

EMERGENCY RESPONSE PLAN FOR WELLINGTON COUNTY AND THE MEMBER MUNICIPALITIES



APRIL 22, 2010

**EMERGENCY RESPONSE PLAN
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**BY-LAW NUMBERS AND AMENDMENTS TO THE
EMERGENCY RESPONSE PLAN**

DATE	BY-LAW #	PURPOSE	DATE CONSOLIDATED	INITIALED
29/04/2010	5184-10	County Adopting By-law		LD
03/05/2010	20-2010	Guelph/Eramosa Adopting By-law		LD
04/05/2010	10-31	Erin Adopting By-law		LD
05/05/2010	26/10	Puslinch Adopting By-law		LD
05/05/2010	10-41	Minto Adopting By-law		LD
11/05/2010	2010-039	Mapleton Adopting By-law		LD
		Centre Wellington Adopting By-law		
		Wellington North Adopting By-law		

EMERGENCY RESPONSE PLAN

SECTION 1 – INTRODUCTION

In this plan, emergencies are considered to be extraordinary occurrences demanding extraordinary action and extraordinary resources. Thus, they are distinct from routine operations carried out by emergency response agencies such as police, fire and ambulance or municipal departments such as public works. The response to such emergencies often requires a coordinated effort on the part of a number of agencies both public and private, and this Emergency Response Plan identifies the actions that may be taken during an emergency situation declared or not.

1.1 Hazards:

A hazard can be defined as an “event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, and damage to the environment, interruption of business or other types of harm or loss.” Hazards can be categorized as natural such as an ice storm, technological such as a power outage or human such as acts of terrorism. Each municipality has completed a Hazard Identification and Risk Assessment. A number of the risks are common to many Wellington municipalities. The following list identifies many of the potential hazard risks or threats to our communities.

- . Blizzards and Ice Storms
- . Tornadoes
- . Floods (Drayton and Harriston have the greatest risks)
- . Human Health Emergencies
- . Foreign Animal Disease Outbreak
- . Energy Emergencies
- . Water Emergencies
- . Dam Failures
- . Hazardous Materials Emergency at a Fixed Site or Transportation
- . Explosions and Fires
- . Terrorism and Sabotage
- . Drought
- . Building or Structural Collapse of a Public Building

While there are ways to mitigate and prevent some hazardous events, emergency situations will occur. Nevertheless, there are steps that we can take to prepare for, respond to and recover from emergencies to lessen the impacts on our communities including loss of life and property damage. This plan is intended to serve as a guide in implementing those steps necessary to lessen the impact of an emergency.

SECTION 2 – AIM:

The aim of this Plan is to make provisions for the extraordinary actions and measures that may have to be taken to efficiently and effectively deploy resources, equipment and services necessary to address an emergency situation or event in order to safe guard the health, safety and welfare of residents, particularly those considered most vulnerable; to safe guard critical infrastructure; protect the environment; and to ensure future economic vitality.

SECTION 3 – LEGISLATIVE AUTHORITY

The Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E9 is the primary enabling legislation for the formulation of this Emergency Response Plan, which will govern the provisions of necessary services during an emergency. In accordance with Section 3 of the Act, *“every municipality shall formulate an emergency response plan governing the provisions 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”*. The Emergency Management and Civil Protection Act and the passage of municipal by-laws will provide the legal authority for the Emergency Response Plan. A copy of this plan will be filed with the Ministry of Community Safety and Correctional Services through Emergency Management Ontario.

SECTION 4 – NOTIFICATION AND EMERGENCY DECLARATIONS

Most emergencies are usually first discovered by police, fire or public works agencies as they are normally among the first to be called. However the decision to activate the Municipal Emergency Notification Procedures shall be the responsibility of any member of the Municipal Emergency Control Group (MECG) upon receipt of a warning that a real or potential emergency is eminent. Upon notification of a real emergency or the threat of an emergency, as defined herein, any individual member shall, upon assessing the emergency situation, determine if the MECG would be required and then ensure that the appropriate individuals or agencies are contacted to notify the control group and activate the emergency operation centre.

In some cases it may not be necessary to assemble the MECG but it may be important to make them aware of a potential emergency or to update them on a situation. In this case the emergency notification procedures may be used to provide information to the group or to place them on standby pending possible activation of the EOC.

4.1 Action Prior to Declaration

When it appears that an emergency situation is imminent or has occurred but an emergency has not yet been declared, employees of the municipality may take such action that is not contrary to law, is within their mandate to take and as set out in this Emergency Response Plan in order to protect lives and property of the residents of the Municipality.

4.2 Notification Procedures for the Municipal Emergency Control Group

Any member, primary or alternate, of any Municipal Emergency Control Group (MECG) is responsible for initiating the notification procedures for their municipality upon becoming aware of an emergency situation or potential emergency situation as defined in this Plan by contacting the appropriate individuals or agencies as follows:

Wellington County – Bestel Message Centre
Centre Wellington – Public Works
Erin – Fire Chief or alternate
Guelph/Eramosa – CAO or alternate
Mapleton – CAO or alternate
Minto – Treasurer or alternate
Puslinch – CAO or alternate
Wellington North – Clerk or alternate

Each individual municipality will have its own set of notification procedures in place.

4.3 Declaring Emergencies:

Whenever an emergency occurs or threatens to occur, the initial and primary responsibility for managing the response shall be vested with the affected local municipality.

Section 4 of the Act provides for the declaration of an emergency by the Head of Council and states that the *“Head of Council 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”*.

The Head of Council or designated alternate has the authority to declare that an emergency exists within the whole or any part of the municipality. This decision may be made in consultation with the other members of the MECG.

Once the Head of Council or designated alternate declares an emergency the signed emergency declaration shall be faxed and/or emailed to:

- i) The Solicitor General – contact the Provincial Emergency Operation Centre (PEOC)
- ii) The County Warden (if a local emergency)
- iii) County Ward Councilors
- iv) Councils of the member municipalities
- v) Neighbouring Municipalities
- vi) The Local Member of Parliament

- vii) The Local Member of Provincial Parliament
- viii) The Public, through the media, with the assistance of the Emergency Information Officer

4.4 Terminating Emergencies

At anytime, the Head of Council, Council or the Premier of Ontario may declare an emergency terminated. Once an emergency has been terminated, a copy of the signed emergency termination form shall be faxed and/or emailed to the individuals and agencies listed in Section 4.3.

4.5 Role of the County Of Wellington

Whenever an emergency or disaster occurs or threatens to occur, the initial and primary responsibility for managing the response shall be vested with the affected local municipality. The member municipalities will exercise and implement this Emergency Response Plan with respect to all local emergencies/disasters.

Initially, the County will respond to the local emergency by providing resources to an affected member municipality. The member Municipal Emergency Control Group may request additional assistance and resources from the County of Wellington by contacting respective County Departments directly and/or by implementing the Mutual Assistance Agreement. The CEMC will assist the member municipality as the liaison for these contacts.

Upon being notified by the Head of Council of a member municipality or the CEMC that an emergency has been declared, the County Warden or CAO may activate the County's Emergency Notification System and the Emergency Operation Centre.

4.5.1 Should the resources of the affected member municipality become extended such that the member Municipal Emergency Control Group can no longer effectively control or support the emergency, the Mayor or designated alternate of the member municipality may request, in consultation with the MCEG, the County Warden and County C.A.O. that the County take over management of the emergency situation. Members of the local MCEG will remain at the local emergency operation centre to provide support and assistance. Alternatively, the member MCEG may request the formation of a joint emergency control group to manage the local emergency situation as set out in Section 6.1; or

4.5.2 Should the emergency situation, such as a tornado, ice storm or snow storm affect at least three or more member municipalities, the County will first consult with the municipalities affected to determine if resources at hand (personnel and material) are capable of responding to the emergency. Alternatively, the County may recommend the establishment of a Joint Municipal Emergency Control Group as set out in Section 6.1; or

4.5.3 In the case of a human health emergency or Foreign Animal Disease; or

act of terrorism that affects most, if not all of the County of Wellington, the County MCEG will be assembled. In such emergencies, a Joint Municipal Emergency Control Group may be assembled for the purpose of providing primary municipal strategic decision making authority with respect to the emergency situation at hand. Either the County or member Municipal Control Groups may request consideration for the establishment of a Joint Emergency Control Group as set out Section 6.1; or

- 4.5.4 The Warden, in consultation with the County MCEG, determines that the emergency, located within the boundaries of one or more member municipalities, is placing an extraordinary demand (personnel, materials and/or financial) upon the resources of the County.

SECTION 5 - REQUESTS FOR ASSISTANCE

In certain emergency situations, the scale of the emergency may be such that it is beyond local resource capability, both public and private, to effectively and efficiently manage the emergency response. In such cases, requests for assistance may be made through any or all of the following sources of assistance.

5.1 Requests to the County of Wellington

Requests for assistance for specific services, personnel or equipment from County departments such as Social Services, Engineering Services, Planning Department, etc. may be made as follows:

- i) Any member of the municipal control group may contact the applicable County department directly.
- ii) By implementing mutual assistance agreements as provided for by Section 13 (1) of the Emergency Management and Civil Protection Act. The County of Wellington and member municipalities and the City of Guelph have entered into a mutual assistance agreement. Any municipality which is party to the agreement may initiate a request for assistance. The request for such assistance and the execution of a mutual assistance agreement may be made in consultation with the Municipal Emergency Control Group. The Mutual Assistance Agreement does not supersede any existing agreements between services such as the Wellington County Mutual Aid Fire Agreement.
- iii) The Mayor may request the Warden and/or County CAO to activate its Emergency Operation Centre to assist with the emergency; or
- iv) Request the establishment of a Joint Emergency Control Group as set out Section 6.1.

5.2 Requests to surrounding municipalities:

Implement mutual assistance agreements as provided for by Section 13 (1) of the Emergency Management and Civil Protection Act and as set out in Section 5.1 ii).

5.3 Requests to the Province

Upon notification by the municipality that a municipal emergency has occurred but at which time the Head of Council has not officially declared an emergency, the Province may deploy an EMO Community Officer to a local emergency to provide advice and assistance as requested and to ensure liaison with the Provincial Operations Centre. However, when a community declares an emergency, Emergency Management Ontario will normally deploy a Community Officer to the local Emergency Operations Centre. The Community Officer will be the link between the municipality and the province for both provincial and, if necessary, federal assistance.

In addition to the assistance provided by Emergency Management Ontario, the following identifies some provincial ministries and federal department/agencies

and the assistance they may be able to provide to local municipalities. Assistance provided may include but it is not necessarily limited to the following:

- i) Ministry of Agriculture and Food and Rural Affairs in the event of a Foreign Animal Disease Emergency or livestock related needs, food contamination, and pest infestation.
- ii) Ministry of the Environment with respect to spills of pollutants to the natural environment, including fixed sites and transportation spills; drinking water emergencies.
- iii) Ministry of Health and Long Term Care with respect to human health emergencies such as pandemics, epidemics; food and water contamination. This assistance would be over and above that provided by Wellington Dufferin Guelph Public Health as set out in their specific roles and responsibilities as identified in this plan.
- v) Ministry of Municipal Affairs and Housing for financial assistance as administered through the Ontario Disaster Relief Assistance Program and Special Ad Hoc Funding Programs as outlined in Section 11.4.1 wherein coordination of extraordinary expenditures is required.
- vi) Ministry of Natural Resources can provide specific assistance with respect to floods, forest fires, dam breach and droughts.
- vii) Ministry of Transportation can provide assistance with emergencies on provincial highways.
- v) Request for Heavy Urban Search and Rescue Teams must be made by the County Fire Coordinator to the province.

Federal assistance, which, at times, shall be requested by the Province of Ontario through the Provincial Emergency Operation Centre (PEOC), may include, but is not limited to, the following:

- i) Canadian Food Inspection Agency (CFIA) in the event of a Foreign Animal Disease. A provincial request is not necessary to obtain their services and assistance.
- ii) CANUTEC may provide assistance to local municipalities with hazardous materials release emergencies which may include appropriate setback and evacuation distances. A municipality may contact CANUTEC directly for assistance. Both the Fire Departments and members of the control group may contact them.
- iii) Department of National Defense has many services, equipment and supplies that could be of assistance to municipalities during a disaster. The request **must be** made through the Province.
- iv) Environment Canada provides information on the weather that can be found on weather forecasts at their website or by calling them directly. Environment Canada staff can be called upon to assist with the determination of a specific weather event such as tornadoes.
- v) The Transportation Safety Board provides advice to first responders with respect to transportation incidents including air/rail and ground transportation.

- vi) Request for Assistance for Hazardous Materials Expertise must be made by the County Fire Coordinator to the province.

5.5 Federal Assistance

If Federal assistance is required, this is to be sought through Emergency Measures Ontario, unless otherwise identified above,

SECTION 6 – MUNICIPAL EMERGENCY CONTROL GROUPS

All emergency response will be directed and controlled by a group of officials who will be responsible for coordinating the provision of essential services needed to minimize the effects of the emergency on the municipality. This group of officials will be known as the Municipal Emergency Control Group and will be made up of the following:

- Head of Council or alternate (Warden or Mayors)
- Senior Administrative Municipal Official such as a CAO/Town Manager/ or alternate
- Senior Municipal Road Authority Official such as County Engineer/Director or Managers of Public Works/Public Services Director/Road Superintendent/Water Superintendent or their alternates
- Wellington County OPP representative
- Fire Chiefs or alternate.
- Guelph Wellington EMS Assistant Chief or alternate
- Medical Officer of Health for the Wellington Dufferin Guelph Health Unit or alternates
- Local Hydro Utilities/Centre Wellington Hydro/Wellington North Hydro/Westario Hydro
- Community Emergency Management Coordinator or alternates

Additionally for the County of Wellington

- Treasurer or alternate
- Social Services Administrator or alternate
- Home for the Aged Administrator

Additionally for the Township of Centre Wellington

- Treasurer
- Director of Parks and Recreation
- Director of Information Technology
- Director of Planning
- Recording Secretary (Scribe)

The MCEG may function with only a limited number of members depending upon the emergency situation. However, all members of the MCEG shall be notified of the emergency and its consequences.

6.1 Joint Municipal Emergency Control Group

In some emergency situations, and where considered appropriate, the County and member Municipal Emergency Control Group(s) may consult and decide to request that two or more Municipal Emergency Control Groups be formed into one joint Municipal Emergency Control Group. The establishment of a combined group will be known as a Joint Municipal Emergency Control Group. Given the degree and severity at which emergencies can strike, the decision to establish a Joint Municipal Emergency Control Group may be made after consideration of

the items listed in Section 4.5. The decision to form a Joint Municipal Emergency Control Group shall be vested with the Head of Councils, the CAOs and the Community Emergency Coordinator based upon the advice and recommendation of each individual Municipal Emergency Control Group involved in the Emergency. Once a decision has been made to establish a joint Municipal Emergency Control Group, the Heads of Council, CAOs and CEMC shall be responsible for meeting to determine the appropriate composition of the Joint Municipal Emergency Control Group.

6.2 Individual Roles and Responsibilities of MCEG Members

The following is a list of the individual member's roles and responsibilities during an emergency.

6.2.1 Head of Council or Alternate(s)

- i) Provide Leadership in the EOC operations.
- ii) Chair the MCEG meetings.
- iii) Declare an emergency in consultation with MCEG.
- iv) May terminate an emergency after consulting with MCEG and Council
- v) Ensure required individuals and agencies including the Solicitor General of Ontario have been notified of the declaration and termination of an emergency.
- vi) Meet with Council (Executive Committee) and keep them informed of the emergency situation.
- vii) Liaise with other municipal Heads of Council regarding the emergency situation.
- viii) Establish a communication link with Emergency Information Officer.
- ix) Act as the Community Spokesperson.
- x) Ensure that all inquiries regarding the MCEG and the emergency operation are directed to the Emergency Information Officer.
- xi) Approve news releases and public announcements issued by the Emergency Information Officer.
- xii) Maintain or appoint a scribe to maintain log of actions taken and decisions made by the Head of Council.

6.2.2 Senior Administrative Municipal Official or Alternate

- i) Ensure that the municipal emergency notification procedures for the control Group are implemented if requested.
- ii) As Operations Chief of the EOC, coordinate all Emergency Operation Centre functions, such as ensuring that the operational period is scheduled and maintained, arranging for the preparation of agendas, and ensuring proper support staff is in place to effectively operate the EOC.
- iii) Ensure ongoing essential administrative functions of the municipality are maintained and if these are affected by the emergency situation, determine those efforts needed to restore services.
- iv) Arrange for additional EOC support staff as required.
- v) Advise Head of Council/alternate and MCEG on administrative matters, proper policies and procedures of the municipal government and laws.
- vi) Ensure that required individuals and agencies are notified of the declaration and termination of an emergency.
- vii) Assist Head of Council with authorizing the dissemination of information through the Emergency Information Officer to the media and the general public.
- viii) Authorize implementation of Mutual Assistance Agreements in consultation with MCEG.
- ix) Maintain log of actions taken and decisions made or arrange for a scribe.

6.2.3 Fire Chiefs or Alternate

- i) Upon becoming aware that an emergency has occurred or is threatening to occur, shall ensure that the appropriate municipal representative as set out in Section 4.2 is notified to call the control group members together.
- ii) Establish a fire incident command post with communication link to EOC.
- iii) If emergency is fire related, appoint Incident Commander and advise the MECG.
- iv) Establish communication link with senior fire officials at the emergency site.
- v) Advise MECG on matters relating to fire resources.
- vi) Determine if additional fire resources are required to aid emergency site effort including the need for special equipment and recommend if possible sources of supply such as Hazmat, SCBA, protective clothing.
- vii) Ensure equipment and manpower needs are adequate.
- viii) Ensure Mutual Aid Fire Agreement/Plan is activated if requested.
- ix) Assist EMS with casualties as necessary if resources are available.
- x) Liaise with Ministry of the Environment, Fire Marshall's Office, etc.
- xi) Fire Coordinator or Assistant Fire Coordinator will request provincial resources such as HUSAR, CBRNE from the PEOC as may be requested by a member municipal fire department.
- xii) Maintain log of actions taken and decisions made.

6.2.4 Senior Municipal Road Authority Official(s)

- i) If necessary, ensure that the appropriate individuals as set out in Section 4.2 are notified to contact the members of the control group.
- ii) May act as Logistics Chief under IMS response.
- iii) If necessary, establish an incident command post with communication link to EOC.
- iv) Establish a communication link with senior roads staff at the incident.
- v) If directed by the MCEG, provide an incident commander(s) for the site.
- vi) Advise MCEG on information pertaining to engineering, road design, resources, etc.
- vii) Liaise with senior public works officials from other road authorities including local, county or provincial.
- viii) Ensure municipal resources are provided as requested.
- ix) Arrange for resources as requested by the Incident Commander and approved by the MCEG to be provided and ensure a record/inventory of all supplies and equipment requested and sent is maintained.
- x) Assist OPP with traffic barricades, assist fire with evacuations, during winter ensure roads are ploughed and cleared.
- xi) As flood coordinator liaise with Conservation Authorities on matters related to flooding.
- xii) Maintain municipal services provided such services could be safely maintained.
- xiii) Contact proper agencies to have public or private utilities disconnected if public safety is affected or when directed by MCEG.
- xiv) Liaise with utility representatives to provide alternative means of providing hydro, gas etc. if utilities are affected.
- xv) Maintain log of actions taken and decision made.

6.2.5 Senior Municipal Water/Waste Water Official or Alternate

- i) Ensure that the emergency notification procedures are activated as set out in Section 4.2 for any municipal drinking water system emergency as set out in the DWQMS or waste water emergency.
- ii) Mobilize materials, manpower and equipment to respond to an emergency, and, if necessary, arrange for services from other municipalities or private contractors.
- iii) Provide advice and information to the MCEG with respect to municipal water resources, waste water and provincial legislation, etc.
- iv) Liaise with the Ministry of the Environment, Ontario Clean Water Agency, etc with respect to water issues in the municipality.
- v) Ensure well houses, water treatment facilities and infrastructures operate properly, and arrange for repairs as necessary.
- vi) Arrange for the implementation of water contingency plans; boil water advisories, etc. as required in consultation with the Medical Officer of Health or designated representative and the MOE.
- vii) Arrange for equipment for emergency pumping operations.
- viii) Liaise with the fire chief concerning emergency water supplies for fire fighting purposes.
- ix) Arrange for emergency potable water supplies and sanitation facilities to the requirement of the Medical Officer of Health.
- x) Arrange for the discontinuation of any water service to any resident, as required, and ensure services are restored when appropriate.
- xi) Chair or appoint a department representative to chair the Infrastructure Recovery Sub-committee and to ensure responsibilities as outlined in Section 11.3 are completed as required.
- xii) Maintain a log of actions taken and decisions made.

6.2.6 Wellington O.P.P.

- i) If necessary, ensure that the appropriate municipal representative set out in Section 4.2 is notified to call the control group members together.
- ii) Maintain law and order within the community.
- iii) Notify and assist relevant emergency services, as required.
- iii) Establish an incident command post, as required.
- iv) Alert persons endangered by the emergency and coordinate evacuation procedures, as necessary.
- v) Establish inner and outer perimeters around the emergency site.
- vi) Notify the Coroner of fatalities and provide assistance with respect to the collection, security and identification of deceased persons, and notification of next of kin.
- vii) Ensure the timely and accurate dissemination of information and instructions to the public, in coordination with local emergency management officials.
- viii) Undertake and manage, in concert with any other police action relating to the incident, investigations into criminal acts that have been committed or suspected.
- ix) Provide traffic control to facilitate the movement of emergency vehicles.
- x) Liaise with other municipal, provincial and federal agencies, as required.
- xii) Provide security to incident and Incident Command Post, Emergency Operation Centre and any other areas deemed appropriate in consultation with MCEG.
- xiii) Establish communication with other municipal departments to arrange for additional supplies and equipment when needed - e.g. barriers and flashers, etc.

6.2.7 Wellington Guelph – EMS or alternate

- i) On becoming aware that an emergency has occurred or is threatening to occur, shall ensure that the appropriate municipal representative as set out in Section 4.2 is notified to call the control group members together.
- ii) Establish communication link with senior ambulance officials at the incident.
- iv) Provide for overall coordination of “Emergency Medical Response” to an emergency.
- v) Provide for and maintain Emergency Medical Services at the incident.
- vi) Directly liaise with E.M.S. Site Coordinator.
- vii) Assess and determine need, request and coordinate deployment of “on site Medical Teams.”
- viii) Establish and maintain open link communications with Central Ambulance and Communications Centre (CACC).
- ix) Liaise with Public Health “Incident Manager”.
- x) Update reporting to Medical Officer of Health and Ministry of Health and Long Term Care designate.
- xi) Provide technical assistance to Medical Officer of Health with assessment of resource needs.
- xii) Determine resource availability and coordinate deployment to emergency site (i.e. air ambulance, multi-patient buses, support units, paramedics, etc.).
- xiii) Procure and approve supply purchases.
- xiv) Ensure appropriate patient allocation to receiving medical facilities and efficient distribution of patient load.
- xv) If required, appoint an EMS Incident Commander.
- xvi) Liaise with Community Care Access Centre (CCAC) for information regarding invalids or disabled citizens that may reside in an area to be evacuated.

- xvii) Assist in the coordinated effort for transport of persons in health care facilities, nursing homes, homes for the aged, etc. in need of evacuation.
- xviii) Activate Critical Incident Stress Management Team.
- xix) Participate in debriefing and assisting the CEMC in the preparation of Incident Report.
- xx) Maintain log of actions taken and decisions made.

6.2.8 Medical Officer of Health or Alternate – Public Health

During Human Health Emergencies, Wellington Dufferin Guelph Public Health will assume the lead for emergency response. The Public Health will respond using the Incident Management System. The Medical Officer of Health will maintain a communication link with the Heads of Council of the three upper tier municipalities during such situations. During a municipal Water System emergency, public health will establish a unified command incident response with the affected municipal water department. In all other emergency situations, public health representatives will participate as members of the EOC unified command as required.

- i) On becoming aware that a human health emergency has occurred or is threatening to occur, shall ensure that the municipal emergency notification system as set out in Section 4.2 is activated.
- ii) Assume a lead role in response to a human health emergency such as infectious disease outbreak through activation of Public Health's Response Plan and Incident Management System (IMS).
 - i) Approve information/instructions on public health risk reduction for the municipality to distribute to the public.
 - ii) Consult on the safe disposal of biohazardous and other dangerous material that may affect public health.
 - iii) Co-ordinate vaccine management and implement mass immunization plan as required.
 - iv) Provide advice to affected municipal department(s) or response group(s) on potability of emergency water supplies and sanitation facilities as required.
 - v) Liaise with the Ministry of Health and Long Term Care (MOHLTC) through the Ministry's Public Health Call Centre.
 - vi) Consult with coroner on temporary morgue facilities.
 - vii) Fulfill legislative mandate of the Medical Officer of Health (MOH) as outlined in relevant provincial legislation, such as the Ontario Public Health Standards, the Health Protection and Promotion Act and related protocols.
 - viii) Provide direction on any matters which may adversely affect public health.
 - ix) Liaise with voluntary and private agencies.

- x) Liaise with Social Services Administrator or designated alternates on preventing human health risks in evacuation centres in areas of safe food preparation, infection control practices, water quality, and sanitation.
- xi) Keep record of all Public Health activities including actions taken and decisions made.
- xii) Participate in debriefings as required.

6.2.9 Local Hydro Utility

- i) Upon a warning or threat of an emergency situation involving hydro ensure that the municipal emergency notification procedures of the municipality are initiated.
- ii) Provide MCEG with information and advice regarding available hydro services.
- iii) Provide alternate emergency hydro supplies where necessary and practical.
- iv) Discontinue hydro services as requested by Incident Command in consultation with the MCEG.
- v) Restore interrupted services on a priority basis in consultation with the MCEG.
- vi) Liaise with the Senior Municipal Roads Official.
- vii) Ensure the emergency routes are clear of power lines for safe ingress and egress to the emergency site.
- viii) Advise Head of Council, Senior Administrative Official and the Emergency Information Officer of any hydro related safety precautions that need to be conveyed to the public as a result of the emergency situation at hand or as a result of decisions made to response to the emergency.
- ix) Maintain a log of actions taken and decisions made.

6.2.10 Treasurer or Alternate

In most municipalities in Wellington the Treasurer is considered a support member of the MECG. However the Treasurer is a primary member of both the County of Wellington and the Township of Centre Wellington. The roles and responsibilities of the Treasurer are as follows:

- i) May take on the role of Administration and Finance Chief under IMS.
- ii) Provide information and advice on financial matters and information systems as they relate to the emergency.
- iii) Liaise, if necessary, with Treasurers from neighbouring municipalities.
- iv) Maintain record of all expenses.
- v) Ensure payment and settlement of all legitimate invoices and claims incurred during the emergency in a timely manner.
- vi) Procure appropriate sources of funding for emergency such as the Ontario Disaster Relief Assistance Program.
- vii) Chair or appoint a department representative to chair the Financial Recovery Sub-committee to ensure responsibilities outlined in Section 11.4 are completed as required.
- viii) Maintain a personal log of all actions taken.

6.2.11 Social Services Administrator of Alternate

The Social Services Administrator is a primary member of the County of Wellington MECG but provides support to the member municipalities as requested by the local MECG.

The Social Services Administrator, or alternate has five essential areas of responsibility; Food, Clothing, Lodging, Registration and Inquiry, and Personal Services. These services are delivered through the operation of Reception Centres, or Overnight Shelters. The main responsibilities of the Social Services Administrator during an emergency are:

- i) Activate the municipal emergency notification system by contacting the County's Emergency Call Answering Service upon becoming aware that an emergency has occurred or is threatening to occur.
- ii) In the operation of shelters or reception centres may act as Command or through the implementation of the County of Wellington and Canadian Red Cross Memorandum appoint a representative of Red Cross to assume the Shelter Command function.
- iii) Identify appropriate facilities to be used as a reception centre or overnight shelter, notify the facility contacts and assign a Social Services Manager.
- iv) Liaise with partner agencies such as Public Health, Red Cross, St. John Ambulance, Salvation Army, Victim Services, etc.
- v) Activate mutual assistance agreements with partner agencies and various service and supply agreements as needed.
- vi) Maintain a log of all expenditures, invoices, etc. and submit to the Treasurer.
- vii) Chair or appoint a manager to chair the Human Needs Recovery sub-committee and ensure responsibilities outlined in Section 11.2 are completed as required by the recovery plan.
- viii) Maintain a log of all actions taken.

6.2.12 Wellington Terrace Administrator or Alternate

The Administrator or alternate is a primary member of the County of Wellington MCEG.

- i) If necessary, upon becoming aware that an emergency has occurred or is threatening to occur shall ensure that the CAO or alternate to CAO is advised to activate the EOC notification procedures.
- ii) Liaise with public and private nursing/care facilities in the County of Wellington with respect to appropriate levels of care during emergency.
- iii) Coordinate with Community Care Access, Health Unit and Guelph Wellington EMS on all matters relating to Long Term Care Facilities.

6.2.13 CEMC or Alternate

- i) If necessary, upon becoming aware that an emergency has occurred or is threatening to occur shall ensure that the appropriate municipal representative as set out in Section 4.2 is notified to call the control group members together.
- ii) Under the implementation of the IMS response will assume the position of Liaison Officer for EOC Command.
- iii) Ensure that proper communications are in place between the EOC and at the Incident Command Post and that a proper link is established between the two locations.
- iv) Ensure activation of the EOC upon notification of an emergency
- v) Ensure MECG are properly registered at the EOC site.
- vi) Ensure that proper security is in place for both the emergency site and the EOC.
- vii) Provide up-to-date information on the developing emergency situation to EMO.
- viii) Ensure that MECG have supplies (emergency response plan, resources, supplies, pens, maps and equipment) necessary to conduct emergency operations in the EOC.
- ix) Provide advice and clarification to the MECG about the implementation of the Emergency Response Plan.
- x) Liaise with County Social Services and community support agencies.
- xi) Address any action items resulting from the activation of the Emergency Response Plan.
- xii) Ensure MECG is informed of implementation needs of the Response Plan.
- xiii) Maintain records and files of decisions made and logs taken for the purpose of conducting a debriefing, post emergency reporting and updating community's emergency plan and program.

6.2.14 Emergency Operations Centre (EOC) Support Staff:

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

6.2.14.1 Ops Assistant/Scribe

- i) Is a member of the Operations Section under IMS.
- ii) Provide assistance to Operations Chief with any of the responsibilities outlined in 7.4.2.
- iii) Maintain Main Event Log of the EOC Command Operational meetings
- iv) Keep maps and status boards up-to-date.
- v) Notify and debrief support staff required to report to the EOC.
- vi) Arrange for printing of material as required
- vii) Arrange for and coordinate clerical staff.
- viii) Arrange for dissemination of information to Council as directed by Head of Council and CAO.
- ix) Maintain personal log of actions taken.

6.2.14.2 Ops Assistant/Duty Officer

- i) Is a member of the Operations Section under IMS.
- ii) Assist with the set-up of the Emergency Operations Centre including all telecommunication and computer equipment and ensure the integrity of the telecommunications equipment throughout the duration of the emergency.
- iii) Responsible for registering members and support agency staff into the emergency operations centre.
- vi) Maintain and record all messages into the emergency operations centre particularly during business meetings.
- v) If necessary, arrange for food, refreshments and accommodations for members attending at the Emergency Operations Centre.
- vi) Assist the CAO's/Chief of Operations Assistant/Scribe as necessary.

6.2.14.3 Treasurer/Assistant to the Treasurer or Alternate:

- i) Is a member of the Administration and Finance Section under IMS.
- ii) Responsible for assisting Treasurer with any of the duties outlined in Section 6.2.10.
- iii) Maintain a log of actions taken.

- 6.2.14.4 Human Resources Administrator or Alternate:
- i) Is a member of the Logistics Section of IMS.
 - ii) Consult with Public Health, Social Services to coordinate outreach and counseling services to those affected by the emergency.
 - iii) Assist Social Services with arrangements for appropriate counseling services at evacuation centres, as required.
 - vi) Assist with the set up and staffing of the volunteer registration centre.
 - v) Arrange for the tracking of volunteers.
 - v) Implement Emergency HR Policies
 - vi) Assist as required with deployment of staff to areas utilizing Staff skills inventory.
 - vii) Maintain a log of actions taken.

6.2.14.5 Manager, Purchasing and Risk Management Services or Alternate

In the event of a county wide emergency the Purchasing and Risk Manager will be a member of the Logistic Section and may take on the role of Logistics Chief which will include the following duties:

- i) Arrange for equipment, personnel and materials as directed by the MECG.
- ii) Ensure proper tracking of equipment, personnel and materials.
- iii) Notify the County's Insurers of the events and provide appropriate documentation.
- iv) Coordinate and assist HR with the volunteer registration and volunteer placement needs.
- v) Maintain a log of actions taken.

6.2.14.6 IT Services Support Staff

- i) Is a member of the Operations Section of IMS.
- ii) Ensure that the EOC's have connectivity to the municipal computer network, including internet for additional communication support.
- iii) Provide equipment and staff resources as necessary to support computer including email and internet requirements of MECG members.
- iv) Assist the MECG with information technology needs.
- vi) Maintain a personal log of actions taken.

- 6.2.14.7 Municipal Official responsible for Recreation/Facilities
- i) Is a member of the Logistic Section and may take on the Role of Shelter Command if a Shelter is open and operating.
 - ii) Provide information to the MCEG about the municipal facilities.
 - iii) Arrange for the opening, use and maintenance of municipal facilities as reception and evacuation centres, as requested by the MCEG.
 - iv) Liaise with Wellington County Social Services and non-government social services agencies to ensure reception/evacuation centres are set up/arranged, as required.
 - v) Liaise with Wellington County OPP to arrange for security at reception and evacuation centres, once established.
 - vi) Arrange for staff to assist as required.

6.2.14.8 Facilities Manager
Is a member of the Logistics Section under IMS or in the event a shelter is operating, may at the direction of Social Services and the Manager/Director of Parks and Recreation, assume role of Command of the Shelter under IMS response and is responsible for assisting with or ensuring that the duties as set out in Section 6.2.14.7 are completed as required.

- 6.2.14.9 Solicitor or Alternate:
- i) Provide legal advice, as requested, to the MCEG or any member of the MCEG as they apply to the actions of the County and their response to an emergency.
 - ii) Maintain a log of actions taken.

6.2.15 Supporting Agencies, Boards, Services and Organizations

During an emergency many agencies, boards, services and organizations operating in the municipality may be requested to assist the emergency site and/or the Municipal Emergency Control Group during an emergency response.

- 6.2.15.1 Emergency Coordinator Amateur Radio Emergency Services (ARES) or Alternate
The ARES Emergency Coordinator will be deployed by and report to the CEMC and will be responsible for the following:

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

6.2.15.2 Hospitals

In Wellington County there are three hospitals; Louise Marshall, Palmerston and Groves Memorial which are collectively administered by the Wellington Health Care Alliance.

During an emergency, the hospitals are responsible for:

- i) Implementing their emergency response plans.
- ii) Coordinate and liaise with Guelph Wellington Emergency Medical Services and Wellington Dufferin Guelph Public Health who are represented on the Control Groups.
- iii) Notify and liaise with the Waterloo Wellington Local Health Network (WWLHIN) when a significant incident is identified

Guelph Wellington EMS and Public Health will inform the municipal control groups of concerns and needs of the hospital during municipal emergencies and if necessary work with the control groups to arrange for assistance as may be required.

6.2.15.3 School Boards:

The Upper Grand District School Board and the Wellington Catholic District School Board are responsible for most of the elementary and high schools in Wellington. It is expected that the following roles will be implemented by the Boards in the event of a municipal emergency or disaster.

- i) Implement emergency response plans of the Board and the schools as necessary.

- ii) During normal business hours the municipality will be responsible for contacting the school and school boards with respect to such requests and/or to advise of a potential or occurring emergency within the municipality. With respect to potential weather emergencies, monitoring weather conditions will be the responsibility of the Board and individual schools. As weather emergencies have been rated as high by municipalities in Wellington, it is expected that the Boards and Schools will undertake measures to adequately prepare and if necessary, respond to a weather event.
- iii) Upon notification, principals will implement their school's emergency response plans, and if necessary, implement their school's evacuation plan.
- iv) Upon request and as appropriate, make available as pre-determined the use of schools as reception/evacuation centres. The Upper Grand District School Board and the municipalities have agreed to the use of the following schools as potential reception/evacuation centres:

Erin District High School
Centre Wellington District High School
Norwell District Secondary School
Wellington District Secondary School
Minto Clifford Public School

The Town of Minto and the Upper Grand District School Board have agreed to the installation of wiring within a portion of the Minto Clifford Public School in order to operate a generator if needed.

- v) The Principals or School Boards will appoint a representative to coordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as reception/evacuation centres. In some cases pre-determined arrangements (MOU's) have been made between municipalities and the School Boards. These MOUs will be implemented as required.

6.2.15.4

Grand River Conservation Authority

Grand River Conservation Authority is responsible for:

- i) Monitoring watershed conditions and preparing forecasts for potential flooding.
- ii) Issue flood warning messages as required. These messages may be issued at any time of the year and may be as follows:

FLOOD SAFETY BULLETIN: notifies the public of high flow conditions in the rivers or unsafe lake, river and channel conditions.

WATERSHED CONDITIONS BULLETIN: notifies municipalities of watershed conditions and provides a reminder to review their responsibilities for flood response.

FLOOD ADVISORY: notifies that the potential for flooding exists within specific watercourses and municipalities.

FLOOD WARNING: notifies that flooding is imminent or occurring within specific watercourses and municipalities.

The Grand River Conservation Authority and the Townships of Centre Wellington and Guelph/Eramosa have prepared Emergency Response Plans for the Shand and Guelph Dams. These individual plans detail the roles and responsibilities of the Grand River Conservation Authority, the Townships and other key agencies in the extreme event that there is an emergency situation at the Dams.

6.2.15.5

Maitland Valley Conservation Authority

- i) Responsible for forecasting where and when flooding is likely to occur and issuing flood warning messages.
- ii) Issue flood warning messages. These messages may be issued at any time of the year and may be as follows:

Flood Advisory

Notifies that the potential for flooding exists within specific watercourses and municipalities.

Flood Warning:

Notifies that the flooding is imminent or occurring within specific watercourses and municipalities.

Flood Safety Bulletin

Notifies that unsafe lake, river and channel conditions exists

Watershed Conditions Bulletins

Notifies of anticipated watershed conditions.

The Town of Minto has a flood emergency response plan for Harriston. Specific roles and responsibilities relating to a flood emergency within Harriston are outlined in the plan.

SECTION 7 – EMERGENCY MANAGEMENT RESPONSE IN THE EOC

For most emergencies, the local response personnel are well equipped to manage and mitigate an emergency. However, some incidents may become large enough to strain or even exhaust local emergency response resources. In other incidents, the decision to secure outside resources may require additional financial resources of the municipality. Under such circumstances, a decision should be made to activate the Emergency Response Plan and the Municipal Emergency Operation Centre. During such times a coordinated response to an emergency situation involving both an emergency site and the Emergency Operation Centres (EOCs) will be required. In these situations, the Provincial Incident Management System (PIMS) will be used to respond to the emergency.

7.1 Emergency Operations Centre:

Upon being notified of an emergency situation, the members of the Municipal Emergency Control Group (MECG) will assemble at the designated Emergency Operations Centre (EOC) and assume command of the response as set out in this section. Members will be advised of the location of the Emergency Operation Centre, primary or secondary, when notified to assemble. All members and support staff will register (check in) upon arrival at the EOC to pre-designated locations. Members and staff will be trained on the location of the check-in.

7.2 Operational Period

The MECG members will establish an operational period. This period will consist of specified planning meeting times, duration between planning meetings and work schedule. The operational period may be referred to as the operating cycle

7.3 Operational/Planning Meetings

Operational/Planning meetings are the most important step in the operational period. Equally important is that the meetings be brief, focused and plan oriented. The purpose of the Operational Meeting is to hear updated information on the emergency response with the goal of preparing an Incident Action Plan to be implemented by Command with the assistance of Command staff. The plan must be communicated to everyone at the end of each business meeting.

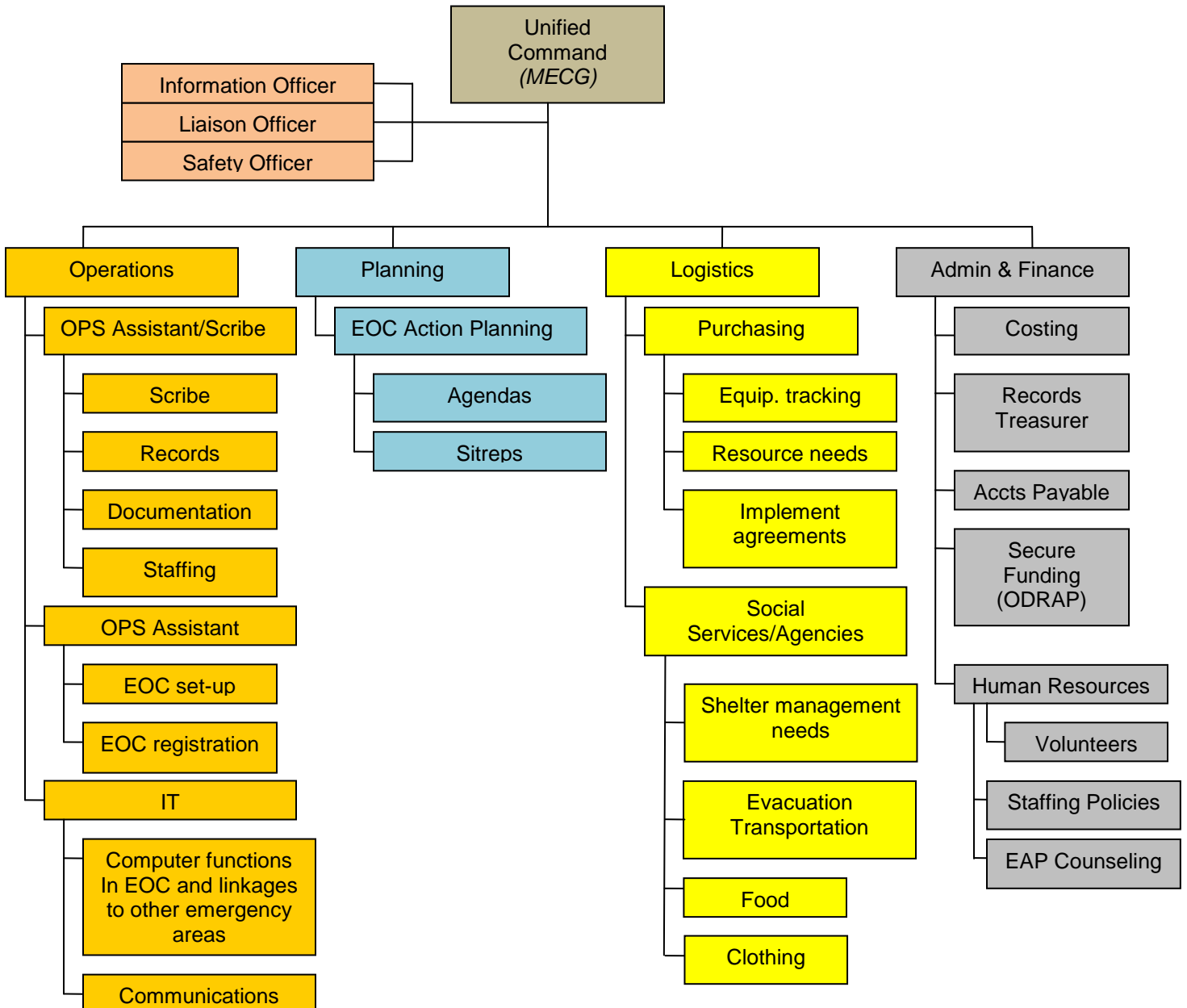
7.4 Incident Action Plans (IAP)

Every incident must have an IAP that may be spoken or written. It provides all incident supervisory personnel with emergency response objectives; strategies; tactics; and directions for achieving them. It may also include (among others) resources, structures, as well as safety, medical and telecommunications instructions. The steps in the IAP process include

1. Assess situation – obtain situation reports from involved agencies
2. Identify goals and objectives of the response
3. Assign priorities
4. Assign tasks
5. Consider resource needs
6. Finalize plan, approve and implement

7. Monitor plan – future meeting

The following chart is an overview of the EOC command structure to be utilized during an emergency response. This structure may be scaled back or built upon depending upon the emergency situation and the scale and number of staff involved in the emergency response. The following is a structure for the use of the PIMS in a municipal EOC in Wellington County.



These functions ensure that those responding to the same emergency incident have in place a standardized process for formulating a unified action plan to manage and respond to the emergency incident. All Command and Command staff will be trained in the same emergency response process which will facilitate sharing of municipal personnel.

7.5 EOC Command

Command is defined as the act of directing, ordering or controlling by virtue of explicit statutory, regulated or delegated authority. Command is responsible for managing all responses to an incident. It may consist of a single person or a team. It is the first and primary organizational component of IMS, to which all other functions report. Generally, once activated, EOCs will utilize a Unified Command structure. Unified Command enables decisions to be made jointly by two or more jurisdictions that have legal responsibilities regarding an incident. The members of the Unified Command team are the designated representatives of the jurisdictions involved in the unified decision-making. In the case of Wellington County and its member municipalities Unified EOC Command will consist of the Municipal Emergency Control Group with the Heads of Council identified as the main spokespersons for Unified Command.

The following is a list of the types of decisions that may be made by Unified Command in an Emergency Operation Centre

- ◆ Provide advice to the Head of Council as to whether an emergency should be declared.
- ◆ Provide advice as to what areas of the municipality should be designated as an emergency area.
- ◆ Activate the Emergency Response Plan.
- ◆ Support the Command at the Site by offering equipment, staff and resources.
- ◆ Determine if the location and composition of the Unified Command Structure is appropriate.
- ◆ Confirm the appointment of the Incident Commander or Unified Command Structure at the emergency site.
- ◆ Authorize set up of an Emergency Information Centre, if required.
- ◆ Authorize set up of a reporting and inquiry centre, if required.
- ◆ Provide the Emergency Information Officer and Citizen Inquiry Officer with timely and accurate information for issuance to media and general public.
- ◆ Authorize the expenditure of money required to deal with the emergency
- ◆ Manage information, including maintenance and retention of event logs and expenditures.
- ◆ Maintain a log of decisions made.
- ◆ Maintain a log of actions taken.
- ◆ Authorize the movement of equipment and resources beyond the immediate emergency site.
- ◆ Coordinate evacuations.

- ◆ Authorize the set up of evacuation shelters, including registration and inquiry centres.
- ◆ Determine and arrange for transport of evacuees.
- ◆ Authorize the discontinuation of utilities and services such as hydro, water or natural gas at both the emergency site and any other areas of the municipality in order to safe guard inhabitants and to reduce the potential for secondary emergencies.
- ◆ Authorize and direct the use of municipal resources.
- ◆ Determine if additional resources are required to assist with the emergency effort.
- ◆ Arrange for extra resources (human and equipment) to be utilized (i.e. private contractors, industry, volunteer agencies, service clubs, church groups, etc.).
- ◆ Request assistance from and/or liaison with various levels of governments and any other public or private agency not administered by the local government.
- ◆ Authorize C.A.O. or Co-administrators to activate mutual assistance agreements.
- ◆ Recommend the termination of an emergency to the Head of Council or Council.
- ◆ Implement a recovery strategy.
- ◆ Participate in post-emergency debriefings and assist with preparation of reports.

7.6 EOC Command Staff

Command will be assisted by a Safety Officer, Emergency Information Officer(s) and Liaison Officer and if necessary by General Staff comprised of the Operation Section Chief(s), Logistic Section Chief(s), Planning Section Chief(s); and, Finance and Administrative Section Chief(s). Sections may be further broken down by the Chiefs into Task Forces which are an organizational component of mixed resources assembled for a particular purpose under the supervision of a Leader. All resources within a Task Force must have common communications; a group which is an organizational component within the Operations Section organized by function under the leadership of a Supervisor. Depending upon the simplicity or complexity of the emergency, Command will determine the scale of the IMS model to be deployed and will reassess the scale throughout the duration of the incident.

7.6.1 Emergency Information Officer

The Emergency Information Officer is responsible for ensuring the timely dissemination of information to the media. The details of the emergency information processes are outlined in Section 8.2 – Emergency Information Plan. The Emergency Information Officers are the Wellington County OPP media officers. They may fulfill this role for both EOC Command and Incident Command.

7.6.2 Safety Officer

The Safety Officer will be responsible for the overall health and safety of staff working in the EOC and at the Incident and may involve liaising with WSIB and/or the Ministry of Labour in such situations. There will in most cases be a safety officer appointed by EOC Command and one appointed by Incident Command. The EOC Safety Officer will track and monitor staff

and work with staff responsible for food and cleaning of the operations centre to ensure operations staff are well nourished and rested. This position on the IMS structure is best filled by a Municipal Health and Safety Coordinator or member of the Municipal Health and Safety Committee. Specific responsibilities of the Health and Safety Officer include:

- i) Monitor safety conditions and develop safety measures,
- ii) Work with Operation Chief and Leaders to ensure responders are as safe as possible, wear appropriate safety equipment and implement the safest operational options,
- iii) Advise Command on safety issues,
- iv) Arrange for WSIB claims as may be required.
- v) Conduct risk analysis, normally through the planning process,
- vi) Assisting in the review of the Incident Action Plan,
- vii) Assisting with writing the Incident Medical Plan.

7.6.3 Liaison Officer

In most cases the liaison officer at the EOC will be the CEMC and/or designated alternates who will maintain contact with EMO and the PEOC to arrange for provincial resources as may be requested by the EOC or the Incident Command through the EOC. The Liaison Officer acts as the link between Command and other organizations involved in the emergency response. Some of the specific responsibilities of the Liaison Officer are:

- i) Gather information about organizations involved in the incident. This includes information about representatives, standards and specialized resources or special support they might need,
- ii) Serve as a coordinator for organizations not represented in Incident Command,
- iii) Provide briefings to organization representatives about the operation,
- iv) Maintain an up-to-date list of supporting and cooperating organizations.

7.7 Operations Chief

The Operations Chief is responsible for all operations of the EOC; for ensuring the actions of Command are carried out; that resources are directed to locations such as evacuation centres or the site as may be requested and approved by Command. The Operations Chief would be the CAO or alternate assisted by the Ops Assistant/Scribe and Ops Assistant/Duty Officer.

It is the responsibility of the Operations Chief/CAO to ensure adherence to the operational period and to reconvene Operational Planning meetings and to arrange for agendas for the meetings. Meetings will be brief. An assistant to the CAO will be responsible for maintaining status boards, maps and information in

the EOC to aid the MECG in their meetings. This information will be prominently displayed and will be kept up to date by the CAO's Assistant.

7.8 Planning Section

The Planning Section coordinates the development of each Incident Action Plan and ensures information is shared effectively with all Incident Command and General Staff in an efficient planning process.

Major responsibilities of the Planning Section Chief include:

- i) Collecting, collating, evaluating, analyzing and disseminating incident information,
- ii) Managing the planning process, including preparing and documenting the IAP for each operational period,
- iii) Conducting long range and/or contingency planning,
- iv) Maintaining incident documentation,
- v) Tracking resources assigned to the incident,
- vi) Managing the activities of technical specialists,
- vi) Developing plans for demobilization.

This role should be fulfilled by representatives of the agencies directly involved in the response and administrative staff. The experience and training of Municipal Planning staff could be utilized in this role.

7.9 Logistic Section Staff

The Logistics Section provides all supporting resources, except aviation, to implement the IAP. These may include facilities, transportation, supplies, fuel, maintenance equipment, food service, communications, medical services for responders and support personnel. Staff are responsible for tracking usage and current locations of these same items.

Logistics and Finance/Administration Sections work together closely to contract for and purchase required goods and services. The Logistics Section also develops several portions of the written IAP and forwards them to the Planning Section.

Major activities include:

- i) Ordering, obtaining, maintaining, distributing and accounting for essential personnel, equipment and supplies, beyond those immediately accessible to Operations,
- ii) Developing the telecommunications plan,
- iii) Providing telecommunications/IT services and resources,
- iv) Setting up food services,
- v) setting up and maintaining incident facilities,
- vi) providing support transportation,
- vi) providing medical services to incident personnel.

The role of the Logistic Chief will be fulfilled by the Risk and Purchasing Manager at the County and member municipalities may designate a representative of Public Works and/or Treasury to fulfill this role.

7.10 Admin and Finance

This Section provides the financial and cost analysis support to an incident. In smaller incidents, a specialist within the Planning Section may perform this function.

Major activities of the Finance/Administration Section include:

- i) Tracking timesheets for incident personnel and equipment as necessary
- ii) Contract negotiation and monitoring,
- iii) Reimbursing expenses (individual and organization/department),
- iv) Making cost estimates for alternative response strategies,
- v) monitoring sources of funding,
- vi) tracking and reporting of the financial usage rate.

Staff will perform administrative, human resources, financial record keeping and costing relating to the emergency. The Treasurer and HR designated staff will be responsible for ensuring these responsibilities are completed as required.

7.11 The Incident Command

The emergency site may identify an Incident Commander from the first agency or lead agency at the emergency and this person/agency will assume the overall decision making responsibility at the emergency site for all agencies involved. In this situation each agency involved at the site will appoint a Chief to facilitate the decision making process. Responsibility for Incident Command may change from one organization or jurisdiction to another based on required expertise or the scale of the incident.

In large municipal emergencies, where this plan is activated, a Unified Command Structure comprised of the head officials from the key agencies involved in the emergency will be used for the response. The agencies involved in the Unified Command may be added or scaled back depending upon the type of emergency and its severity. For example in a flood situation it may include Public Works, Fire, Police and community support agencies such as Victim Services and Red Cross. During a fire it may include Fire, Police and Ambulance. Each agency at the emergency incident will be responsible for appointing a representative to participate in the Unified Command. Should the Municipal Emergency Control Group be assembled to deal with the Incident Response, the Incident Command will ensure that the EOC is advised who is acting Incident Commander or if Unified Command structure is employed what departments and agencies are included.

7.11.1 Responsibilities of the Incident Command

Incident Command is responsible for the overall coordination of all operations at the emergency site.

- i) Assess the situation
- ii) Establish appropriate Communications
- iii) Ensure that objectives, priorities, tasks and tactics are established to contain and mitigate the emergency situation
- iv) Establish an incident command post
- v) Consulting and coordinating with Chiefs to establish in inner and outer perimeter around the emergency site, as required
- vi) Ensuring that all are aware of personnel, material and human resources available to mitigate the emergency situation
- vii) Ensure the health and safety of all persons at the emergency site
- viii) Maintaining a communications link with the Senior Municipal Official at the Emergency Operations Centre
- ix) Coordinate with key personnel and officials
- x) Coordinate the activities of the Chiefs or Incident Coordinators
- xi) Appointing an On-site Media Spokesperson upon consultation with the Senior Municipal Officer and the Emergency Control Group, as required
- xii) Appoint a scribe as needed
- xiii) Ensuring that all responsible organization commanders meet on a regular basis to update each other on individual organization actions and progress made, to share information, to set common priorities, to set common objectives and determine what additional resources may be required
- xiv) Understanding the laws and policies that may be considered during management or recovery of the emergency.

The Incident Command Structure whether a single Incident Commander or Unified Command is similar to the command structure of the EOC comprised of an Emergency Information Officer, Safety Officer and Liaison Officer. The other positions would include an Operations Chief, Staging Area Manager, Planning Section Chief, Logistics Chief and Finance and Administration Chief. Those agencies responsible for onsite emergency response will be expected to conduct their own training in relation to the Ontario IMS structure in order to work effectively as an agency and collectively with other departments and agencies involved in the incident emergency response.

SECTION 8 – COMMUNICATIONS PLAN

8.1 Telecommunications:

A vital and integral part of any emergency management operation is communication, particularly, between the Emergency Operation Centre and Incident Command. This essential communication requires a reliable and secure means of relaying information between the two emergency command locations, in order to ensure timely information for the benefit of the decision-making process.

With respect to telephone communications, essential telephone numbers, including those of the Municipal Emergency Control Group are protected under the Priority Access Dialing (PAD) System of Industry Canada. This database system is used to identify telephone landlines (presently) that are considered essential for emergencies and protects them by limiting the telephone line load on a telephone switch so that the priority lines can continue to be used when the telephone switch is fully loaded with traffic. When applied, PAD permits dialing from a phone that has been identified as essential. Most public pay phones are identified the PAD system. Some wireless providers now offer wireless priority service and some municipalities will take advantage of this service.

Radio Communications are least susceptible to damage or interruption in times of emergency. A radio relay dispatch system set up between Incident Command and EOC Command and municipalities/agencies/departments will ensure that everyone is well informed of the status of the emergency. Amateur Radio Emergency Services (ARES) is available to provide support communications or emergency communications should other forms fail. The roles of ARES are outlined in Section 6.2.15.

Other forms of telecommunication such as cellular phones, email and Internet may be used to supplement or enhance emergency telecommunications between EOC, Incident Command, outside agencies and municipalities. Care will be required when using alternate forms of communication to ensure security of information being disseminated.

8.2 Emergency Information Plan:

The coordination and distribution of timely, factual information to the news media and ultimately to the community in times of crisis is paramount. Issuing community directives and responding to requests for reports on the emergency are all important aspects of emergency communication and information. The media, - television, radio, print and Internet – is a means of ensuring that timely and factual information gets to the public. It is EOC Commands responsibility through the implementation of this plan to ensure that the information being released is pertinent, relevant and accurate to the events taking place in the community.

8.2.1 Mission Statement:

Wellington County is a great place to live, work and play. The County of Wellington, member municipalities, first responders and partner organizations and agencies will prepare, plan and train together to ensure an effective and efficient response to protect and safe guard the health, safety and welfare of our communities.

8.2.2 Emergency Information Staff

The following are the main roles and responsibilities of the Emergency Information Staff.

8.2.2.1 Emergency Information Officer

The Emergency Information Office(s) (EIO) are the Wellington O.P.P. Media officers. During the activation of this plan, the EIO will report to the Head of Council and CAO or Chief of Operations. The EIO has the following responsibilities:

- i) Ensure the dissemination of all emergency information to the media and public.
- ii) The EIO(s) will establish a communication link with the Community Spokesperson and with the Public Information Supervisor and any other media coordinators from provincial, federal, private industry, public and private agencies.
- iii) Ensure that proper groups are advised of the Emergency Information Centre telephone numbers such as the media, Command, Command Staff and Municipal staff.
- iv) Coordinate all emergency information including media photograph sessions and interviews at the EOC and emergency site.
- v) Responsible for setting up and staffing the Emergency Information Centre, if required.
- vi) Liaise with Command to obtain up-to-date information for media in order to prepare and issue press releases, arrange media briefings and may be required to post emergency information on the internet.
- vii) Provide Public Information Supervisor with regular updates to ensure accurate and up-to-date information is disseminated to the public.
- viii) Ensure that the CAO and Heads of Council approve all media releases prior to dissemination.
- ix) Ensure copies of all media releases are provided to Emergency Information Centre staff, Public Information Supervisor, Command and key media officers from other agencies.
- x) Monitor the news and ensure erroneous information is corrected.

- xi) Maintain copies of all media information pertaining to the emergency incident such as media release, newspaper articles, etc.
- xii) Maintain personal log of all decisions made and actions taken.

8.2.2.2 Municipal Spokesperson

The Head of Council of a municipality may act as spokesperson or may appoint a spokesperson. The responsibilities of the spokesperson will be as follows:

- i) Partake in interviews and media photograph sessions as directed and in consultation with the EIO.
- ii) Establish communication link with EIO and ensure all inquires are directed to EIO.
- iii) Maintain a log of all actions taken.

8.2.2.3 Public Information Supervisor

Almost any emergency incident is likely to generate inquiries from members of the public. During routine or non-complex incidents these calls could be managed quite effectively by municipal staff. However, during large scale, complex incidents, call volumes can increase dramatically and interfere with the emergency operations or the normal municipal operations. In these instances it may be appropriate to establish a separate dedicated telephone information number that can be given to the public. If a public information centre is established, it will be necessary to staff it with a team of trained call takers. The Public Information Supervisor will be responsible for the Public Information Centre and Staff and for the following duties:

- i) Establish the service and appoint personnel and designate telephone lines.
- ii) Update EIO on the status of the service.
- iii) Provide emergency services, Command and municipal staff with designated telephone number(s).
- iv) Liaise with EIO to obtain current information on the emergency.
- v) Respond to and redirect inquiries and reports from public based upon information received from EIO (e.g. school closing, road closures, evacuation routes, evacuation centres).
- vi) Responsible for ensuring municipal phone system contains the most up-to-date and accurate information on the emergency situation.

- vii) Respond to and redirect inquiries and reports pertaining to investigation of the emergency to the appropriate emergency service.
- viii) Respond to and redirect inquiries pertaining to persons who may be in evacuation and reception centres to the registration and inquiry telephone numbers.
- ix) Arrange for staffing of the service, if required.
- x) Maintain a personal log of all actions taken.

All original inquiry documentation will be maintained by the Public Information Supervisor and a copy of the forms shall be sent to the Operations Chief. The Operations Chief will ensure that the public inquiries are properly addresses.

In addition to the above emergency information roles, it may also be necessary and advantageous to post timely and factual information to the municipality's website. The posting of this information will be the responsibility of the municipality's Web Specialist.

8.2.2.4 Web Specialist

The roles and responsibilities of this person(s) are as follows:

- i) Organize and manage the municipality's website.
- ii) When possible complete a Photo Release Form, whenever photographs of individuals are to be used in relation to any emergency information releases. Copies of the completed forms shall be kept on file and forwarded to the County's Communications Officer.
- iii) Assist in posting information as provided by the Emergency Information Officer.
- iv) Establish and maintain links to other appropriate web sites such as health, agricultural, environment, etc.
- v) Attend meetings with the rest of the Emergency Information Team.

The roles of Public Information Supervisor and Web Specialist may best be fulfilled by staff responsible for the Information Technologies of the municipality and EOC such as telephones, computers, cell phones, radios, etc.

8.2.3 Emergency Information Centre:

8.2.3.1 Municipal Emergency Information Centre

Routine or non-complex incidents can generally be handled from the emergency site, Emergency Operation Centre or other community offices; however, during large scale, complex incidents and emergencies it may be necessary for the Control Group to

consider the establishment of an Emergency Information Centre. It will be the responsibility of Command, based upon the advice from the EIO, to assess the need for an Emergency Information Centre. The EIOs will be responsible for the set up and operation of the Emergency Information Centre and associated staff.

8.2.3.2 Joint Emergency Information Centre

During certain types of emergencies, such as large scale, widespread emergencies, it may be beneficial to establish a joint emergency information centre comprised of representatives from all agencies/organizations that may be involved in the emergency response. The role of the Joint Information Centre would be to act as the main source of local emergency information delivered to the media and the public on behalf of the participating organizations. All groups participating in the Joint Information Centre assign resources and staff to the JIC to work as a team. The assignment of staff to a Joint Information Centre can be done in advance of the emergency. Examples of emergencies that may benefit from a Joint Information Centre include a Health Emergency such as a pandemic, a Foreign Animal Disease Outbreak, or widespread natural disaster.

8.2.3.3 Emergency Site

Depending upon the nature of the emergency, it may be necessary to establish a media information centre adjacent to the emergency site. The area will be selected by Incident Command who will appoint a spokesperson. In addition, all visits to the emergency site will be coordinated by the Emergency Information Officer after consulting with Incident Command.

8.2.4 Audiences:

During an emergency there are a number of internal and external audiences that will require information. The dispersal of timely and factual information to various audiences is the responsibility of the EOC Command. As a member of Command Staff, it is the responsibility of the EIO to provide advice with respect to the target audiences. The following is a listing of those audiences that may require specific information during an emergency. It is important to consider the audience that is to be targeted when preparing and disseminating information.

8.2.4.1 Internal Audiences:

- Incident Commander
- First Responders
- Council
- Public Information Supervisor
- Staff

8.2.4.2 External Audiences

- Evacuation Centres, Shelters, Family Information Centres
- Provincial Government through the PEOC
- County/other municipalities in Wellington
- Neighbouring Municipalities
- Members of Parliament
- Members of Provincial Parliament
- Families of Municipal and First Responders families
- General Public
- Media
- Local Businesses
- Non –government agencies and volunteer organizations

8.2.5 Communications Flow:

It is the responsibility of EOC Command to ensure that information about the response and decisions made are communicated to Incident Command. It is the responsibility of each control group member to ensure that decisions and actions being made and taken by EOC Command are conveyed to their staff both at the site and off site. It is the responsibility of each member of the EOC Command and Command Staff to ensure that copies of approved information are dispersed as released to their staff.

The Head of Council will be responsible for ensuring that Council is kept informed of the progress of the emergency and that they are provided with information that is being sent to the external audiences, in advance of the dissemination of the information.

It is the responsibility of the Emergency Information Officer to ensure that staff at the Emergency Information Centre and the Public Information Supervisor is provided with copies of all approved information as it is being dispersed including all press releases

The EIO or member of the emergency information staff will attend the Operational Meetings of Command in order to gather information for interviews, media releases, media conferences, etc.

8.2.6 Distribution of Emergency Information

Emergency Information may be distributed using any or all of the following mechanisms:

8.2.6.1 Media Briefings:

Media briefings can be given by the Emergency Information Officer(s) and are used to bring the media up-to-date on emergency activities or to provide background information to the media when they arrive at an information centre or at the emergency site.

8.2.6.2 Media Conferences:

A media conference is a staged/managed event. It is used when there have been many requests, but simply not enough time to deal with every individual request on a one-to-one basis. A media conference is a formal function wherein the spokesperson(s) is given an opportunity to make a statement to the media and to answer questions from the media present. The spokesperson is often supported by others with specialized information on the emergency such as Police, Fire Chief, Public Works, and Medical Officer of Health. During major events, a media conference should be held at least once a day, and more often if there is major and new information to release.

When conducting a media conference it is important to advise the media as far in advance as possible of its time and location.

8.2.6.3 Site Visits/Media Pools:

The media will want to visit the site of any emergency, and they should be provided with an opportunity to do so as soon as possible. Arrangements for site visits/media pools should be arranged between the Emergency Information Officer (s) and Incident Command who will advise the EIO of the ground rules for media visits to the emergency site. It is the responsibility of the EIO to brief the media on these ground rules which may include identification of the incident spokesperson; what the media will be able to photograph; what are the safety requirements; and how long will the visit last. Media should be asked to meet at the Emergency Information Centre or a pre-determined location, and then they will be escorted to the emergency site(s) by the Emergency Information Officer and appropriate security. In some cases it may be necessary and appropriate to arrange for transportation of the media to the emergency site. This will likely necessitate equipment restrictions, and the media should be advised accordingly. If large numbers of media are present at the Emergency Information Centre, and there are limitations on numbers attending at the site, it may be necessary to set-up a media pool. It shall be the responsibility of the media present to set-up their own media pool, and to discuss the sharing of photographs, video footage and interviews with the media remaining behind.

8.2.6.4 Public Service Announcements:

Radio and Television stations, under their licensing arrangements, are usually required to provide some air time for public service announcements and most stations carry a number of these announcements.

Arrangements will be made with local radio and television stations with respect to the individual procedures for transmitting public service announcements. Procedures will include the method of transmitting the public service announcement to the station and who is authorized to issue such announcements on behalf of the municipality.

8.2.6.5 Media Releases:

Media releases contain key information about the incident or emergency and are usually not more than one page in length. Media releases will be issued by the Emergency Information Officer to the appropriate media agencies. The Emergency Information Officer will issue the media releases only after they have been reviewed and approved by the Head of Council, the CAO or both. Copies of all media releases will be kept on file. Media releases are brief, factual accounts of any new information that EOC Command would like to provide to the public. The frequency of the distribution of releases will depend upon the stage of the emergency.

8.2.6.6 Interviews:

Interviews are a one-on-one discussion of the emergency. Interviews can be conducted face to face or over the telephone. During an emergency event, the media should arrange for interviews through the Emergency Information Officer and Emergency Information staff.

8.2.6.7 Website:

The municipality's website can be an effective tool for communicating information to the public and media. Copies of the media releases should be placed on the website and updated regularly. If you are placing emergency information on the website it would be appropriate to advise the media. They can then check the website for regular updates. Municipalities will create a special news section on their site for the placement of emergency information. Where possible, information on the site will be enhanced with photographs, maps, etc. Organizing and updating the website will be the responsibility of the website specialist. However, it is the responsibility of the EIO officer to ensure that the website specialist is provided with the correct information for the website.

8.2.6.8 Backgrounders/Fact Sheets:

Backgrounders/fact sheets may be one to two pages of detailed information specific to the emergency situation. For example, Public Health has a number of fact sheets/backgrounder information prepared for a pandemic. Fact sheets are pre-written

and can be used during the emergency or as part of the municipality's public education/awareness program for its identified risks.

8.2.6.9 Family Information Centres

During some emergency situations, it may be necessary to establish Family Information Centres in order to ensure that victims of emergencies and their families are treated with respect and properly informed of decisions being made. When such centres are set-up they will be manned with the assistance of Victim Service volunteers and Red Cross volunteers and other community volunteers such as the community chaplain, who are trained to deal with critical incident stress situations. Given the potential sensitive environment at these centres, security at such sites will be paramount, and a Wellington OPP officer or proper security as directed by EOC Command will be set-up and established at the site.

8.2.7 Media Monitoring

It will be the responsibility of the Emergency Information Officers to monitor media releases – print, radio, TV and internet – to ensure that the information being distributed to the public is factual, and to address all media requests.

SECTION 9 – VOLUNTEERS

9.1 Types of Volunteers:

- Those associated with a non-governmental agency/volunteer organizations such as Red Cross, Victim Services, Salvation Army, St. John Ambulance, Mennonite Disaster Services
- Private Individuals
- Companies/Corporations/Local Businesses.

Where possible, and appropriate, the municipality will call upon the services of non-government volunteer organizations to assist with the response efforts based upon the services required and the number of volunteers that may be available. Individuals, companies and corporations that offer to donate their time or staff time and services to the response efforts will be considered volunteers for the purposes of this plan.

9.2 Registration:

All volunteers of the municipality will register with the municipality. If the volunteer is associated with a non-governmental agency, they will be registered with that organization who will keep appropriate documentation to that effect. Some of the volunteer organizations that will be involved during an emergency response include the following: Victim Services, Red Cross, St. John Ambulance, Salvation Army, Mennonite Disaster Relief Committee, and Amateur Radio Emergency Services. The CEMC will coordinate with Volunteer organization representatives during an emergency in order to ensure a coordinated and effective volunteer response.

Private individuals and/or private companies volunteering their time, services and resources to assist the municipality shall register with the municipality. Volunteers will complete a registration form to the municipality. The municipality will then assess the application and contact the individual as to the type, duration and location of the work involved. In some cases, the volunteer skills may not be required for the particular emergency situation at hand and the municipality will advise them and thank them for their time and interest. Application Forms will be kept on file for the duration of the emergency in the event that the situation changes.

As required a volunteer registration centre will be set up and where possible staffed by human resources personnel or administrative staff of the municipality. The centre will be used as the main point of contact for individual volunteers and volunteer organizations to report to upon registering with the municipality and to receive daily updates.

9.3 Supervision & Training:

Depending upon the type of work assigned to the volunteer, some training and supervision will be necessary. The type of work assigned to a volunteer will depend upon their skill sets. In some cases, training of the volunteer will be necessary. If the volunteer is associated with a non-governmental organization, that organization will be responsible for training and supervising the volunteer.

Private individuals will be trained and supervised by the municipal department or agency to which they have been assigned. Resources and/or services donated by companies and corporations will be managed by the department most applicable to the resources and services being provided.

9.4 Identification:

Volunteers registered by the municipality will be issued an identification badge and will be required to wear the badge throughout the duration of their services. Volunteers registered directly with a particular organization will have their own identification which will be used and coordinated through their own agency. The Volunteer organization will provide appropriate information to the Community Control Group as to the type of identification that will be used. The municipality will identify specific volunteer checkpoints in consultation with the Site Manager/Incident Commander.

9.5 Tracking:

A volunteer registration form will be used to identify and track all registered volunteers assisting with the emergency efforts excluding the recognized volunteer organizations.

9.6 Food/Water/Accommodation/Transportation Procedures for Volunteers

Food/Water Depots will be set up during an emergency event for residents displaced as a result of the emergency situation. These depots will be used to provide food and water to those assisting with the response efforts. Food and Water Depots will also be set up at the emergency site with the assistance of the Incident Commander.

These depots will be set up with the assistance of appropriate non-government agencies with expertise in this area and in consultation with Public Health. The locations will be determined at the time of the incident.

In the event that accommodations and transportation are required for individual volunteers, the municipality will arrange for these. If the volunteers are associated with a particular organization, that organization will work with the municipality to arrange for appropriate accommodations and transportation of volunteers, if required.

SECTION 10 – EVACUATIONS

Evacuations will be required in situations where the removal of persons from an area is necessary to ensure their safety as a result of a perceived or potential risk to life or as a result of a known threat to life.

The decision to evacuate an area will, initially, be made by the first responders on site based upon the information available and within the area defined as the emergency site. First Responders at an incident may be authorized to secure an area in order to exclude persons from it; this is not an “evacuation order” under the authority of the Emergency Management and Civil Protection Act. Municipalities do not have the authority to issue evacuation orders. The provisions of the Act only come into effect once the Province has declared an emergency.

During declared municipal emergencies this plan provides Municipal Emergency Control Groups with the authority to recommend and advise residents to leave their homes or place of business for their own personal health, safety and welfare and further that Police, Fire and Public Health have jurisdictions under their own legislations to require evacuations.

The decision to evacuate areas within or outside of the emergency areas may be recommended by Incident Command to EOC Command and should consider the following:

- i) The potential life threatening impacts of the emergency situation on persons living in or near the affected area.
- ii) What are the safety issues associated with the evacuation including hazardous materials releases?
- iii) Is the situation expected to escalate?
- iv) What is the expected duration of the incident?
- v) Is there sufficient time to warn residents to leave the area?
- vi) Are suitable arrangements available to ensure their safety when leaving the area?
- vii) Is there time to set up and staff reception/emergency shelters for residents in need of a place to stay?

Once a decision has been made to evacuate and the EOC is activated, EOC Command will be responsible for decisions relating to the need, location and size of emergency shelters, and to decisions relating to the transportation of persons from the evacuated area to the emergency shelters/receptions centres if necessary. These decisions may include

- i) Types of evacuation notification to be utilized given the situation, circumstances and severity of the situation.
- ii) The opening of pre-determine reception/emergency shelters;
- iii) Notify Wellington County Social Services of the decision to evacuate and set up centres and request the implementation of the Red Cross Memorandum of Understanding;

- iv) Establish an appropriate communication link with the open centres. Amateur Emergency Radio Services may be called upon to assist in this regard if telephone or radio links are not available or ineffective;
- v) Have Emergency Information Officer prepare a Public Service Announcement in consultation with the Mayor and CAO;
- vi) Distribute Public Service Announcement to Media Sources;

Persons within an evacuation area may be notified by a variety of means deemed most appropriate by the municipality and first responders considering the situation and the immediacy of evacuating an area. Member municipalities may provide specific means of notification to residents during an emergency and the specific methods will be identified in the Hazard Specific Emergency Response Plans of the municipality. Notification methods may include but are not limited to the following:

- i) Door to door canvassing by police, fire and/or public works,
- ii) Loud hailers on emergency vehicles,
- iii) Through the media,
- iv) Through a public alerting system, where available.

10.1 Memorandum of Understanding

In order to fulfill the roles and responsibilities as outlined in this Plan in Section 6.2.11 Social Services Administrator, the County of Wellington and the Canadian Red Cross have entered into an agreement for the provision of certain services to be undertaken by Red Cross Volunteers on behalf of and at the direction of the Social Services Administrator or alternate during the opening and operation of emergency shelters. Wellington Social Services Staff may be available to assist local staff with personnel and operation of the shelters. The following are the services that Red Cross will be able to provide upon implementation of the MOU.

i) Registration and Inquiry Services

Registration of each evacuee at the designated evacuation site at which the Services are provided. This includes:

- Retaining the completed registration forms and assuming responsibility for the privacy of the information on such forms;
- Responding to enquiries as to the whereabouts of evacuees and missing persons;
- Assisting in reuniting families through the collection of information and answering of enquiries regarding the condition and whereabouts of missing persons.

- ii) **Emergency Lodging**
 - Manage and arrange the safe, immediate, temporary lodging for homeless or evacuated persons.
 - Provide blankets or vouchers for blankets where appropriate.

- iii) **Emergency Food**
 - Feed evacuees, emergency workers and disaster response volunteers;
 - The provision of grocery vouchers when necessary.

- iv) **Personal Services and Health Care**
 - Provide for the initial reception of disaster victims arriving at evacuation centres;
 - Provide basic toiletries, prescriptions and infant supplies such as bottles, diapers and other essentials.
 - Provide repairs to and/or replacement of prescription glasses, hearing aids, dentures and prosthetics where necessary

- v) **Emergency Clothing**
 - Provide clothing until regular source of supplies are available;
 - This includes detergent and other cleaning agents;
 - Provide footwear suitable to season and climate.

- vi) **Preparedness and Training**
 - Design and implement recruitment campaigns to attract volunteers;
 - Design and implement training programmes for volunteer disaster responders.

Other volunteer service organizations such as Victim Services, St. John Ambulance and Salvation Army can be called upon during an emergency for emergency victim support, emergency medical assistance support, emergency food and clothing as well as assisting with the set-up and running of reception centres and emergency shelters.

10.2 Social Services Evacuation Plan

Wellington County Social Services with the assistance of the member municipalities have prepared an evacuation plan that will be used as a guide in the opening and operating of emergency reception centres and shelters.

Emergency shelters/reception centres will be set up by municipal staff with the assistance of non-governmental agencies as required.

SECTION 11 – RECOVERY PLAN

This plan assigns responsibilities and outlines activities, which may be required to bring the County and/or member municipalities back to their pre-emergency state. It will be activated (in whole or in part) at the direction of the any MEEG. This will be determined by the nature of the emergency and its aftermath, but will normally occur once the immediate response to the emergency has been completed.

The following Committees will be established:

- Recovery Committee
- Human Needs Sub-Committee
- Infrastructure Sub-Committee
- Financial Sub-Committee

11.1 Recovery Committee

In the early stages of the recovery process to a municipal emergency, the Municipal Emergency Control Group may function as the Recovery Committee. Later, once the emergency has been terminated, the following will form the Recovery Committee and meet at the direction of the Chair as required.

- Head of Council (Chair)
- Senior Municipal Administrative Official
- Emergency Management Coordinator
- Chairs of Human Needs, Infrastructure and Financial Sub-Committees

Representatives of County departments and/or member municipalities, the Province of Ontario, and other agencies may be added to the Committee as deemed appropriate for the emergency situation.

The Recovery Committee will be responsible for:

- i) Ensuring that the public and elected officials of the municipality are informed of the status and activities of the recovery process.
- ii) Ensuring that elected officials from local municipalities are kept informed of recovery activities which may have an impact on those municipalities, or whose resources may be required.

- iii) Receiving information from, and provide direction to the Recovery Sub-Committees to ensure that necessary services are provided and are being coordinated.
- iv) Monitor funding requests to senior levels of government.
- v) Providing recommendations to Council concerning expenditure of funds, new by-laws or changes to existing by-laws and such other matters as may require Council approval.
- vi) Ensuring continuity of mandated services to those residents not affected by the emergency.
- vii) Deciding on the termination of recovery activities and the wind-up of Recovery Committees.
- viii) Preparing a final report on the recovery phase of the emergency for submission to Council.

11.2 Human Needs Sub-Committee

The following will form the Human Needs Sub-Committee, and will meet at the direction of the Chair as required:

- County Social Services Administrator or designated Manager (Chair)
- County and Municipal Human Resources Representative
- Red Cross Representative
- Municipal Economic or Business Officers of affected municipalities
- Municipal Recreation Directors of Affected Municipalities

Representatives of County departments and/or member municipalities, the Province of Ontario, and other agencies such as volunteer groups may be added to the Committee as appropriate.

The Human Needs Committee will:

- i) Ensure the continued operation of the evacuation centre(s), including the provision of housing, food, clothing, & personal services.
- ii) Assist homeless citizens to locate long-term housing and have utilities connected.
- iii) Co-ordinate storage and distribution of donated materials.

- iv) Ensure that the needs of “special populations” such as children, elderly, and handicapped are met.
- v) Ensure health standards are maintained throughout the community
- vi) Provide counseling services as required.
- vii) Work with affected business/industry to ensure that employment opportunities are restored at the earliest opportunity.
- viii) Assist affected citizens to replace documents that may have been lost in the emergency.
- ix) Arrange financial assistance to those who need it.
- x) Ensure mail service to those within the affected area.
- xi) Ensure that provisions are made for the care of pets.
- xii) Arrange for the secure storage of residents’ property that has been recovered and cannot immediately be secured by the resident.
- xiii) Provide information on sources of retraining assistance for residents whose employment has been affected, or who have been injured and cannot return to their former employment.
- xiv) Co-ordinate transportation for those in need of outpatient care or therapy.
- xv) Ensure that burials can be conducted in an appropriate manner.
- xvi) Co-ordinate their activities with those of other Sub-Committees, and report regularly to the Recovery Committee.
- xvii) Ensure that detailed financial records relating to Sub-Committee’s activities are maintained.
- xviii) Prepare a final report on the Sub-Committee’s activities, together with recommendations for amendments to this Recovery Plan.

11.3 Infrastructure Sub-Committee

The following will form the Infrastructure Sub-Committee and will meet at the direction of the Chair as required.

- A Senior Public Works/Roads/Water Official for the municipality(ies)
 - A representative of Wellington Dufferin Guelph Health Unit
 - Mutual Aid (Fire) Coordinator or designated alternate
 - Municipal Chief Building Officials of Affected Municipalities
- Representatives of County departments and/or member municipalities, the Province of Ontario, and other agencies, may be added to the Committee as appropriate.

The Infrastructure Sub-Committee will:

- i) Determine, based on engineering advice, the extent of the damage to homes, and municipal and commercial buildings, together with damage to roads, bridges and utilities.
- ii) Ensure, in conjunction with Wellington OPP, that access to unsafe areas or structures are restricted.
- iii) Maintain liaison with insurance adjusters concerning damaged structures, both private and municipal.
- iv) Expedite demolition permits with the assistance of the Chief Building Official(s) as required.
- v) Ensure that, when safe to do so, residents are given an opportunity to secure and/or remove personal property from damaged locations.
- vi) Ensure traffic controls (lights, signage) are restored.
- vii) Expedite procedures to establish new housing, or rebuild/repair damaged housing or other structures.
- viii) Ensure appropriate removal of debris (including hazardous and/or organic materials), and arrange for sorting and recycling of as much debris as possible.
- ix) Ensure that proper sanitation (drinking water, garbage, and vermin control) measures are taken.

- x) Recommend, if appropriate, the waiving of tipping fees at waste disposal site.
- xi) Ensure the safety of workers in the damaged area, including volunteers.
- xii) Continue to work with utilities (hydro, gas, and phone) to permanently restore services.
- xiii) Co-ordinate the use of volunteer labour to assist resident with clean up on private property.
- xiv) Develop a list of reliable contractors.
- xv) Co-ordinate their activities with those of other Sub-Committees, and report regularly to the Recovery Committee.
- xvi) Ensure that detailed financial records relating to Sub-Committee's activities are maintained.
- xvii) Prepare a final report on the Sub-Committee's activities, together with recommendations for amendments to this Recovery Plan.

11.4 Financial Sub-Committee

The following will form the Financial Sub-Committee, and will meet at the direction of the Chair as required:

- Treasurer (Chair)
- A member of Council
- Social Services Manager

Representatives of County departments and/or local municipalities, the Province of Ontario, and other agencies, may be added to the Committee as appropriate.

The Finance Sub-Committee will:

- i) Maintain accurate records of all emergency-related expenditures.
- ii) In the event of a natural emergency with widespread damage, co-ordinate the formation of a "Disaster Relief Committee", in accordance with Ministry of Municipal Affairs Guidelines.
- iii) If required, arrange to advance funds to those in need, and arrange for recovery of these funds.

- iv) In the event of a human caused emergency, prepare and submit claim against the causer of the emergency.
- v) Prepare claim for provincial and/or federal building.
- vi) Analyze the impact of the emergency on the municipal budget.
- vii) Prepare insurance claims on behalf of the municipality.
- viii) Co-ordinate their activities with those of other Sub-Committee, and report regularly to the Recovery Committee.
- ix) Prepare a final report on the Sub-Committee's activities, together with recommendations for amendments to this Recovery Plan.

11.4.1 Ontario Disaster Relief Assistance Program

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

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

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

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

The Minister of Municipal Affairs and Housing is authorized to declare a "disaster area" and any council, when asking for assistance under the ODRAP program must adopt a resolution outlining the municipality's request for a disaster area declaration and whether all or a specified portion of the municipality is to be declared a disaster area.

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

A number of Provincial ministries have special responsibilities for the provision of emergency assistance. This assistance should be sought through Emergency Measures Ontario.

A copy of the Ontario Disaster Relief Assistance Program will be available in the Emergency Operations Centres. A copy of the plan is also available from the Province of Ontario website.

11.5. Public Information

It is vital that accurate and up-to-date information be provided regularly to residents throughout the recovery process. The Emergency Information Plan in Section 8 provides direction for responding to queries from the news media and from the public. During recovery, it is the responsibility of each Committee Chair to ensure that information flows between the Recovery Committee and Sub-Committees to the designated Emergency Information Officer. During the recovery process a member of the municipal staff may be appointed as the Emergency Information Officer.

SECTION 12 – PLAN MAINTENANCE AND REVIEW

12.1 Internal Procedures

Each service or agency involved or identified in this Plan shall be responsible for preparing their own emergency operating procedures and shall be responsible for training their staff on the emergency procedures and expectations during an emergency.

12.2 Annual Review

At a minimum, this plan will be reviewed annually through the use of appropriate and planned emergency exercises. Following the exercises, appropriate debriefing sessions will be held followed by the completion of debriefing reports, which will be utilized by the Community Emergency Management Committee and the Community Emergency Management Coordinator to make appropriate changes to the Plan.

Every five years, the CEMC and the Emergency Management Program Committee's will conduct a major of review of the plan.

12.3 Amendments

Amendments to the Plan require Council approval. Council approval is not required for the following: changes or revisions to the appendices, or for minor editorial changes such as editorial changes to the text including page numbering, section numbering, reference changes or changes to references to provincial statutes and additions of acronyms.

12.4 Flexibility

No Emergency Response Plan can anticipate all of the varied emergency situations that may arise in a changing community. During the course of the implementation of this plan in an emergency situation, members of the Municipal Emergency Control Group in the course of conducting their assigned roles and responsibilities may exercise flexibility. To ensure that the public health, safety and welfare of the community are paramount in the emergency response, minor deviations from the emergency response plan may be permitted.

EMERGENCY RESPONSE PLAN - GLOSSARY OF TERMS AND ACROYNMS

There is a need for common terminology that would be jointly understood by the public and private sectors. The following definitions and explanations will be helpful during the development and implementation process. The following definitions come from various sources including the Canadian Oxford Dictionary, the *Emergency Management and Civil Protection Act*, Emergency Management Ontario, and the National Fire Protection Association.

The Acronyms and Glossary of Terms may be updated and changed as necessary to accommodate changes to the definitions as needed or warranted without requiring an amendment to this plan.

ARES - Amateur Radio Emergency Services

CANUTEC - Canadian Transport Emergency Centre

CAO - Chief Administrative Officer, a Co-Administrator, or a designated alternate of either of them;

CBRNE - Chemical Biological, Radiological, Nuclear and Explosive

CACC - Central Ambulance Communication Centre

CCAC – Community Care Access Centre

CEMC - Community Emergency Management Coordinator

CEMPC - Community Emergency Management Program Committee

DWQMS – Drinking Water Quality Management Standards

EIO – Emergency Information Officer

EMO – Emergency Management Ontario

EMS – Emergency Medical Services.

EOC – Emergency Operation Centre

ERP – Emergency Response Plan

FAD – Foreign Animal Disease

ICP- Incident Command Post

IMS – Incident Management System

MECG - Municipal Emergency Control Group

ODRAP – Ontario Disaster Relief Assistance Program

PAD - Priority Access Dialing

PEOC – Provincial Emergency Operation Centre

PIMS – Provincial Incident Management System

SCBA – Self Contained Breathing Apparatus

Community Emergency Management Coordinator - An individual officially designated by a community who is responsible and accountable for the community's emergency management program. The Community Emergency Management Coordinator must be, by definition, a municipal employee, as per the *Municipal Act*.

Community Emergency Management Program Committee - The community emergency management program committee is the critical management team that oversees the development, implementation and maintenance of a community emergency management program.

Consequence - The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain.

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.

Declared Emergency - A signed declaration made in writing by the Head of Council or the Premier of Ontario in accordance with the *Emergency Management and Civil Protection Act*. This declaration is usually based on a situation or an impending situation that threatens public safety, public health, the environment, critical infrastructure, property, and/or economic stability and exceeds the scope of routine community activity.

Disaster - A widespread or severe emergency that seriously incapacitates a community.

Emergency - A situation or an impending situation caused by the forces of nature, an accident, and an intentional act or otherwise that constitutes a danger of major proportions to life or property. These situations could threaten public safety, public health, the environment, property, critical infrastructure and economic stability.

Emergency Management - Organized and comprehensive programs and activities taken to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.

Emergency Management Ontario - EMO is an organization within the Ministry of Public Safety and Security, government of the Province of Ontario. EMO is responsible for monitoring, coordinating and assisting in the development and implementation of emergency management programs in Ontario.

Emergency Operations Centre - The EOC is a facility where the Municipal Emergency Control Group assembles to manage an emergency.

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

Emergency Response Organization - Group or organization with staff trained in emergency response that are prepared and may be called upon to respond as part of the coordinated response to an emergency situation.

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

Emergency Response - Coordinated public and private response to an emergency

Emergency Medical Service - Guelph Wellington EMS is the emergency medical services provider for Wellington County and the City of Guelph.

Evacuation - The removal of persons from a given area that has been deemed as an actual or potential danger zone, or may be impacted by an emergency situation.

Evacuation Centre - A facility to provide shelter, food and other services to a group of people who have been evacuated from an area.

Evacuation Registration - A process to account for displaced persons. This process usually takes place at designated reception centres.

Foreign Animal Disease - A subset of reportable diseases which are foreign – not common - to Canada. Many diseases have been eradicated in Canada, or have never been presented, but could still occur and would easily threaten the health of domestic herds and flocks. Some examples are Avian Influenza, Foot and Mouth Disease and BSE.

Hazard (1) - A risk that is a threat

Hazard (2) - An event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business, or other types of harm or loss.

Hazard Identification - The process of defining and describing a hazard, including its physical characteristics, magnitude and severity, probability and frequency, causative factors, and locations/areas affected.

Head of Council – includes the County Warden, the Mayors of the member municipalities and their designated alternates.

Incident Management System - The combination of facilities, equipment, staff, operating procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively respond to an incident or emergency/disaster.

Municipal Emergency Control Group - The Municipal Emergency Control Group operating from the community Emergency Operations Centre is responsible for coordinating municipal emergency response and recovery activities; The Municipal Emergency Control Group usually includes leading community officials, emergency management representatives and other relevant staff.

Municipality (ies) - Means the County of Wellington, the Township of Centre Wellington, the Town of Erin, the Township of Guelph/Eramosa, the Township of Mapleton, the Town of Minto, the Township of Puslinch and/or the Township of Wellington North.

Mutual Aid Agreements - An agreement developed between two or more emergency services to render aid to the parties of the agreement. These types of agreements can include the private sector emergency services when appropriate.

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

Ontario Disaster Relief Assistance Program – An emergency financial assistance program administered by the Ministry of Municipal Affairs and Housing.

Priority Access Dialing - a database system administered by Industry Canada and maintained by the CEMC. It is used to identify telephone landlines and some wireless lines that are considered essential for emergencies. Numbers are entered in the data base which protects them by limiting the telephone line load on a telephone switch so that the priority lines can continue to be used when the telephone switch is fully loaded with traffic.

Private Sector - A business or industry not owned or managed by any level of government.

Public Sector - A particular element or component of government, i.e. police, fire and public works, of a municipal, provincial or federal government.

Reception Centre - Usually located outside the impact zone of the emergency, the reception centre is a place to which evacuees can go to register, receive assistance for basic needs, information and referral to a shelter if required.

Recovery - Actions taken to recover from an emergency or disaster.

Response - Actions taken to respond to an emergency or disaster.

Response Organization - Group or organization with personnel trained in local emergency response, whether medical or not, who are prepared and may be called upon to respond as part of the coordinated response to an emergency situation e.g., industrial response teams, CERV, etc.

Risk - A chance or possibility of danger, loss, injury, or other adverse consequences.

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

Shall - Indicates a mandatory requirement

Should - Indicates a recommendation or that which is advised but not required

Threat - Any event that has the potential to disrupt or destroy critical infrastructure, or any element thereof. Threat includes accidents, natural hazards as well as deliberate attacks (OCIPEP).

Vulnerability - The degree of susceptibility and resilience of the community and environment to hazards, the characteristics of a community or system in terms of its capacity to anticipate, cope with and recover from events.