

Town of Whitchurch-Stouffville
EMERGENCY RESPONSE PLAN

Appendix A

By-law Number 2004-198-FR

October 20, 2004

TOWN OF WHITCHURCH-STOUFFVILLE EMERGENCY RESPONSE PLAN

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TOWN OF WHITCHURCH-STOUFFVILLE EMERGENCY RESPONSE PLAN

Section 1: INTRODUCTION

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Town of Whitchurch-Stouffville.

The current population of the Town of Whitchurch-Stouffville is 23,000 residents.

In order to protect residents, businesses and visitors, the Town of Whitchurch-Stouffville requires 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 Town of Whitchurch-Stouffville Emergency Management Program Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Town of Whitchurch-Stouffville 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. Copies of the Town of Whitchurch-Stouffville Emergency Response Plan may be viewed at the Town Offices, Library and Town Web Site. For more information, please contact:

**Chris Powers, Fire Chief
Community Emergency Management Coordinator
15400 Highway #48
Town of Whitchurch-Stouffville
(905) 640-9595**

email: chris.powers@townofws.com

Section 2:

2.1 Aim

The aim of the Whitchurch-Stouffville Emergency Response Plan is to establish provision 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 Town of Whitchurch-Stouffville when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the Town of Whitchurch-Stouffville, and meets the legislated requirements of the Emergency Management Act (2003). A copy of this Act is contained in Annex J.

Emergencies can occur within the Town of Whitchurch-Stouffville. The main threats of concern to Whitchurch-Stouffville are hazardous material incidents in our transportation corridors, widespread damages in rural and urban areas resulting from wildfires, widespread multi-day power outages, pre-emption of medical system from epidemic diseases in humans, hazardous material incidents in fixed sites and major flooding resulting from heavy rainfall or dam burst.

For further details, please contact the Community Emergency Management Coordinator.

2.2 Objectives

The Emergency Response Plan may be implemented in whole, or in part, as the situation warrants and provides guidance and direction in responding to an emergency or disaster that may involve multiple sites and jurisdictions.

The main objectives of the Plan are:

- 2.2.1 To ensure the earliest possible response and overall control of the emergency operations;
- 2.2.2 To undertake immediate actions to eliminate all sources of potential danger within the affected area;
- 2.2.3 To ensure coordinated acquisition and distribution of emergency resources, supplies, and equipment;
- 2.2.4 To establish an Emergency Operations Centre and any other necessary emergency operations control facilities, reception/evacuation centres, etc.;
- 2.2.5 To rescue all persons affected by the emergency;

- 2.2.6 To arrange immediate first aid treatment and transport of casualties to hospitals and/or designated sites;
- 2.2.7 To secure the emergency site to establish crowd control, facilitate emergency operations access/egress, and prevent injuries/casualties;
- 2.2.8 To provide timely, factual, and official information to the emergency operations officials, media, public, and individuals seeking personal information;
- 2.2.9 To evacuate any building that poses a threat to public safety;
- 2.2.10 To provide for a total or partial controlled evacuation of the Town, as required;
- 2.2.11 To provide emergency food, lodging, clothing, and essential social services and assistance to persons affected by the incident and emergency services personnel involved;
- 2.2.12 To arrange for assistance from private, voluntary, non-profit and government organizations and agencies;
- 2.2.13 To commence coordinated recovery activities;
- 2.2.14 To authorize expenditures;
- 2.2.15 To restore essential services;
- 2.2.16 To designate employees to be responsible for reviewing and updating the Emergency Response Plan and establishing a training program.

Section 3:

3.1 Authority

The *Emergency Management Act (EMA)* is the legal authority for this emergency response plan in Ontario.

The *EMA* states that:

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency response plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”

As enabled by the *Emergency Management Act, 2003*, this emergency response plan and its' elements have been:

- Issued under the authority of *Town of Whitchurch-Stouffville By-law #2004-198-FR*;
- and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

3.2 Definition of an Emergency

The *EMA* defines an emergency as:

“An emergency means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.”

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

3.3 Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the Town of Whitchurch-Stouffville.

Section 4. TOWN OF WHITCHURCH - STOUFFVILLE EMERGENCY MANAGEMENT PLANNING

4.1 Compostion

The Town of Whitchurch-Stouffville Emergency Management Planning Committee shall consist of the persons holding positions in the Town, its local Boards, the York Regional Police Force and other Agencies and Organizations as the case may be, or persons designated to perform their roles from time to time.

Chair of Emergency Planning Committee

CEMC- Town of Whitchurch-Stouffville

Members (or designates)

Mayor or Designate of Council
Town Administrator
Fire Chief
Clerk
Director of Public Works
Director of Leisure Services
Director of Finance
Director of Development Services
Chief Executive Officer, Library
Curator, Museum
Manager of Operations, Public Works
Deputy Fire Chief
Manager of Planning Services

4.2 Responsibilities

The Town of Whitchurch-Stouffville Emergency Management Planning Committee is responsible for the emergency planning and emergency operations duties listed hereunder:

- The formulation, development, implementation and coordination of plans for all departments, agencies and local boards under the jurisdiction of the Town, or constituted or given powers by The Municipal Act.
- To review the Emergency Response Plan on an annual basis and conduct training and exercises from time to time.

4.3 Goal

Direct and coordinate emergency response operations within the Town of Whitchurch-Stouffville in order to save lives, reduce suffering, sustain health and morale, minimize property damage, maintain and restore utilities and essential services; in general to neutralize the effects caused by the emergency and effect rehabilitation.

4.4 Objectives of Emergency Planning Committee

The Town of Whitchurch-Stouffville Emergency Planning Committee will provide the Town of Whitchurch-Stouffville with an effective vehicle for developing and maintaining contingency planning and coordinating emergency response activities which will provide for:

- 4.4.1 Immediate effective response to an emergency
- 4.4.2 Overall control of operations
- 4.4.3 Rescue of trapped and injured persons
- 4.4.4 Prompt provision of medical aid
- 4.4.5 Isolation of danger areas
- 4.4.6 Prevention of further injury, loss of life, property damage
- 4.4.7 Alternate accommodation for evacuated persons
- 4.4.8 Mobilization of all municipal, voluntary and other agencies required to cope with the emergency
- 4.4.9 Establishment of information centres for the public and news media
- 4.4.10 Procurement of essential resources
- 4.4.11 Restoration of utilities and other essential services
- 4.4.12 Rehabilitation

Section 5: EMERGENCY NOTIFICATION PROCEDURES

5.1 Notification of Community Control Group

Only a member of the Community Control Group (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 CEMC or alternate and direct them to initiate the notification of the CCG. The member initiating the call must provide pertinent details (e.g. - a time and place for the CCG to meet) as part of the notification procedure. Sample in Annex A is the recommended format.

Where a threat of an impending emergency exists, any member of the CCG may initiate the notification procedure and place CCG members on standby.

The CEMC must record the date and time CCG members were contacted.

The contact phone numbers and addresses of the CCG members (and their alternates) are contained in Annex A.

5.2 Departmental Staff Notification

Once notified of an emergency, all CCG members will proceed immediately to the designated EOC

Each member of the CCG is responsible for notifying his/her departmental employees.

Alternates and staff with designated emergency response duties may be instructed to:

- Remain at his/her location;
- Be placed on emergency standby; or
- Report to a designated official, EOC, or specific location.

5.3 Staff Family Member/Notification

CCG: Each member of the CCG will designate a staff member (usually his/her administrative assistant or secretary) to be their emergency contact with his/her family in an emergency situation. The staff designate will provide the family member with updates and, if necessary, forward messages to the CCG member.

Staff: The Telecommunications Officer is responsible for activating and staffing a designated phone number and will relay messages to the appropriate staff designate in each department. It is the responsibility of each CCG member to supply his or her family with the designated phone number.

If the family member(s) of a member of the CCG are living within an area of the municipality that has to be evacuated, they must advise the reception/evacuation centre staff to notify the CCG accordingly.

5.4 Requests for Assistance

5.4.1 Request for Assistance from Region of York

Assistance may be requested from the Region of York at any time by contacting the Regional REMC (Regional Emergency Management Coordinator). The request shall not be deemed to be a request that the Region assume authority and control of the emergency.

5.4.2 Request for Assistance from Province of Ontario

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for this assistance should be made by contacting Emergency Management Ontario.

The Emergency Notification Contact List, including contact numbers for requesting assistance, is attached as **Annex A**.

5.5 A Declared Community Emergency

The Mayor or Acting Mayor of the Town of Whitchurch-Stouffville, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

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

5.6 Termination of an Emergency

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- Town Council; or
- Premier of Ontario.

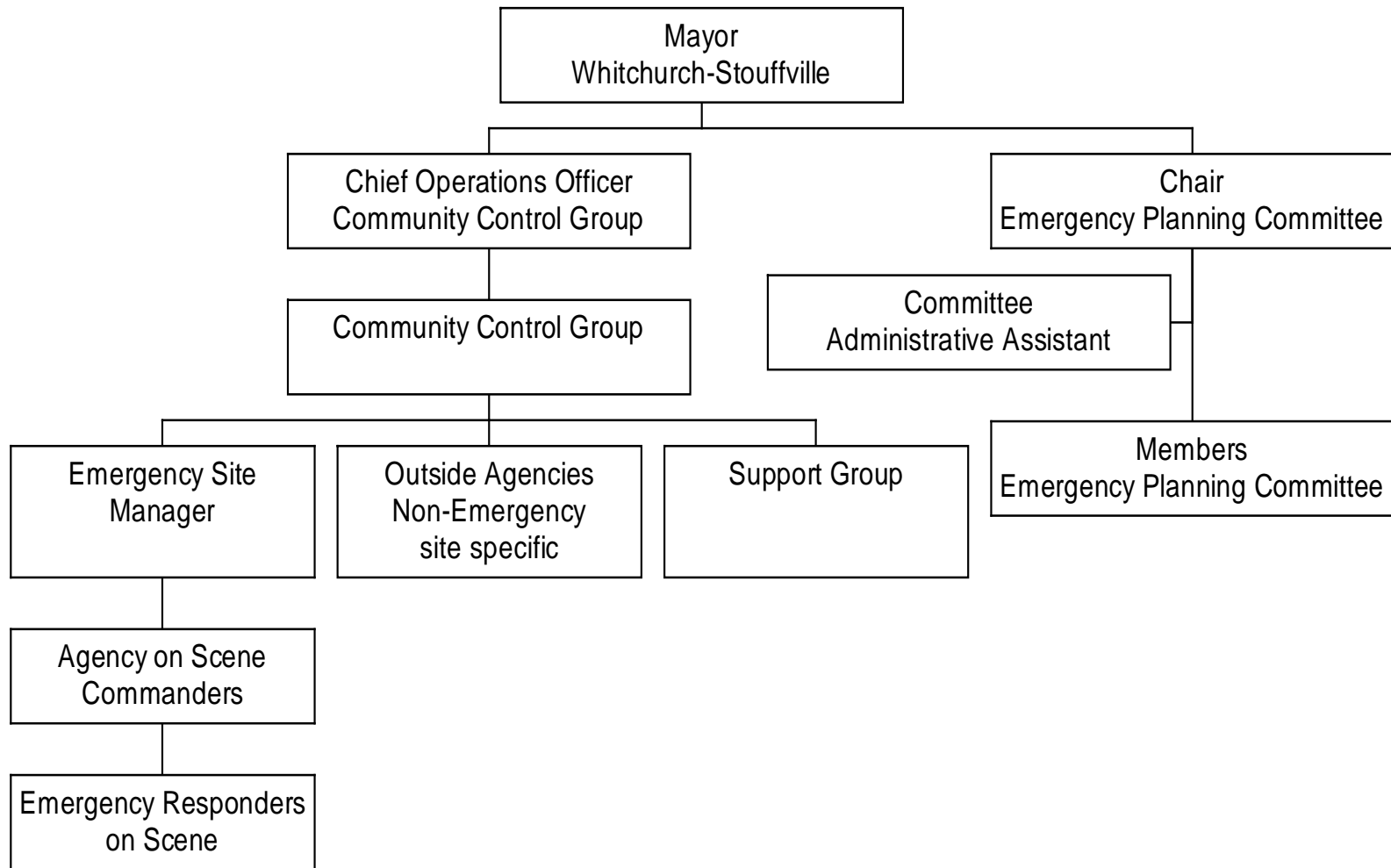
When terminating an emergency, the Mayor will notify:

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

5.7 Chain of Command

All operations by emergency agencies in response to an emergency will be performed within existing internal chain of command structure as identified in Table 5.7.

Table 5.7
Chain of Command



5.7.1 Chief Operations Officer

The Head of Council is the Chief Operations Officer of the Community Control Group and as such will act as the coordinator of all Emergency Response activities from the Emergency Operations Centre. This responsibility may be designated to another member of the Community Control Group at the Mayors discretion.

5.7.2 Emergency Site Manager

The Community Control Group will appoint for each emergency site an Emergency Site Manager to organize and coordinate the on-scene response with the various agency On-Scene commanders.

5.7.3 Command Post

A temporary command post (emergency response vehicle, house, building) will be established at each emergency site by the senior officers from each agency represented at the scene immediately upon arriving at the emergency. The temporary Command Post will be replaced by an appropriate mobile or fixed Command Post as determined by the Emergency Site Manager. All inter-agency communication will be channeled through this Command Post and a direct link (radio or telephone) will be established with the Emergency Operations Centre.

5.7.4 Agency on-scene Commanders

The ranking on-scene official for each agency responding to the emergency will assume the role of that agency's On-Scene Commander. Each agency will have one On-Scene Commander at each emergency site who is responsible for managing the agency's response operations in consultation and coordination with the Emergency Site Manager and the Community Control Group to facilitate an effective overall response to the emergency. The On-Scene Commander should delegate responsibility for specific functions where applicable.

5.7.5 Emergency Information Officer

An assigned Emergency Information Officer(s) will establish a Media Information Centre(s) at the scene(s) and/or at a location established by the Community Control Group in order to inform the media and the public of the status of the emergency on an on-going basis.

5.8 Evacuation

Depending on the nature of the emergency, evacuation areas may be determined by on-scene personnel (chemical spills, fire, criminal activity, etc.). This information will be communicated and/or identified to the Community Control Group as required and the York Regional Police Department will implement the evacuation with assistance from other agencies. The Region in consultation with the Community Control Group will open evacuation Centres.

Section 6: Emergency Community Control Group

6.1 Emergency Operations Centre (EOC)

The locations of the Town of Whitchurch-Stouffville primary and alternate Operations Centres are detailed in Annex B.

6.2 Community Control Group (CCG)

The emergency response will be directed and controlled by the Community Control Group (CCG) - a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. The CCG consists of the following officials:

- Mayor of the Town of Whitchurch-Stouffville, or alternate;
- Town Administrator, or alternate,
- Fire Chief/ CEMC, or alternate;
- Clerk, or alternate;
- Director of Public Works, or alternate;
- Director of Leisure Services, or alternate
- York Regional Police Representative
- Regional Medical Officer of Health representative;
- York Emergency Medical Services (EMS) representative;
- Emergency Information Coordinator (EIO);

6.3 CCG/EOC Support Staff

- Director of Finance or alternate;
- Director of Development Services, or alternate
- Town Administrator's Administrative Assistant
- Fire & Emergency Services Administrative Secretary
- Library CEO
- Museum Curator
- Mayor's Executive Assistant
- Additional personnel called or added to the CCG may include:
 - Emergency Management Ontario Representative;
 - Ontario Provincial Police Representative;
 - Toronto Region and/or Lake Simcoe Conservation Authority Representative;
 - Liaison staff from provincial ministries;
 - Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.
 - Local electrical utility representative, or alternate, if required or available;

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 people listed as members of the control group, all members of the CCG must be notified.

6.4 Operating Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Mayor will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Mayor's Executive Assistant will maintain status board and maps and which will be prominently displayed and kept up to date.

6.5 Community Control Group Responsibilities

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

- 6.5.1 Calling out and mobilizing their emergency service, agency and equipment;
- 6.5.2 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;
- 6.5.3 Determining if the location and composition of the CCG are appropriate;
- 6.5.4 Advising the Mayor as to whether the declaration of an emergency is recommended;
- 6.5.5 Advising the Mayor on the need to designate all or part of the town as an emergency area;
- 6.5.6 Ensuring that an Emergency Site Manager (ESM) is appointed;
- 6.5.7 Ensuring support to the ESM by offering equipment, staff and resources, as required;
- 6.5.8 Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- 6.5.9 Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;

- 6.5.10 Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs;
- 6.5.11 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;
- 6.5.12 Determining if additional volunteers are required and if appeals for volunteers are warranted;
- 6.5.13 Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- 6.5.14 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;
- 6.5.15 Determining the need to establish advisory groups and/or sub-committees /working groups for any aspect of the emergency including recovery;
- 6.5.16 Authorizing expenditure of money required dealing with the emergency;
- 6.5.17 Notifying the service, agency or group under their direction, of the termination of the emergency;
- 6.5.18 Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Town Administrator within one week of the termination of the emergency, as required;
- 6.5.19 Participating in the debriefing following the emergency;
- 6.5.20 Considering application for Ontario Disaster Relief Assistance Program and make arrangements as required.

Section 7: EMERGENCY RESPONSE SYSTEM

7.1 The individual responsibilities of the Community Control Group:

7.1.1. Mayor or Acting Mayor/ Chief Operations Officer

The Mayor or Acting Mayor is responsible for:

- Chairing the Community Control Group and holding frequent briefings
- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency;
- Ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation;
- Maintaining a personal log of all actions taken.
- Designating all rights, power and authority as Chief Operations Officer of the Community Control Group to an alternate, if required.
- In coordination with the Emergency Information Officer and following consultation with the Community Control Group, speak on behalf of the Town regarding media releases and public announcements. The Mayor is the key spokesperson for the Town of Whitchurch-Stouffville. The Mayor should appear at the press conference with technical advisors or experts to assist with answering any technical questions posed by the press.

7.1.2. Town Administrator

- Alternate Chief Operations Officer
- Member of the CCG
- Activating the emergency notification system;
- Advising the Mayor on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the CCG;
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM);
- Calling out additional town staff to provide assistance, as required;
- Maintaining a personal log of all actions taken.

7.1.3. Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system;
- Providing the CCG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Providing an Emergency Site Manager, if required;
- Maintaining a personal log of all actions taken.

As the CEMC, the Fire Chief is responsible for:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarification about the implementation details of the Emergency Response Plan;
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross)
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keep CCG members informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared;
- Maintaining a personal log of all actions taken.

7.1.4 Clerk

The Clerk is responsible for:

- Assisting the Mayor as required.
- Ensuring all-important decisions made and actions taken by the Municipal Control Group are recorded.
- Arranging for printing of materials, if required.
- Coordinating the provision of clerical staff to assist at the Emergency Operations Centre, as required.
- At the direction of the Mayor, ensure that all Town Council members are advised of the declaration and termination of the emergency.
- At the direction of the Mayor, arrange a special meeting of Council, as required and advise members of Council about the details of the emergency.
- Opening and maintaining the Administration Offices as required.
- Providing security for the Administration Offices, as required.
- Providing identification cards (Appendix K) to Municipal Control Group members and Municipal Support Staff.
- Coordinating parking at the Emergency Operations Centres and Administration Offices, if required.
- Maintaining all completed logs and prepare post emergency standard agency reports.
- Activating the emergency notification system of the local amateur radio operators group.
- Maintaining a personal log of all actions taken.

As the Telecommunications Officer: the Clerk is responsible for:

- Making arrangements to acquire additional communications resources during an emergency, i.e. Fire Department portable radios, cellular phones, etc.
- Activating the emergency notification system of the local amateur radio operators group;
- 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 arrangements to acquire additional communications resources during an emergency;

- Initiating the opening, operation and staffing of switchboard at the Administration Offices, as the situation dictates and ensuring operators are informed of Community Control Group members' numbers in the Emergency Operations Centre.

7.1.5 Public Works Director

The Public Works Director is responsible for:

- Providing the CCG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing communications link with the senior public works official at the scene of the emergency;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring provision of engineering assistance;
- Ensuring construction, maintenance and repair of town roads;
- Ensuring the maintenance, in conjunction with the Region, of sanitary sewage and water systems;
- Providing equipment for emergency pumping operations.
- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes;
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Providing public works vehicles and equipment as required by any other emergency services;
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- Maintaining a personal log of all actions taken.

7.1.6 York Regional Police Representative

The Police Representative is responsible for:

- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the EOC, where required;
- Depending on the nature of the emergency, assigning the Site Manager and informing the CCG;
- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Ensuring liaison with the Director of Leisure Services regarding the establishment and operation of evacuation and reception centres;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in EOC, evacuee centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities;
- Ensuring liaison with other community, provincial and federal police agencies, as required;
- Providing an Emergency Site Manager, if required;
- Maintaining a personal log of all actions taken.

7.1.7. Director of Leisure Services

The Director of Leisure Services is responsible for:

- Liaising with York Region Community Services and Housing to ensure the coordination of the well-beings of residents;
- 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;
- Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed;
- Liaising with the Medical Officer of Health or representative on areas of mutual concern regarding operations in evacuee centres;
- Ensuring that a representative of the York Region Board of Education and/or York Region Catholic School Board is/are 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;
- Ensuring liaison with Nursing Homes or homes for the Aged as required;
- Making arrangements for meals for the staff/volunteers at the EOC and the Site;
- Maintaining a personal log of all actions taken.

7.1.8. Emergency Medical Services (EMS) Representative

The Emergency Medical Services Representative is responsible for:

- Ensuring emergency medical services at the emergency site;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;
- Advising the CCG if other means of transportation is required for large scale response;
- Ensuring liaison with the receiving hospitals;
- Ensuring liaison with the Medical Officer of Health or representative, as required;
- Maintaining a personal log of all actions taken.

7.1.9 Public Health Representative

The Public Health Representative is responsible for:

- Acting as a coordinator for all emergency health services at the CCG;
- Ensuring liaison with the York Region Operations Centre;
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- Establishing an ongoing communications link with senior health officials at the scene of the emergency;
- Ensuring liaison with the Emergency Medical Service representatives;
- Providing advise on any matter, which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Officer;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency;
- Ensuring the liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Public Works Representative regarding the need for potable water supplies and sanitation facilities;
- Ensuring liaison with the Director of Leisure Services on areas of mutual concern regarding health services in evacuee centres;
- Maintaining a personal log of all actions taken.

7.1.10. Emergency Information Officer (EIO)

- The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public. A detailed Emergency Information Plan is included in Annex C.
- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the EIC is set up and staffed and a site EIC, if required;
- Ensuring liaison with the CCG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;
- Ensuring that the following are advised of the telephone number of the media centre:
 - Media;
 - Community Control Group;
 - Switchboard (Town and Emergency Services);
 - Community Spokesperson;
 - Police Public Relations Officer;
 - Neighbouring Communities;
 - Citizen Inquiry Supervisor;
 - Any other appropriate persons, agencies or businesses.
- Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- Ensuring that the media releases are approved by the Community Control Group (in consultation with the mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency;
- Maintaining a personal log of all actions taken.

7.2 Support and Advisory Staff

The following staff may be required to provide support, logistics and advice to the CCG:

7.2.1. Town Administrator's Administrative Assistant/Assistants/ Fire Chief/ CEMC Administrative Secretary

The Administrative Assistants are responsible for:

- Assisting the Town Administrator and Fire Chief/CEMC, as required;
- Ensuring all important decisions made and actions taken by the CCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Providing a process for registering CCG members and maintaining a CCG member list;
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;
- Maintaining a personal log of all actions taken.

7.2.2. Town Solicitor

The Town 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 Town of Whitchurch-Stouffville in its response to the emergency, as requested;
- Maintaining a personal log of all actions taken.

7.2.3. Director of Finance

The Director of Finance is responsible for:

- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;
- 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;
- Providing and securing of equipment and supplies not owned by the Town of Whitchurch-Stouffville
- Ensuring liaison with purchasing agents of the neighbouring communities, if necessary;
- Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment;
- Maintaining a personal log of all actions taken.

7.2.4. Chief Executive Officer of Library acting as the Human Resource Officer

The CEO of Library is responsible for:

- Coordinating and processing requests for human resources;
- Coordinating offers of, and appeals for, volunteers with the support of the CCG;
- Selecting the most appropriate site(s) for the registration of human resources;
- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed;
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for town records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- Arranging for transportation of human resources to and from site(s);
- Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups;
- Procuring staff to assist as required or requested by the CCG
- Maintaining a personal log of all actions taken.

7.2.5. Director of Development Services

The Director of Development Services is responsible for:

- Attending as required to examine and certify buildings structurally damaged, order demolition, repairs, etc.
- Providing updated maps for the CCG and EOC
- Providing advice and information on all Building Code related matters

As the Transportation Officer, the Director of Development Service is responsible for:

- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff.;
- Ensuring that a record is maintained of drivers and operators involved;
- Maintaining a personal log of all actions taken.

7.2.6 York Region Board of Education and York Region Catholic School Board

The York Region Board of Education and the York Region Catholic School Board are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres as per the MOU with the Region of York;
- Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure;
- Maintaining a personal log of all actions taken.

7.2.7. Community Spokesperson

The community spokesperson will be appointed by the Community Control Group and is responsible for:

- Giving interviews on behalf of the Town of Whitchurch-Stouffville Council;
- Establishing a communication link and regular liaison with the Emergency Information Coordinator at the EOC;
- Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Coordinator;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media;
- Maintaining a personal log of all actions taken.

7.2.8. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible under the Emergency Information Officer (EIO) for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Emergency Information Coordinator of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Informing the affected emergency services, the CCG and Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Ensuring liaison with the Emergency Information Coordinator to obtain current information on the emergency;
- Responding to, and re-directing inquiries and reports from the public based upon information from the Emergency Information Coordinator. (Such information may be related to school closings, access routes or the location of evacuee centres.);
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist, as required;
- Maintaining a personal log of all actions taken.

7.3 Relationship between CCG and Emergency Site Manager (ESM):

The Emergency Site Manager, in liaison with the Chief Operations Officer, is responsible to:

- 7.3.1 Direct, control and coordinate the on-site emergency response effort of the Emergency Response Team (responding agencies), in accordance with direction from the Chief Operations Officer.
- 7.3.2 Maintain contact with the leader of each agency and keep informed on the progress of each.
- 7.3.3 Assess the situation, establish an aim and determine the site operational plan.
- 7.3.4 In conjunction with Police and/or Fire & Emergency Services, establish site layout and a Command Post, including an assembly area for additional staff resources for the control and coordination of emergency on-site operations.
- 7.3.5 Establish Emergency Response Team communications and work with the Telecommunications Officer.
- 7.3.6 Establish which agencies are allowed access past the outer and inner perimeters and advise on-site police.
- 7.3.7 In coordination with the Emergency Information Officer establish a Site Media Spokesperson. Request public information support as required.
- 7.3.8 Maintain continuous contact with the Chief Operations Officer and the CCG to report the operations status at the emergency site and advise of any assistance or other resource required.
- 7.3.9 Take such necessary action to minimize the effects of the emergency.
- 7.3.10 When recovery operations are nearing completion, monitor and advise the CCG about agencies preparing to depart the site.
- 7.3.11 Maintain a log of all major decisions, instructions issued and actions taken.

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 also ensure that the rest of the community maintains municipal services.

7.4 Relationship between ESM, and command and control structures of emergency responders

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult with the Emergency Site Manager, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the Emergency Site Manager, so as to establish the manner and process to the emergency.

Section 8: GLOSSARY OF TERMS

Definitions denoted by an asterisk (*) have been provided by the Canadian Emergency Preparedness College.

- **Activation** – to put in a “state of readiness”, to place designated employees on stand-by and to prepare the necessary equipment, facilities and other resources for use.
- **Alert** – a process by which actions are taken to inform the general public of a real or potential danger.
- **Citizen Inquiry Call Centre** – a service established by the Citizen Inquiry Supervisor to respond to and redirect inquiries and reports from the public.
- **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.
- **Command Post** – a mobile command post complex at the site of an emergency. The complex could be comprised of several mobile command posts from police, fire, ambulance, etc.
- **Communication** – the message provided as public information (e.g., news releases, Public Service Announcements and media relations such as radio, television and print.)
- **CCG** – is an acronym for the Community Control Group. As outlined in section 6 of the Town of Whitchurch-Stouffville Emergency Response Plan, “all emergency operations shall be directed and controlled by a group of officials responsible for providing the services needed to minimize the effects of the emergency on the municipality.”
- **Consequence** – the outcome of an event or situation expressed qualitatively or quantitatively, i.e. a loss, injury, disadvantage or gain.
- **Damage Assessment** – an appraisal or determination of the effects of a disaster on human, physical, economic and natural resources.
- **Declared Emergency** – a signed declaration made in writing by the Head of Council or the Premier of Ontario in accordance with the *Emergency Management Act*. This declaration is usually based on a situation or impending situation caused by the forces of nature, an accident, an intentional act or otherwise that threatens public safety, public health, the environment, property, critical infrastructure and economic stability.
- **Disaster** – a widespread or severe emergency that seriously incapacitates a community.
- **Disaster Relief Committee** – under the terms of the Ontario Disaster Relief Assistance Program (ODRAP), as soon as possible after a disaster area has been declared, Council may appoint by resolution a disaster relief committee. This committee and its sub-committees act as an autonomous body operating within provincial guidelines to raise funds and settle claims for approved damages within the declared disaster area only.

- **Emergency** – an abnormal situation which – to limit damage to persons, property or the environment –requires prompt coordinated actions beyond normal procedures.
- **Emergency Management** – a comprehensive program and activities to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.
- **Emergency Operations Centre (EOC)** – a central facility that serves as a focal point for the executive head of local government and departmental representatives to effectively coordinate and support emergency operations within their jurisdictions; also known as the “Nerve Centre”.
- **Emergency Site Manager (ESM)** – The officer or municipal official designated by the Community Control Group to take overall control of the entire force involved at the site of the emergency.
- **Evacuation Centres** – an evacuation centre is defined as “a one stop service site where evacuees are being received and which all five emergency social services are provided: clothing, lodging, food, registration and inquiry and personal services. ” During an emergency, people have multiple and varying needs, one of those needs may not, for the majority, involve lodging. As a result, an evacuation centre is set up in which all evacuees are registered and individual needs addressed. They may be referred to any number of resources depending on their needs. In the case of this plan, the identified evacuation centre locations will also provide shelter provision on site as required.
- **Hazard** – 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.
- **Inner Perimeter** – a physical line, which delineates the immediate impact zone or emergency area, as established by the On-Scene Commanders. Access to the inner perimeter is restricted only to essential emergency personnel actively involved in the occurrence.
- **Implementation** – to put the emergency response plan into effect; this includes mobilizing the MCG, opening and staffing the Emergency Operations Centre (EOC), using emergency expenditure authorities and conducting emergency response activities.
- **Incident** – a situation, which demands a response to minimize injuries or damage to property or the environment.
- **Lead Agency** – an organization that is responsible for the direction and control of the resources assigned to respond to the emergency. Normally, the organization, which has the largest vested interest in emergency response activities and/or mandate, is designated the lead agency.
- **Media centre** – is a pre-designated location under the direction of the Emergency Information Officer used to quickly gather and disseminate information.

- **Missing Persons** – Red Cross policy states there is a 72-hour moratorium from the start of a declared disaster to when it will start answering inquiries about the whereabouts of individuals. This allows time for the CRIB to be established. If a person is missing after several days, inquiries would be advised to inform the police as per the Health Canada Registration and Inquiry Manual.
- **Mitigation** – all activities aimed at eliminating or alleviating the effects of identified hazards.
- **Mobilization** – a process by which actions are taken to activate response resources.
- **Operations Officer** – is the person (Chief Administrative Officer) designated in the Emergency Response Plan whom is responsible for managing the entire EOC operations.
- **Outer Perimeter** - A physical line, which delineates an area that includes the inner perimeter and leaves ample area for setting up emergency centres and rescue operations. The outer perimeter is also used as a control measure between the EOC and the Command Post, where all coordinated emergency response outside the outer perimeter is the responsibility of the EOC. Access to the outer perimeter is restricted to essential personnel only as determined by the Emergency Site Manager.
- **Notification** – a process by which actions are taken to inform the authorities and stakeholders of a real or potential danger.
- **Priority Access for Dialing (P.A.D) Program** – Previously known as Line Load Control (LLC); PAD is a program managed by Industry Canada to establish preventative arrangements for essential users or agencies responsible for dealing with emergency situations. The aim is to increase the possibility of placing local telephone calls during a crisis situation.
- **Recovery** – refers to decisions and measures undertaken to restore normal conditions. The time frame for recovery begins as soon as a reduction in critical response activities permits the re-allocation of some resources to longer-term recovery activities. Recovery measures can begin within the initial response phase and extend over many months and may include physical restoration and reconstruction, financial assistance programs, counseling, temporary housing or relocation assistance, health and safety programs, environmental clean-up and economic impact studies.
- **Response** – those measures undertaken immediately after an emergency has occurred and for a limited period thereafter, primarily to save human life, treat the injured and prevent further injury and other forms of loss. They include response plan activation, opening and staffing of emergency operations centres, mobilization of resources, issuance of warnings, advisories and directions, provisions of aid and may include declaration of states of emergency.

- **Risk Assessment** – a risk is the chance or possibility of danger, loss, injury, or other adverse consequences. Risk assessment is the identification of risks to public safety, public health, the environment, property, critical infrastructure and economic stability from natural, human-caused and technological sources, and the evaluation of the importance of the activity to the continued operation of the community.
- **Staging Area** - is a site where if a quick evacuation is required, residents may be sent for temporary periods. These are established by the police and/or fire and will not involve the Red Cross or other Department of Community Services emergency response team members
- **Support Role** – the provision of assistance to a lead agency by an organization, which does not come under the authority of the lead agency under normal daily activities
- **Telecommunications** – equipment which is used to transmit or receive information (e.g. a radio, telephone, cellular phone, mobile phone, ham radio, CB, (Citizen Band), facsimile etc.

Section 9: Distribution List

Copy Number	Department	Issued to:
1	Clerks Office (Public Viewing)	Front Desk
2	Fire & Emergency Services	Fire Chief
3	Fire & Emergency Services	Fire Chief's Vehicle
4	Fire & Emergency Services	Deputy Fire Chief
5	Fire & Emergency Services	Deputy Fire Chief's Vehicle
6	Fire & Emergency Services	Admin. Secretary
7	Mayor's Office	Mayor
8	Mayor's Office	Councillor's reference copy
9	Public Works	Director of Public Works
10	Public Works	Manager of Operations
11	Public Works	Works Foreman
12	Treasury	Town Administrator
13	Treasury	Director of Finance
14	Development Services	Director of Development Services
15	Development Services	Manager of Planning (EIO)
16	Leisure Services	Director of Leisure Services
17	Leisure Services	Manager of Facilities
18	Clerks	Clerk
19	Clerks	Council Coordinator
20	Clerks	Clerk (Spare)
21	Museum	Curator
22	Library	CEO
23	Library (Public Viewing)	CEO
24	York Region Police Headquarters	Manager Emergency Planning
25	York Region Police	5 District Commander
26	York Region REMC	REMC
27	York Region REMC	REMC
28	York Region EMS	General Manager
29	York Region EMS	General Manager
30	York Region EMS	General Manager
31	EOC Tote	CEMC
32	EOC Tote	CEMC
33	EOC Tote	CEMC
34	EOC Tote	CEMC
35	EOC Tote	CEMC
36	EOC Tote	CEMC
37	EOC Tote	CEMC

Copy Number	Department	Issued to:
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39	EOC Tote	CEMC
40	EOC Tote	CEMC
41	EOC Tote	CEMC
42	EOC Tote	CEMC
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44	EOC Tote	CEMC
45	EOC Tote	CEMC
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