

TOWNSHIP OF EAST HAWKESBURY

EMERGENCY RESPONSE PLAN

SCHEDULE 'A'
REVISED UNDER BY-LAW NO. 2007-64
DECEMBER 10, 2007

FOREWORD

1. This plan has been developed to provide hazard identification and risk assessment based approach to emergency management planning.
2. For this plan to be effective, it is essential that all concerned be aware of its provisions and that every official and agency be prepared to carry out their assigned functions and responsibilities in an emergency.
3. Heads of agencies should also review and keep up to date their own procedures and arrangements for responding to emergencies.
4. The Annexes to this plan contain Private or Confidential information under the provisions of the *Emergency Management and Civil Protection Act 2006*.
5. This Emergency Response Plan was adopted by the Township of East Hawkesbury on December 13, 2004 under By-Law No. 2004-68 and revised December 10, 2007 under By-Law No. 2007-64.

Robert Kirby , Mayor

Linda Rozon, Clerk

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PART 1: INTRODUCTION

1.1. **Emergency.** An emergency is defined as a situation or 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. Emergencies are distinct from routine operations carried out by first response agencies, e.g. fire service, police, ambulance, or public works.

1.2 **East Hawkesbury.** The Township covers an area of some 239.5 square kilometres adjacent to the Quebec border with approximately 3,342 residents. Twenty-seven percent of the population is distributed among the communities of Chute-à-Blondeau (362), St-Eugène (406) and Ste-Anne de Prescott (142); the remaining 73% reside in rural areas. A few light manufacturing operations exist in the Township. Small to large farm operations exist in the rural areas. The Voyageur Provincial Park is located in the Northeast section of the Township. Highway 417 crosses the North section of the Township. The area is subject to the normal South-eastern Ontario natural hazards.

1.2.1. Municipal Services The Township office is located in the village of St-Eugène. The Road Department garage is also located in St-Eugène. The Fire Department operates stations in Chute-à-Blondeau, St-Eugène and Ste-Anne de Prescott and has automatic aid agreement with Prescott-Russell Mutual Aid. The Township operates three municipal waste water systems one in Chute-à-Blondeau (66 users), one in St-Eugène (21 users) and the other in Ste-Anne de Prescott (12 users). The Township does not operate any residential municipal water system.

1.2.2. Counties' Services The Township receives emergency medical services, health services and social services support from the United Counties of Prescott and Russell with main offices located in L'Orignal. The Township receives police services from the Hawkesbury Detachment of the Ontario Provincial Police.

1.3 **Emergency Management** In order to protect residents, businesses and visitors, the Township of East Hawkesbury requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group. These arrangements and procedures are distinct from the normal, day-to-day, operations carried out by emergency services.

The Township of East Hawkesbury Emergency Management 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 Township of East Hawkesbury important emergency response 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 provisions and of measures that they can undertake to reduce their vulnerability in an emergency situation. Copies of the Township of East Hawkesbury Emergency Response Plan, less the Annexes, may be viewed at the Township Office, 5151 County Road # 14, St Eugène or on the web site www.easthawkesbury.ca . For more information please contact:

Emergency Management Coordinator
Township of East Hawkesbury
5151 County Road # 14
St-Eugène
(613) 674-2170

PART 2: AIM

2.1 **General.** The aim of this plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Township of East Hawkesbury when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the Township of East Hawkesbury, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*, 2006.

PART 3: AUTHORITY

3.1 **General.** The *Emergency Management and Civil Protection Act, 2006* is the legal authority for this emergency response plan in Ontario. Detailed implementation is provided in Ontario Regulation 380/04, *Emergency Management Act Standards*.

The *Emergency Management and Civil Protection Act* states that:

“ Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan ” [Section 3(1)]

“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 plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.” [Section 4(1)]

As enabled by the *Emergency Management and Civic Protection Act*, this emergency response plan and its' elements have been:

- Issued under the authority of *Township of East Hawkesbury By-law # 2004-68 and revised under By-Law # 2007-64*; and
- Filed with Emergency Management Ontario, Community Safety and Correctional Services.

The *Emergency Management and Civic Protection Act* defines an emergency as:

“An emergency means 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;

3.2 Authority to Declare an Emergency. Within the Township, the authority to declare an emergency is vested in the Mayor of the Township of East Hawkesbury or his designate, as Head of Council. The decision to declare that an emergency exists within the Township is usually made in consultation with other members of the Community Control Group (CCG).

3.3 Authority to Terminate an Emergency. A community emergency may be terminated at any time by the Mayor, the Township Council or the Premier of Ontario.

3.4 Authority to Act. When an emergency exists but has not yet been declared to exist, municipal employees shall take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the residents, businesses and visitors in the Township of East Hawkesbury.

PART 4: EMERGENCY NOTIFICATION PROCEDURES

4.1 Activation of Community Control Group. Only a member of the CCG may initiate the notification procedure.

When a member of the CCG receives a warning of a real or potential emergency, that member will immediately contact the **Hawkesbury Fire Dispatch Service at (613) 674-2112** and direct them to initiate the notification of the CCG. The detailed procedure is found in **Appendix 1 to Annex A.**

Upon being notified, it is the responsibility of all Community Control Group officials to notify their staff and volunteer organizations.

Where a threat of an impending emergency exists, any member of the CCG may initiate the notification procedure and place CCG members on standby. Note that the CCG will normally be activated before an emergency is officially declared.

The Hawkesbury Fire Dispatch Service Office must record the date and time CCG members were contacted.

4.2 Notification of Declaration of an Emergency. Upon declaring an emergency, the Mayor will notify:

- Emergency Management Ontario, Community Safety and Correctional Services;
- Township Council;
- County Warden, as appropriate;
- The Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP), as appropriate ; and,
- Local Member of Parliament (MP) , as appropriate .

A guide for the declaration of an emergency is found at **Appendix 2 to Annex A.**

4.3 Notification of Termination. When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario, Community Safety and Correctional Services;
- Town Council;
- County Warden, as appropriate;
- The Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP), as appropriate; and,
- Local Member of Parliament (MP) , as appropriate .

A guide for the termination of an emergency is found at **Appendix 3 to Annex A.**

4.4 **Requests for Assistance.** Assistance may be requested from the United Counties of Prescott & Russell at any time by contacting the County Warden. The request shall not be deemed to be a request that the United Counties assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made through the EMO Field Officer or directly to the Provincial Operations Centre if the Field Officer is not available.

The emergency notification contact list, including contact numbers for requesting assistance are found at **Appendix 4 to Annex A.**

PART 5: EMERGENCY COMMUNITY CONTROL GROUP

5.1 Role of Community Control Group (CCG) The Community Control Group (CCG) is responsible for coordinating the township emergency response and recovery activities. The CCG operates from the Emergency Operations Centre and includes leading community officials, emergency management representatives and other relevant staff.

5.2 Composition of the CCG The Community Control Group is composed of the following officials:

- Mayor of the Township of East Hawkesbury, or alternate (Deputy Mayor) ;
- Clerk / Chief Administrative Officer, or alternate, who becomes the Operations Officer in the EOC;
- Ontario Provincial Police Detachment Commander, or alternate;
- Fire Chief, or alternate;
- Road Superintendent, or alternate;
- Medical Officer of Health, or alternate;
- Social and Family Services Director, or alternate;
- Emergency Services Director, or alternate;
- Community Emergency Management Coordinator, or alternate; and
- Emergency Information Coordinator.
- Depending on the nature of the emergency additional representation to the CCG may include :
 - Emergency Management Ontario Representative;
 - Telecommunication Coordinator;
 - Hydro One Representative;
 - Liaison staff from provincial ministries;
 - Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.

The Control Group may function with only a limited number of persons depending upon the emergency. While the CCG may not require the presence of all the primary members, all members of the CCG must be notified of its activation.

5.3 CCG Training. The members of the CCG will undergo annual training in accordance with O Reg. 380/04 s. 12(3) and will participate in an annual exercise per O Reg. 380/04 s. 12(6). The training and exercise will be conducted by the CEMC assisted by EMO.

5.4 CCG Operating Cycle. The members of the CCG will gather at regular intervals to receive information concerning the emergency, to inform each other of actions taken or any problems encountered and to take decisions regarding further actions. . The Clerk/ Chief Administrative Officer will establish the frequency of meetings and agenda items. Meetings will be kept as short as possible to permit individual members to carry out their specific responsibilities. Detailed instructions for the Emergency Operations Centre (EOC) and the CCG are found at **Appendix 2 to Annex B.**

5.5 Community Control Group Responsibilities. The members of the Community Control Group (CCG) are likely to be responsible for the following actions or decisions in both the response and recovery phases of an emergency:

- Calling out and mobilizing their emergency service, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the CCG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the municipality as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be at risk;
- Discontinuing utilities or services provided by public or private concerns, i.e. electricity , water, gas, etc;
- Arranging for services and equipment from local agencies not under township control i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and liaising with other levels of government;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;
- Determining the need to establish ad hoc committees /groups to deal with particular issues including recovery;
- Authorizing expenditure of money required dealing with the emergency;
- Notifying the service, agency or group under their direction of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Clerk /Chief Administrative Officer within one week of the termination of the emergency ; and
- Participating in the debriefing following the emergency.

5.6 The individual responsibilities of the Community Control Group Members.

The responsibilities of individual CCG members are detailed below.

a. Mayor or Deputy Mayor. The Mayor or alternate will perform the following responsibilities:

- Chair meetings of the CCG , unless delegated to the Operations Officer;
- Declare an emergency to exist within the designated area;
- Notify the Emergency Management Ontario, Community Safety and Correctional Services of the declaration of the emergency;
- Make decisions, determine priorities and issue operational direction through the Operations Officer and the heads of response agencies;
- Request assistance from senior levels of government when required;
- Ensure members of Council are advised of the declaration and are kept informed of the emergency situation;
- Approve news releases and public announcements;
- Terminate the emergency at the appropriate time and ensure all concerned have been notified including Emergency Management Ontario and the members of Council (Note: Council may also terminate the emergency) ; and
- Chair an evaluation of the operation of the CCG and actions by supporting groups following the emergency to improve the effectiveness and efficiency of the municipality's emergency plan.

b. Clerk / Chief Administrative Officer /Operations Officer or alternate. Upon learning of a potential emergency, the Chief Administrative Officer or alternate should consider the possible need for activation of the emergency plan and, if warranted, trigger the emergency alert procedure outlined at **Appendix 1 to Annex A**. Immediately after that the Chief Administrative Officer or alternate will report to the EOC to sit as a member of the CCG and to perform the duties and responsibilities of an operation officer and as such will:

- If delegated by the Mayor , chair the CCG;
- Ensure liaison with the Senior Police Official regarding security arrangements for the EOC;
- As the Operations Officer, coordinate all operations within the Emergency Operations Centre, including the scheduling of regular meetings;
- Advise the Mayor on policies and procedures, as appropriate;
- Approve, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the CCG;
- Ensure that a communication link is established between the CCG and the Emergency Site Manager (ESM);
- Call out additional municipal staff to provide assistance, as required;
- Assume the responsibilities of the Citizen Inquiry Supervisor; and
- Assume the responsibilities of the Volunteer Coordinator, if required.

c. **Ontario Provincial Police Detachment Commander or Alternate** Upon learning of a potential emergency, the Ontario Provincial Police Detachment Commander or alternate should consider the possible need for activation of the emergency plan and, if warranted, trigger the emergency alert procedure outlined at **Appendix 1 to Annex A**. Immediately after that the Ontario Provincial Police Detachment Commander or alternate will report to the EOC to sit as a member of the CCG and to perform the following additional functions and responsibilities:

- Provide the CCG with information and advice on law enforcement matters;
- If appropriate, appoint a Police Control Officer (PCO) to control operations at the scene of the emergency;
- Depending on the nature of the emergency, establish a police command post at the emergency site with communications to the EOC, if requested provide security of emergency site ;
- Establish ongoing communications link with the PCO at the scene of the emergency;
- Arrange for the establishment of perimeters and for the emergency area;
- Provide traffic control to facilitate the movement of emergency vehicles;
- Arrange for the alerting of persons endangered by the emergency and coordinating evacuation procedures;
- Liaise with the Social and Family Services Director regarding the establishment and operation of evacuation and reception centres including opening of facilities, ensuring the maintenance of peace, and arranging for security needs;
- Protect life and property and provide law and order;
- Provide police service in EOC , evacuation and reception centres, morgues, and other facilities, as required;
- Investigate all fatalities;
- Liaise with other police agencies, as required; and
- In concert with other members of the CCG, provide an Emergency Site Manager as required.

d. Fire Chief or Alternate Upon learning of a potential emergency, the Fire Chief or alternate should consider the need for possible activation of the emergency plan and, if warranted, trigger the emergency alert system described in **Appendix 1 to Annex A**. Immediately after that the Fire Chief or alternate will report to the EOC to sit as a member of the CCG and perform the additional duties:

- Provide the CCG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assign a temporary Emergency Site Manager and notify the Community Control Group (CCG);
- In concert with other members of the CCG, provide an Emergency Site Manager as required;
- Provide an “on-site (s) fire department co-ordinator” to control the fire department operations at the site, if necessary;
- Establish an ongoing communications link with the “on-site(s) fire department co-ordinator” at the scene of the emergency;
- Direct all fire department personnel to stand-by for deployment and direct the deployment is necessary;
- Inform the Mutual Aid Fire Coordinators and /or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determine if additional or special equipment is needed and recommend possible sources of supply, e.g., breathing apparatus, protective clothing;
- Provide assistance to other municipal departments and agencies and be prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation.
- Ensure liaison with private/public utility companies and making recommendations to disconnect any service representing a hazard;
- Maintain an up-to-date inventory of supplies and equipment that may be required with sources of supply;
- Maintain a log of all actions taken.
- Provide emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;

e. Road Superintendent or Alternate. Upon learning of a potential emergency, the Road Superintendent or alternate should consider the need for the possible activation of the emergency plan and, if warranted, trigger the emergency alert system as described at **Appendix 1 to Annex A.** Immediately after that the Road Superintendent or alternate will report to the EOC to act as a member of the CCG and to perform the following additional functions and responsibilities:

- Provide the CCG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assign a temporary Emergency Site Manager and notify the Community Control Group (CCG);
- In concert with other members of the CCG, provide an Emergency Site Manager as required;
- Provide an “on-site(s) public works co-ordinator” to control the public works operations at the site, if necessary;
- Establish an ongoing communications link with the “on-site(s) public works co-ordinator” at the scene of the emergency;
- Direct all roads department personnel to stand-by for deployment and direct that deployment if necessary;
- Ensure liaison with the public works representative from the neighbouring municipality(ies), County(ies) and the Ministry of Transportation of Ontario to ensure a coordinated response;
- Obtain engineering assistance;
- Ensure construction, maintenance and repair of municipal roads;
- Ensure the maintenance of sanitary sewage and water systems;
- Liaise with the Fire Chief concerning emergency water supplies for fire fighting purposes ;
- Discontinue any public works service to any resident, as required, and restoring these service when appropriate;
- Ensure liaison with private/public utility companies and making recommendations to disconnect any service representing a hazard;
- Provide public works materials, supplies and equipment and if not available within the municipality’s inventory make arrangements for sources of supply from neighbouring municipalities, private contractors, etc;
- Assist traffic control, evacuations, and other tasks by clearing emergency routes, marking obstacles, providing road signs, etc;
- Ensure liaison with the conservation authority regarding flood control, conservation and environmental matters and be prepared to take preventative actions;
- Re-establish essential services at the end of an emergency;
- Maintain an up-to-date inventory of supplies and equipment that may be required together with sources of supply;
- Maintain a log of all actions taken.

f. Medical Officer of Health or Alternate. Upon learning of a potential emergency, the Senior Health Official should consider the need for a possible activation of the emergency plan and, if warranted, trigger the emergency alert system at **Appendix 1 to Annex A**. Immediately after that the Senior Health Official or alternate will report to the EOC to act as a member of the CCG and either perform the following functions or report the situation to a competent medical authority who would then take such appropriate action, in conjunction with the CCG, as the situation warrants:

i. **Public Health.** Public health matters are normally the responsibility of the Medical Officer of Health (MOH) who will normally take charge in such situations and;

- provide advice on public health matters to the CCG;
- range for dissemination of special instructions to the population on matters concerning public health;
- arrange for mass immunization where needed;
- arrange for testing of water supplies and, where warranted, make recommendations for arranging alternative supplies;
- ensure coordination of the care of bed ridden citizens and invalids at home and in evacuation/reception centres during an emergency;
- ensure that the evacuation/reception centres meet public health standards;
- ensure that food is safe;
- order the evacuation of those buildings or areas that pose a health hazard;
- act as a health consultant in cases of environmental spills; and,
- notify other agencies and senior levels of government about health related matters.

ii. **Mass Casualties.** The Senior Health Official will coordinate activities related to coping with a large number of casualties including warning health facilities of impending needs. The Senior Health Official will advise the CCG of any special problems of needs of area hospitals or of the ambulance service. Arrangements for coping with mass casualties are made jointly by the hospital(s) and ambulance service that serve the local area. Such arrangements should provide for the following activities:

- bringing casualties to a central point for triage and, afterwards, arranging a balanced distribution of casualties to hospitals; and,
- provision of first aid for minor casualties who would not require transportation to a hospital.

g. Social and Family Services Director or Alternate. Upon learning of a potential emergency, the Senior Social Services Director should consider the need for a possible activation of the emergency plan, and if warranted, trigger the emergency alert system at **Appendix 1 of Annex A**. Immediately after that the Social and Family Services Director or alternate will report to the EOC to act as a member of the CCG to perform the following responsibilities and duties:

- Provide advice to the CCG on Social Services capabilities;
- Depending on the nature of the emergency assign a temporary Emergency Site Manager and notify the Community Control Group (CCG);
- In concert with other members of the CCG, provide an Emergency Site Manager as required;
- Provide a social services emergency plan to ensure the well-being of residents who have been displaced from their homes or are sheltered within their homes;
- According to the nature of the emergency, implement appropriate aspects of a social service plan including:
 - (1) designating and managing reception centres and /or evacuation centres that will provide accommodation, feeding, and other emergency social services for those who will have to be evacuated for any reason;
 - (2) liaison with the Police Official for assistance in opening facilities designated as either reception centres and /or evacuation centres and maintaining peace and security within those facilities;
 - (3) operating a Registration and Inquiry (R& I) system within the reception centres and evacuation centres;
 - (4) distributing clothing and other essentials to evacuees;
 - (5) ensuring ongoing communications between R& I staff in reception/evacuation centres and staff in the Citizen Inquiry Centre;
 - (6) arranging for emergency purchases of food, supplies, etc., that cannot be obtained in any other way ; and,
 - (7) Ensuring that a representative of the “Conseil de District des écoles catholiques de langue française de l’Est ontarien “is notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;
 - (8) Making arrangements for meals for the staff/volunteers at the evacuations centres and the Site.
 - (9) Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.

h. Emergency Services Director or Alternate. Upon learning of a potential emergency, the Emergency Services Director or alternate should consider the need for the possible activation of the emergency plan and, if warranted, trigger the emergency alert system as described in **Appendix 1 to Annex A**. Immediately after that the Emergency Services Director or alternate will report to the EOC to act as a member of the CCG and to perform the following additional functions and responsibilities:

- Provide the CCG with information on the triage, treatment and transportation of casualties;
- Depending on the nature of the emergency assign a temporary Emergency Site Manager and notify the Community Control Group (CCG);
- if appropriate, appoint an Ambulance Control Officer (ACO) to control operations at the scene of the emergency ;
- Establish an ambulance command post at the emergency site with communications to the EOC;
- Provide emergency medical services at the emergency site;
- Establish ongoing communications link with the ACO at the scene of the emergency;
- Notify area hospitals of the emergency situation;
- Establish on-going communications with emergency department personnel at area hospitals and the Medical Officer of Health, as required;
- Obtain EMS from other counties for support, if required;
- Ensure appropriate distribution of casualties between area hospitals and /or other designated sites;
- Advise the CCG if other means of transportation is required for large scale response; and,
- Provide an ESM if required.

i. Community Emergency Management Coordinator or Alternate. On being alerted to report to the EOC, the Community Emergency Management Coordinator will report on arrival to the Chief Administrative Officer and perform the following functions and responsibilities:

- Set up the Emergency Operations Centre and Information Centre;
- Establish security arrangements for the EOC;
- Ensure that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
- Assume the responsibilities of the Telecommunications Coordinator;
- Open and maintain a main event log;
- Coordinate feeding and rest arrangements for the CCG and EOC staff;
- Recommend courses of action to the Operations Officer;
- Supervise EOC and Information Centre stand-down activities;
- Produce the post-emergency report; and,
- Replenish EOC and Information Centre supplies in preparation for the next emergency.

j. Emergency Information Coordinator. On being alerted to report to the EOC, the Emergency Information Officer will report on arrival to the Chief Administrative Officer and perform the following functions and responsibilities:

- Establish a communications link with the site media spokesperson, the Citizens Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc...) involved;
- Ensure the media centre is set up and staffed;
- Ensure the media telephone number is provided to the necessary persons and organizations;
- Provide direction and regular updates to the Citizens Inquiry Supervisor;
- Draft public service announcements and media releases for approval by the Mayor (in consultation with the Chief Administrative Officer) and distribute them on approval;
- Organize news conferences;
- Monitor news coverage and correct any erroneous information; and
- Maintain copies of public service announcements, media releases and articles pertaining to the emergency.

PART 6: EMERGENCY OPERATIONS CENTRE (EOC)

6.1 **Purpose of the EOC.** The EOC provides the facility, personnel, communication resources and other equipment necessary for the Community Control Group (CCG) to exercise direction and management of an emergency situation and to support activities at the emergency site.

6.2 **Facilities at the EOC.** The EOC provides facilities for the minute-to-minute management of the emergency situation, a meeting room for the CCG and a rest /feeding area.

6.3 **Staff at the EOC.** Support, logistics and advisory staff are required at the EOC to support the members of the EOC, to facilitate decision making, to provide emergency communications, to provide information to the public and the media and to manage volunteers. The following staff may be required:

- Deputy Clerk;
- Township's Solicitor;
- Deputy Treasurer (Accounting Clerk);
- Telecommunications Coordinator;
- Transportation Coordinator;
- Volunteer Coordinator;
- Utility Representative (Hydro One); and
- Conseil des écoles catholiques de langue française de l'est ontarien.

6.4 **Duties at the EOC.** The duties of the support staff are detailed below:

a. Deputy Clerk

The Deputy Clerk is responsible for:

- Assisting the Chief Administrative Officer, as required;
- Ensuring all important decisions made and actions taken by the CCG are recorded;
- Arranging for printing of material, as required;

b. Township Solicitor

The Township Solicitor is responsible for:

- Providing advice to any member of the Community Control Group on matters of a legal nature as they may apply to the actions of the Township of East Hawkesbury in its response to the emergency, as requested.

c. Deputy Treasurer (Accounting Clerk)

The Deputy Treasurer (Accounting Clerk) is responsible for:

- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.

d. Telecommunications Coordinator

The Community Emergency Management Coordinator will act as the Telecommunications Coordinator and is responsible for:

- Activating the emergency notification system of the local amateur radio group (presently, no amateur radio communications resources in our municipality);
- Initiating the necessary action to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates;
- Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
- 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;
- Making arrangement to acquire additional communications resources during an emergency.

e. Transportation Coordinator

The Chief Administrative Officer may wish to establish a position of transportation coordinator whose responsibilities would include:

- Coordinating the acquisition, coordinator and scheduling of various modes of transport for the purpose of transporting persons and/or supplies, as required, by the members of the CCG and the support and advisory staff;
- Procuring staff to assist, as required; and,
- Ensuring that a record is maintained of drivers and operators involved.

f. Volunteer Coordinator

The Clerk/Chief Administrative Officer will act as the Volunteer Coordinator and is responsible for:

- Coordinating offers of, and appeals for, volunteers;
- Establishing registration sites for volunteers;
- Procuring staff to assist as required;
- Maintaining volunteer registers;
- Arranging for transportation of volunteers;
- Obtaining assistance from volunteer groups.

g. The Utility Representative (or alternate) - Hydro One is

responsible for:

- Monitoring the status of power outages and customers without services;
- Providing updates on power outages, as required;
- Ensuring liaison with the public works representative;
- May provide assistance with accessing generators for essential services, or other temporary power measures.

h. Conseil de District des écoles catholiques de langue française de l'est ontarien

The Conseil de District des écoles catholiques de langue française de l'est ontarien is responsible for :

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to coordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centers;
- 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 procedures;
- A copy of the Agreement is included in **Appendix 3 to Annex F**

PART 7: EMERGENCY SITE

7.1 Emergency Site. The geographic area around the emergency incident including the area required by emergency response personnel and their equipment and encompassing an exclusion area sufficient to ensure the safety of personnel not involved in the emergency situation. A separate area for the media should be established outside the emergency site.

7.2 Emergency Site Manager (ESM). The public sector official (usually fire, police, ambulance or public work) at the site, in charge of coordinating resources, of developing actions to reserve the emergency situation and of advising the CCG on all aspects of the emergency. The ESM will be appointed by the CCG.

7.3 Relationship between CCG and Emergency Site Manager (ESM): Depending on the nature of the emergency, and once the Site Manager has been assigned, the CCG relationship with the Emergency Site Manager is to offer support with equipment, staff and other resources, as required. The CCG will provide the interface with the media to permit the ESM to carry out his/her duties. The CCG will also ensure that the rest of the community maintains municipal services.

7.4 Relationship between ESM and emergency responders The senior representative for each emergency responder (police, fire, emergency services, public works) at the site will consult with the Emergency Site Manager to provide a coordinated and effective response. Regular briefings will be held at the site, chaired by the ESM, to establish the manner and process by which the response to the emergency will be provided.

PART 8: PUBLIC INFORMATION

8.1 **General** In an emergency situation information is a critical resource for the general public. It is important that the information released be accurate, timely and authoritative. The Emergency Information Plan is found at **Annex E**.

PART 9: RESPONSE PLANS

9.1 **General** The range and scope of specific potential emergency situations precludes the preparation of specific response plans. The procedures described in the Annexes for the CCG, the EOC and Public Information are applicable to any emergency situation and may be adapted as necessary to cater the specific events. Guidelines for hazards identified in the Community Risk Profile are found in **Annex G**.

PART 10 : VOLUNTEERS

10.1 **General** In a large scale or long duration emergency volunteers are an essential component of the community's response plan. The role of volunteers is to augment first responders and other emergency response organizations such as the Department of Social Services of the United Counties of Prescott & Russell by taking on more routine activities thereby freeing the "experts" for more serious tasks.

10.2 Organization is the key to the effective employment of volunteers. The appointment of a skilled volunteer coordinator is a critical factor in successful employment of volunteers.