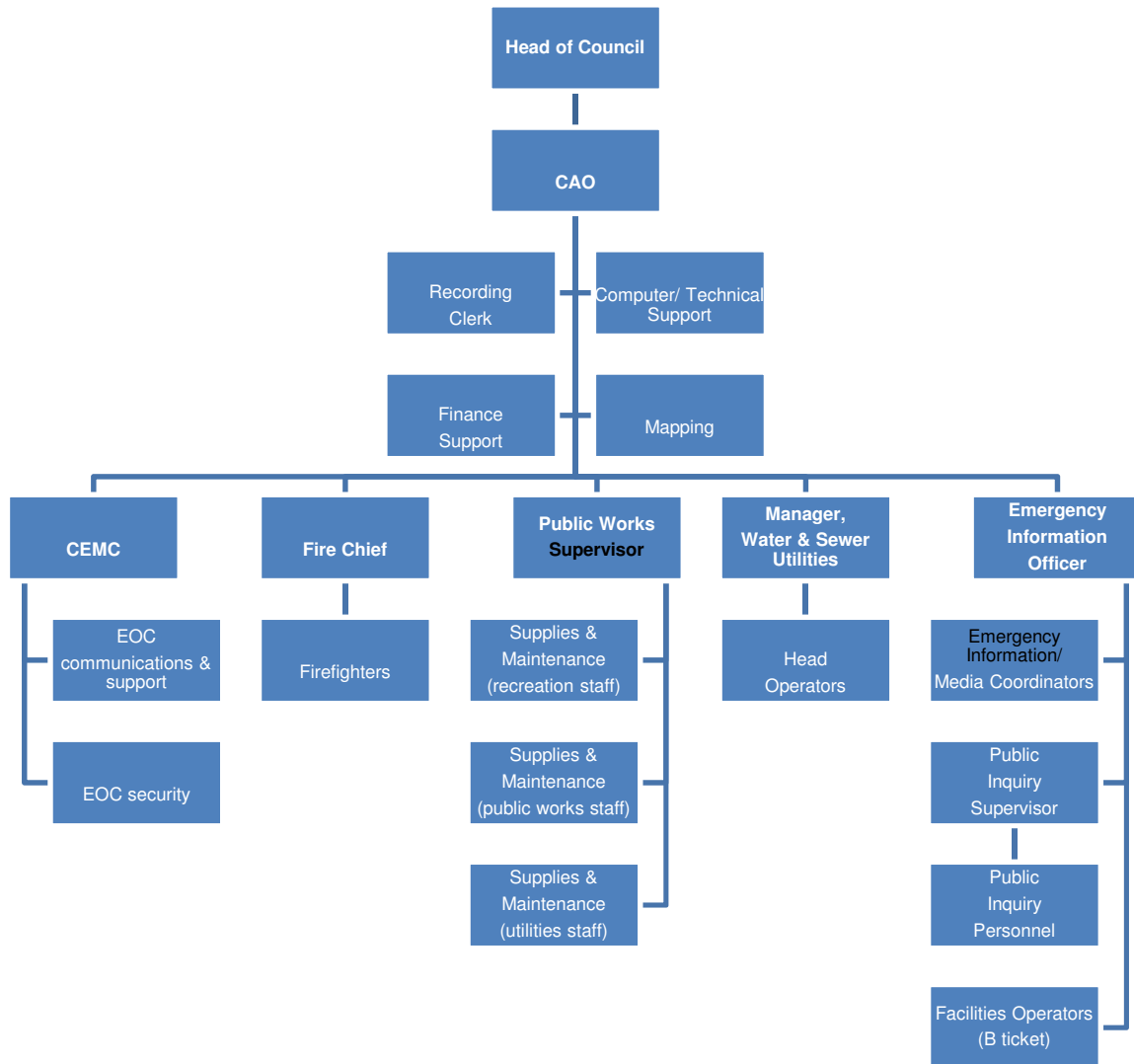
1. setting up a command post and establishing communications with the other agencies on the site and with the EOC;
2. organizing a management team and arranging a management cycle;
3. determining the inner and outer perimeters and ensuring they are set up;
4. organizing the layout of the site;
5. conferring with the heads of the other agencies at the site to ascertain what is happening and what is needed;
6. passing information on what is happening and requests for resources up the line to the EOC, and passing direction and information from the EOC down the line to others at the site;
7. directing and co-ordinating the activities of the response agencies at the site;
8. determining what resources are necessary and asking the EOC to provide them;
9. arranging a system of relief for site workers; and
10. media visits to the site.

Each site will be different, but a diagram of an emergency site is attached as a guide.



Part IV SUPPORT STAFF

CCG (partial) showing Support Staff



Support Staff Responsibilities

Any employee of the Town may be required to provide assistance and support to the Community Control Group. Every employee of the Town has been assigned certain specific support functions and reporting relationships as detailed below.

Position	Staff Fulfilling Role	Report To & Location	Work Schedule
Recording Clerk	<ul style="list-style-type: none"> Confidential Secretary Fire Services Assistant 	CAO in EOC	12 hour shifts
Finance Support	<ul style="list-style-type: none"> Treasurer Deputy Treasurer 	CAO in Town Hall	12 hour shifts
Computer/Technical Support	<ul style="list-style-type: none"> IT Coordinator 	CAO in EOC	12 hour shifts
Mapping	<ul style="list-style-type: none"> Utilities staff (Customer Service Representative, Documentation/Process Technician) 	CAO in EOC	12 hour shifts
EOC Communications & Support	<ul style="list-style-type: none"> Secretary, Public Works Utilities Billing Clerk Banquet Coordinator Recreation Assistant 	CEMC in EOC or Town Hall	8 hour shifts
EOC Security	<ul style="list-style-type: none"> Utilities operators By-law Enforcement Officer 	CEMC in EOC or Town Hall	8 hour shifts
Firefighters	<ul style="list-style-type: none"> All firefighters 	Fire Chief at Fire Hall or site	As scheduled by Fire Chief
Supplies and Maintenance (recreation staff)	<ul style="list-style-type: none"> Lead Hands Facilities Operators 	Public Works Supervisor in EOC	8 hour shifts
Supplies and Maintenance (public works staff)	<ul style="list-style-type: none"> Labourer/Operators Roads Mechanic 	Public Works Supervisor in EOC	8 hour shifts
Supplies and Maintenance (utilities staff)	<ul style="list-style-type: none"> Operators Maintainers 	Public Works Supervisor in EOC	8 hour shifts
Head Operators	<ul style="list-style-type: none"> Head Operators 	Manager, Water & Sewer Utilities at STP or WTP	As scheduled by Manager
Emergency Information/ Media Coordinators	<ul style="list-style-type: none"> Director, Development Services Building Inspectors Planning Clerk 	Emergency Information Officer in Town Hall	8 hour shifts
Public Inquiry Supervisor	<ul style="list-style-type: none"> Accounts Clerk Programs/Special Events Coordinator 	Emergency Information Officer in Town Hall	8 hour shifts
Public Inquiry Personnel	<ul style="list-style-type: none"> Tax Clerk Revenue Receipts Rep. Receptionist Development Serv. Asst. Utilities Accounts Clerk Recreation Assistant 	Public Inquiry Supervisor in Town Hall	8 hour shifts
Facilities Operators	<ul style="list-style-type: none"> B ticket facilities operators 	Recreation Director at SPC	As scheduled by Director

Recording Clerk

Job Duties:

1. Report to the EOC upon receiving a call of an emergency.
2. Provide all staff, emergency personnel and elected officials with identification tags to be worn at all times during the operation of the EOC.
3. Record all proceedings and decisions of the Community Control Group on Master Events Log.
4. Provide minute taking for CCG meetings.
5. Communicate through circulation of minutes and telephone, any required action by staff, in conjunction with the CAO.
6. Provide administrative support to the CAO and EIO as required.

Finance Support

Job Duties:

1. Report to the EOC upon receiving a call of an emergency.
2. If required, arrange to advance funds to those in need and arrange recovery of these funds.
3. Issue payment as required for all emergency related expenditures.
4. Maintain accurate and detailed records of all emergency related expenditures.
5. Analyze the impact of the emergency on the municipal budget.
6. Report to the EOC on budget status, as required.
7. In the event of human caused emergency, prepare and submit a claim against the person responsible for the situation.
8. Prepare insurance claims on behalf of the municipality.
9. Prepare claim for provincial and/or federal funding, as applicable.
10. Provide assistance to other departments, as required.

Computer/Technical Support

Job Duties:

1. Report to the EOC upon receiving a call of an emergency.
2. Ensure the EOC has internal LAN, including the internet and connectivity to the town's central network (for printing etc.).
3. Provide assistance to EOC and CCG members related to information systems.
4. Maintain an appropriate current inventory of analog phones and other mobile and digital phones and computers for deployment at each EOC location.
5. Prepare a distribution list of items issued during the emergency and maintain a current inventory of telephone lines, equipment, phone books and GIS products.

Mapping

Job Duties:

1. Report to the EOC upon receiving a call of an emergency.
2. Produce maps of the affected area using available resources.
3. Provide the Community Control Group with information regarding the geography of the area, approximate number of homes and people living in the area using the assessment/tax information.
4. Provide maps showing gas line locations, roadways and waterways surrounding the site.

EOC Security

Job Duties:

1. Provide security at the front and back doors of the EOC and Town Hall allowing only authorized personnel access.
2. Provide crowd control, if required.
3. Check identification of Media before permitting entrance to the Emergency Information Centre (Council Chambers upstairs in the Town Hall).

EOC Communications & Support

Job Duties:

1. Report to the EOC upon receiving a call of an emergency or upon request of the CEMC.
2. Set up equipment, phones, log book and identification to ensure CCG members are processed upon arrival.
3. Act as message centre for EOC, radio operators or runners to communicate between departments, EOC, emergency site and agencies.
4. Contact the Emergency Notification System of the local amateur radio group.
5. Coordinate with Supplies and Maintenance Staff to ensure that the rest area is set up for the Community Control Group and Emergency Services Agencies responding to the emergency.
6. Coordinate with Supplies and Maintenance Staff to ensure food and beverages are provided to the Community Control Group, Staff and Emergency Services Agencies responding to the emergency.
7. Perform administrative and other duties for various emergency service agencies as assigned by CEMC, including errands and inter-office communications.

Emergency Information/ Media Coordinator

Job Duties:

1. Monitor and record information pertaining to the emergency from all available media sources (paper, radio, television, internet).
2. Liaise with the Emergency Information Officer to obtain current information on the emergency.
3. Provide support to the Emergency Information Officer, including informing the Emergency Information Officer of any erroneous information.
4. Maintain an accurate account of all media releases, articles and broadcasts pertaining to the emergency and disseminate as necessary.

5. Assist the Emergency Information Officer in the co-ordination of the media at the Media Centre and on site of the emergency.
6. Assist in the set up of the media centre and ensure equipment functions as effectively as possible.
7. Field calls from the media and redirect as necessary to Emergency Information Officer.
8. Maintain a service log of all actions taken.

Public Inquiry Supervisor

Job Duties:

1. Establishing and supervising a Public Inquiry Service, including the designation of administrative duties from various service agencies.
2. Inform the Emergency Information Officer of the establishment of Public Inquiry Services and designated telephone numbers.
3. Inform the Community Control Group of the establishment of the Public Inquiry Service and designated telephone numbers.
4. Liaise with the Emergency Information Officer to obtain current information on the emergency.
5. Respond to and redirect inquiries and reports from the public based upon information from the Emergency Information Officer.
6. Respond to and redirect 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.
7. Respond to and redirect inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone numbers.
8. Maintain a service log of all actions taken.

Public Inquiry Personnel

Job Duties:

1. Respond to and redirect inquires and reports from the public based upon information from the Emergency Information Officer.
2. Respond to and redirect inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone numbers.
3. Perform administrative duties from various Emergency Service Agencies as assigned by Public Inquiry Supervisor.
4. Maintain a service log of all actions taken.

Supplies and Maintenance

Job Duties:

1. Ensure that the EOC is set up at specified location.
2. Ensure that the rest area is set up for the Community Control Group and Emergency Services Agencies responding to the emergency.
3. Ensure and make arrangements to provide food and beverages to the Community Control Group, Staff and Emergency Services Agencies responding to the emergency.
4. Liaise with the County Social Services Department to make provisions for accommodation in municipal owned facilities in case of evacuation.
5. Service equipment and supplies that may be required of the Community Control Group and Emergency Services Agencies.
6. Co-ordinate acquisition of transportation for people and supplies during the emergency.
7. Clean and prepare facilities immediately following the emergency being declared.
8. Co-ordinate the repairs and maintenance to equipment and property that may be requested during the emergency.
9. Assist at the Emergency Information Centre with job duties as required.
10. Maintain a service log of all actions taken.