



**MUNICIPAL  
EMERGENCY RESPONSE  
PLAN**

**April 1, 2016**

## FOREWARD

In accordance with the *Emergency Management and Civil Protection Act R.S.O. 1990*, there is a requirement for all municipalities, ministers of the Crown and designated agencies, boards, commissions and other branches of government to develop and maintain an emergency management program consisting of emergency plans, training programs and exercises, public education and any other elements prescribed by Regulation.

The *Municipal Emergency Response Plan* for the Township of South Algonquin establishes a framework document for responding to any type of emergency and outlines the following:

- Policy for emergency management
- Emergency response strategies
- Concept of Operations
- Roles and Responsibilities

The Municipal Emergency Response Plan is an “umbrella” document for the Township’s risk-specific plans and implementing procedures. Local emergency plans, and those of external agencies support this document. This plan establishes an effective system of emergency management to accomplish the following specific purposes:

- To reduce the vulnerability of South Algonquin residents and visitors to the loss of life, to the loss of infrastructure or to the adverse health effects resulting from a natural or human-caused event.
- To ensure the preservation of essential municipal services and the local economic base.
- To prepare for prompt and efficient response and recovery activities for the protection of lives, property and infrastructure affected by the emergency.
- To respond to all emergencies using all existing systems, plans, and resources necessary to preserve the health, safety and welfare of persons affected by an emergency.

## TABLE OF CONTENTS

<b>Forward</b> .....	2
<b>1.0 Introduction</b> .....	8
<b>2.0 Aim</b> .....	9
<b>3.0 Legal Authority</b> .....	10
3.1 Emergency Management & Civil Protection Act.....	10
3.2 Ontario Regulation 380/04.....	11-12
3.3 Municipal By-laws.....	12
<b>4.0 Definition of an Emergency</b> .....	13
<b>4.1 Actions Prior to an Emergency Declaration</b> .....	13
<b>5.0 Emergency Notification Procedures</b> .....	14-15
<b>6.0 Requests for Assistance</b> .....	15
<b>7.0 Declared Municipal Emergencies</b> .....	16-17
<b>8.0 Declared Provincial Emergencies</b> .....	18-19
<b>9.0 Provincial Orders and Special Powers</b> .....	19-20
<b>10. Terminating a Provincial Emergency</b> .....	21
<b>11. Mutual Assistance</b> .....	21-22
<b>12. Municipal Control Group</b> .....	23
<b>13. Composition of the Municipal Control Group</b> .....	24
<b>14. Additional MCG Staff and Resources</b> .....	25
<b>15. MCG Operating Cycle</b> .....	26
<b>16. Responsibilities of the Municipal Control Group</b> .....	27

**17. Additional Duties of the MCG.....28**

**18. Individual Responsibilities of the MCG.....29**

18.1 Mayor.....29

18.2 CAO/Clerk-Treasurer.....29

18.3 Deputy Clerk.....30

18.4 Deputy Treasurer.....31

18.5 Municipal Operations Clerk / CEMC.....31

18.6 Community Emergency Management Coordinator.....32-33

18.7 Works Superintendent.....34-35

18.8 Operations Foreman / Public Works.....35

18.9 South Algonquin Fire Service: Overview.....36

18.9.1 Fire Chief.....37

18.9.2 Deputy Fire Chief.....38

18.9.3 Captains.....38

18.9.4 Firefighters.....38

18.10 Municipal Council.....39

18.11 Chief Building Official / By-Law Enforcement Officer.....39-40

18.12 Office of the Fire Marshal & Emergency Management.....40

18.12.1 OFMEM Field Officers.....41

18.12.2 OFMEM: PERT TEAM.....41

18.12.3 Provincial Emergency Operations Centre / Duty Officer.....41

18.13 Ontario Provincial Police.....42

18.14 Emergency Medical Services (EMS).....43-44

18.15 Emergency Social Services: Overview.....44

18.15.1 Emergency Social Services: Municipal Duties.....45

18.15.2 District of Nipissing Emergency Social Services.....45

18.16 Canadian Red Cross Society: Disaster Services.....45-46

18.17 Non-Governmental Agencies.....46

18.18 Government Ministries.....46

18.19 Emergency Information Officer.....47

18.20 Municipal Spokesperson.....48

**19. Support & Advisory Staff to the MCG.....48**

19.1 Chief Medical Officer of Health RCDHU..... 48-49

19.2 St. Francis Memorial Hospital.....49

19.3 South Algonquin Family Health Team.....50

19.4 Local Boards of Education: Overview.....50-51

19.5 Emergency Enhanced 9-1-1 Services.....51

19.5.1 Bell Canada 9-1-1 Services.....52

19.5.2 Community Emergency Reporting Bureau-North Bay O.P.P.....52

19.5.3 Remote Agency Call Centre: O.P.P. Smith’s Falls.....52

19.5.4 Remote Agency Call Centre: South Algonquin Fire Service.....53

19.5.5 Remote Agency Call Centre: Land Ambulance (MOHLTC).....53

19.6 Utilities representatives.....54

19.7 Legal Services representatives.....54

19.8 Human Resources Manager.....54

19.9 Citizen Inquiry Supervisor.....55

19.10 Transportation Services .....55

19.11 Tele-communications Coordinator.....56

19.12 Local Business and Industry.....56

**20. Use of Volunteers in Emergencies.....57**

**21. Volunteer Recruitment.....58**

**22. Emergency Operations.....59**

22.1 Incident Command.....59

22.2 Single Command.....59

22.3 Unified Command.....60

22.4 Establishing Incident Command.....60

22.5 Responsibilities for Establishing Incident Command.....61

22.6 Provincial / Federal Incident Command.....61

22.7 Individual Responsibilities of the Incident Commander.....62

22.8 Incident Action Plans.....62

22.9 Safety Officer.....63

22.10 Transferring Incident Command.....63

22.11 Terminating Incident Command.....64

22.12 EOCs and Incident Command.....64

**23. Tele-Communications Plan.....65**

**24. Emergency Information Plan.....65**

24.1 Emergency Information Centres & Staff.....66

24.2 Media Centres.....67

24.3 Spokespersons from Outside Agencies.....67

**25. Distribution List.....68**

**26. Program Review.....69**

**27. Public Consultation and Review.....69**

**28. Annexes and Supporting Plans.....70-71**

## **1.0 INTRODUCTION:**

The Township of South Algonquin is located along the Highway 60 corridor in Nipissing District in the northeastern section of Ontario. The municipality has a land mass of 872 square kilometres (80% is Crown land) and features a population of 1211 permanent residents in 977 private dwellings. A resource based economy employs 49% of the local work force. Located adjacent to Algonquin Provincial Park, the municipality was formed in 1998 by amalgamating the Village of Whitney (Airy Township) with the former unincorporated geographic Townships of Murchison, Lyell, Dickens and Sabine.

A “*risk based*” emergency management program was created in 2003 to deal with actual or potential emergencies. The program is administered by the Community Emergency Management Coordinator(s) who ensure the development, implementation and maintenance of the program in association with the *Emergency Management Program Committee*. Core components of the program include prevention, mitigation and preparedness strategies and emergency response and recovery plans.

A coordinated emergency response system, under the direction of the *Municipal Control Group (MCG)* provides for the implementation of distinct arrangements and protocols which exceeds the normal operations of emergency service. The *Municipal Emergency Response Plan* provides key officials with specific emergency response information relating to;

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

For information on any aspect of emergency management please contact:

Community Emergency Management Coordinator

Township of South Algonquin

P.O. Box 217 Whitney, Ontario

KOJ 2MO

613 -637-2650



## **2.0 AIM:**

Municipalities are the responsible and accountable governments with respect to matters within their jurisdiction and each municipality is given powers and duties under many Acts for the purpose of providing good government with respect to these matters.

The primary reason for establishing an emergency management program is to improve public safety through a coordinated and pre-identified process for responding to critical situations. A realistic emergency management program will assist in protecting lives, critical infrastructure, property, and the environment, while promoting economic stability and ensuring the continuance of critical assets and government.

South Algonquin is not immune to disaster according to our historical past. An annual *Hazard Identification and Risk Assessment (HIRA)* is developed gauging the probability and consequence of each known hazard. This local "*Risk Profile*" provides accurate direction in relation to emergency planning and response.

Potential emergency situations may include forest fires, human health emergencies, critical infrastructure failures and flood concerns. In 2013, South Algonquin formally declared a state of emergency in response to historic flood levels and the potential failure of the Galeairy Lake Dam in Whitney.

The "*risk-based*" method being used ensures that the municipality can respond to any type and level of community emergency. An efficient "*Recovery Plan*" results in local economic recovery, stabilizes confidence in government and returns the community to a state of "*normalness*".

### **3.0 LEGAL AUTHORITY:**

The ***Emergency Management and Civil Protection Act*** and ***Ontario Regulation 380/04*** provide the legal authority for emergency plans in Ontario.

#### **3.1 EMERGENCY MANAGEMENT ACT**

Section 3 (1) of the Act states;

*Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of a municipality shall by by-law adopt the emergency plan.*

R.S.O. 2002, C.14, S.5(1).

Section 3(6)

Every municipality shall review and, if necessary, revise its emergency plan every year.

Section 4(1) Emergency declaration:

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

Under Section 4(2) of the Act, the Head of Council shall notify forthwith the Solicitor General of a declaration made under subsection (1) or (2). The Head of Council or the Council of a municipality may at any time declare an emergency has terminated.

The *EMCPA* also requires every municipality to submit the most current version of their emergency response plan to the Chief, Emergency Management Ontario ( Sec 6.2(1)).

Municipalities in Ontario must conform to the standards of the Occupational Health and Safety Act and must take all reasonable precautions to ensure the safety of workers. Section 7.1(8) of the *EMCPA* states, “ that the Occupational Health and Safety Act, or a Regulation made under it, shall prevail over other Acts”, including the Emergency Management and Civil Protection Act.

### **3.2 ONTARIO REGULATION 380/04**

This Regulation sets out municipal standards for emergency management programs.

#### Section 10 (1)

Every municipality shall designate an employee of the municipality or a member of the council as its emergency management co-ordinator.

#### Section 10 (2)

The emergency management co-ordinator shall complete the training that is required by the Chief, Emergency Management Ontario.

#### Section 10 (3)

The emergency management program co-ordinator shall co-ordinate the development and implementation of the municipality's emergency management program within the municipality and shall co-ordinate the municipality's emergency management program in so far as possible with the emergency management programs of other municipalities, of ministries of the Ontario government and of organizations outside of government that are involved in emergency management.

#### Section 10 (4)

The emergency management co-ordinator shall report to the municipality's emergency management program committee.

#### Section 11 (1)

Every municipality shall have an emergency management program committee. The committee shall be composed of:

- Emergency management program coordinator(s)
- Senior municipal official, appointed by Council
- Such members of Council, as appointed by Council
- Municipal employees who are responsible for emergency management functions
- Other persons, as appointed by Council

### **3.2 ONTARIO REGULATION 380/04**

#### Section 11 (5)

Council shall appoint one of the members of the committee to be the chair of the committee.

#### Section 11 (6)

The committee shall conduct an annual review of the municipality's emergency management program and shall make recommendations to the council for its revision if necessary.

### **3.3 MUNICIPAL BY-LAWS**

South Algonquin's Emergency Management Program was introduced in May, 2003 as approved by Council under the authority of By-law # 03-180.

A revised Emergency Management By-law (# 04-224 ) was approved by Council on December 2, 2004.

Revision 1 of the Municipal Emergency Response Plan was undertaken in December, 2009 and was approved by Council on December 3, 2009 and is governed under By-law # 09-357.

Revision 2 of the plan was completed May 1, 2012 as approved by Council.

Revision 3 of the Municipal Emergency Response Plan was completed in March, 2016.

Since 2003, approved Emergency Response Plans have been filed with Emergency Management Ontario, Ministry of Public Safety and Corrections. The 2016 plan will be filed with the Office of the Fire Marshal and Emergency Management (OFMEM ) pursuant to administrative changes within the Ministry.

Municipalities are required to meet stringent program requirements and submit Program Verification Forms to the Office of the Fire Marshal and Emergency Management (OFMEM) prior to December 31 each calendar year. It is the responsibility of the Community Emergency Management Coordinator (CEMC) to ensure program compliance. Both the CEMC and Head of Council are required to sign these forms as part of the program completion process. The Township of South Algonquin has achieved Provincial certification in emergency management annually since 2003, when regulations were introduced.

## **4.0 DEFINITION OF AN EMERGENCY:**

An “*emergency*” is defined as:

*“ a situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise “.*

(EMCPA R.S.O. 2006, Sec 1 )

An “ *emergency area*” is defined as the area in which an emergency exists.

A “ *disaster*” is defined as an emergency which severely incapacitates a community.

## **4.1 ACTIONS PRIOR TO AN EMERGENCY DECLARATION:**

When an emergency exists, but has not yet been “ *declared* “ to exist, municipal employees may take such actions as may be required to protect the health, safety, welfare and property of the inhabitants of the emergency area. The associated plans and information attached as “*Annexes*” to the Municipal Emergency Response Plan may be implemented in whole, or in part, in the absence of a formal emergency declaration.

## **5.0 EMERGENCY NOTIFICATION PROCEDURES:**

Only a member of the *Municipal Control Group (MCG)* may initiate the emergency notification procedure. When a member of the MCG receives a warning of a real or potential emergency, or of a significant event requiring a response above normal emergency response procedures, the member will immediately contact the Municipal CAO/Clerk-Treasurer. If the CAO/Clerk-Treasurer cannot be contacted, or is unable to act, then the “Designated Alternate” should be contacted, refer to Annex # 1 – Notification for contact information. The Community Emergency Management Coordinator(s) should also be contacted immediately. The MCG member initiating the call must provide all the pertinent details of the emergency as part of the notification procedure.

When it becomes apparent that the critical situation requires that municipal officials take immediate action, the CEMCs should ensure that the Emergency Management Program is activated and the Municipal Emergency Response Plan engaged at a sufficient level to mitigate the emergency. There are four levels of activation:

### Level 1: *Routine Monitoring:*

Normal surveillance activities. Prepare for known or forecasted events. Ensure operational readiness for unforeseen events.

### Level 2: *Enhanced Monitoring:*

Increased monitoring and preparedness for emerging or unexpected events. MCG may/may not be convened, depending upon the nature of the emergency. Formal emergency declaration may/may not be in effect.

### Level 3: *Partial Activation of Emergency Response Plan:*

Situation may require the deployment of municipal resources and activation of the Municipal Emergency Response Plan. EOC may be operational and MCG may be convened as necessary. An emergency declaration may/may not be in effect ( at the discretion of the Head of Council).

## **5.0 EMERGENCY NOTIFICATION PROCEDURES:**

Level 4: *Full activation of Emergency Response Plan:*

Resources deployed to mitigate the emergency as required. The Emergency Operations Centre is operational at an appropriate level of operation and appropriate location. MCG may be convened and staffed at an adequate level. Head of Council may declare a formal state of emergency.

Once contacted, it is the duty of the *Municipal Control Group* members to report to the appropriate Emergency Operations Centre as directed in the notification order. If the “Primary” MCG members are unable to attend, then the *Designated Alternate* must be called to respond. Depending upon the nature of the emergency, some or all of the members may be required to attend the EOC, but all MCG members should be informed of the emergency situation. Refer to Annex # 1- Notification for contact information.

If deemed appropriate, MCG members may initiate their own internal notification procedures of their staff and volunteer organizations.

When the threat of an impending emergency exists, the *Municipal Control Group* may be placed on “stand-by”.

## **6.0 REQUESTS FOR ASSISTANCE:**

Assistance from the Province of Ontario may be requested at any time without any loss of control or authority. The Community Emergency Management Coordinator acts as the primary municipal contact for Emergency Management Ontario on matters relating to emergency management and response. The CEMC, or designate, should request assistance by contacting the Duty Officer at the Provincial Emergency Operations Centre (PEOC) in Toronto. Refer to Annex # 1- Notification for contact information.

The Office of the Fire Marshal and Emergency Management (OFMEM) may dispatch a Provincial Emergency Response Team (PERT) to the affected community.

The Ontario Provincial Police “Duty Officer” should be contacted immediately if you are unable to contact the Provincial Emergency Operations Centre/ EMO.

## **7.0 DECLARED MUNICIPAL EMERGENCIES:**

The Mayor, as Head of Council, is responsible for declaring a state of emergency within the Township of South Algonquin. This decision is made in consultation with the members of the Municipal Control Group.

In the Mayor's absence, inability or refusal to act, or if the office is vacant, then the Mayor's "designated alternate" shall assume the powers and duties of the Head of Council under By-law # 15-482, Procedural By-law. The following sections from the Procedural By-law outline the appointment of an "Acting Head of Council";

1 (a) Acting Head of Council shall mean another designate who shall act as a presiding officer in the absence of the Mayor.

1 (cc) A quorum of not less than two members shall be present.

### 4.7.1 Presiding Officer:

Mayor shall preside at all Council and Committee of the Whole meetings. In the absence of the Mayor, or if the office is vacant, the Council may appoint by by-law or resolution, a Chair from among members present who, during the absence or vacancy, shall have all the powers of the Head of Council.

### 4.7.2

In the scheduled and unexpected absence of the Mayor for two or more consecutive meetings Council may appoint by by-law or resolution an Acting Mayor from among members present who for the duration of the absence or vacancy shall have all the powers of the Head of Council.

Each member of Council is listed as a "designated alternate" to the Head of Council .In a serious emergency, where several Council members may be unavailable, or incapable of assuming the role as "Acting Head of Council", this policy allows for maximum flexibility in choosing a designated alternate for the Mayor's position and will allow for the continuation of government.



## **7.0 DECLARED MUNICIPAL EMERGENCIES:**

Upon declaring an emergency, the Mayor will fill out and sign the Emergency Declaration form and submit it to the Duty Officer at the Provincial Emergency Operations Centre at Emergency Management Ontario. The “emergency area(s)” should be clearly defined on the form. Refer to Annex # 1- Notification for official templates to be used when declaring, renewing or terminating an emergency.

Upon declaring, renewing or terminating an emergency declaration, the following groups will be notified:

- Office of Fire Marshal and Emergency Management ( OFMEM / EMO )
- Council members
- General public
- Local Member of Parliament
- Local Member of Provincial Parliament
- Neighbouring communities
- Other groups, Ministries, agencies and organizations, as required

A declared community emergency may be “ terminated” by:

- Premier of Ontario
- Head of Council
- Council ( as a whole body )

## **8.0 DECLARED PROVINCIAL EMERGENCIES:**

Section 7.0.1 of the *Emergency Management and Civil Protection Act* states;

- (1) The Lieutenant Governor in Council or the Premier, if in the Premier's opinion the urgency of the situation requires that an order be made immediately, may by order declare that an emergency exists throughout Ontario or in any part of Ontario.

2006 c. 13, S1(4).

The criteria for declaring a Provincial emergency is as follows;

3. (1) There is an emergency that requires immediate action to prevent, reduce or mitigate a danger of major proportions that could result in serious harm to persons or substantial damage to property.

3. (2) One of the following exists:

(i) the resources normally available to the government of Ontario or any agency, branch or commission or other branch of the government, including existing legislation, cannot be relied upon without the risk of serious delay

(ii) resources referred to in paragraph (i) may be insufficiently effective to address the emergency

(iii) It is not possible, without the risk of delay, to ascertain whether the resources referred to in paragraph (i) can be relied upon.

Under Section 7.0.3 (2) of the *EMCPA* the Premier has specific municipal powers;

(2) If an order is made under Section 7.0.1 and the emergency area or any part of it is within the jurisdiction of a municipality, the Premier, where he/she considers it necessary, may by order under this section,

(a) Direct and control the administration, facilities and equipment of the municipality in the emergency area, and, without restricting the generality of the foregoing , the exercise by the municipality of its powers and duties in the emergency area, whether under an emergency plan or otherwise, is subject to the direction and control of the Premier; and

## **8.0 DECLARED PROVINCIAL EMERGENCIES:**

Section 7.0.3 Premier's specific municipal powers (continued)

2(b) Require any municipality to provide such assistance as he/she considers necessary to an emergency area or any part of the emergency area that is not within the jurisdiction of a municipality and direct and control the provision of such assistance.

2006, c.13, S.1(4).

## **9.0 PROVINCIAL ORDERS AND SPECIAL POWERS:**

Emergency powers and Provincial Orders are used to promote the public good by protecting the health, safety, welfare of the people of Ontario in times of declared emergencies in a manner subject to the *Canadian Charter of Rights and Freedoms*.

Section 7.0.2(4) provides the Lieutenant Governor in Council with emergency powers and the ability to make orders in respect of the following:

1. Implementing any emergency plans formulated under Sections 3, 6, 8 or 8.1.
2. Regulating or prohibiting travel or movement to, from, or within any specified area.
3. Evacuating individuals and animals, removing personal property from any specified area and making arrangements for the adequate care and protection of individuals and property.
4. Establishing facilities for the care, welfare, safety and shelter of individuals, including emergency shelters and hospitals.
5. Closing any place, whether public or private, including any business, office, school, hospital or other establishment or institution.
6. To prevent, respond to, or alleviate, the effects of the emergency constructing works, restoring necessary facilities and appropriating, using, destroying, removing or disposing of property.
7. Collecting, transporting, storing, processing and disposal of any type of waste.

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## **9.0 PROVINCIAL ORDERS & EMERGENCY POWERS:**

8. Using any necessary goods, services and resources within any part of Ontario, distributing and making available necessary goods, services and resources and establishing centres for their distribution.

9. Procuring necessary goods and services.

10. Fixing prices for necessary goods, services and resources and prohibit charging unconscionable prices in respect of necessary goods, services and resources.

11. Authorizing, but not requiring, any person, or class of persons, to render services of a type that the person, or a person of that class, is reasonably qualified to provide.

12. Taking such other actions or implementing such other measures as the Lieutenant Governor in Council considers necessary to prevent, respond to, or alleviate the effects of the emergency.

2006, c.13, S.1(4).

*Emergency Orders* are subject to the following limitations:

- Actions shall be exercised in a manner which, consistent with the objectives of the order, limits their intrusiveness.
- Orders only apply to the areas of the Province where it is necessary.
- Orders will be effective only for as long as is necessary.

Section 7.0.2 (5).

## **10 TERMINATING PROVINCIAL EMERGENCIES:**

An emergency declaration made under Section 7.0.1 will be terminated at the end of the 14<sup>th</sup> day following its declaration unless the Lieutenant Governor in Council by order declares it to be terminated at an earlier date.

2006, c.13 S.1(44).

The Lieutenant Governor in Council may by order extend an emergency before it is terminated for one further period of no more than 14 days.

Under Section 7.07(3) the Assembly, on the recommendation of the Premier, may by resolution extend the period of an emergency for additional periods of no more than 28 days.

If there is a resolution before the Assembly to extend the period of the emergency, the declaration of emergency shall continue until the resolution is voted on.

2006, c.13 S.1(4)

## **11. MUTUAL ASSISTANCE:**

Municipalities have the primary responsibility for response in emergency situations within their communities. They will commit all available resources to save lives and minimize injury to persons, damage to property and infrastructure.

As appropriate, and through pre-arranged mutual assistance agreements, adjacent jurisdictions and other agencies provide assistance in emergency response and recovery capabilities if called upon.

For complete and detailed information on the “*response capabilities*” of agencies responding to emergencies within the Township of South Algonquin refer to Annex # 4- Response Capabilities, as appended to this emergency response plan.

## **11. MUTUAL ASSISTANCE:**

The municipality currently has in place several mutual assistance agreements with varying agencies. For more information on these agreements refer to Annex # 7- Mutual Aid Information and Annex # 8 – Mutual Assistance Agreements/ MOU's/ MOA's.

In Ontario, the Township of South Algonquin is designated as a “single-tier” municipality, and as such, has no upper-tier government that it is associated with. The District of Nipissing Social Services Administration Board (DNSSAB) provides assistance to the Township of South Algonquin under Provincial legislation. DNSSAB provides the following assistance:

- Administrating the Ontario Works Program
- Providing municipal Social Services and Social Housing
- Children's services
- Land Ambulance services

To obtain assistance from DNSSAB, refer to Annex # 1-Notification for contact information. One member of municipal council is appointed to sit on the DNSSAB Board and this member acts as the primary contact between the District of Nipissing and the municipality.

A copy of the DNSSAB Emergency Response plan is found in Annex # 4.

## **12. MUNICIPAL CONTROL GROUP (MCG):**

Section 12(1) of Ontario Regulation 380/04 requires every municipality to have an emergency control group.

12(2) The emergency control group (*MCG*) shall be composed of:

- a. Such officials or employees of the municipality as may be appointed by council.
- b. Such members of council as may be appointed by council.

12(3) Members of the group shall complete the annual training that is required by the Chief, Emergency Management Ontario.

12(4) The emergency control group shall direct the municipal response in an emergency, including implementation of the municipality's emergency plan.

12(5) The group shall develop procedures to govern its responsibilities in an emergency.

12(6) The group shall conduct an annual practice exercise for a simulated emergency incident in order to evaluate the municipality's emergency response plan and its own procedures.

12(7) The group shall, if determined necessary, revise its procedures and shall make recommendations to the council for the revision of the municipality's emergency response plan.

Upon receipt of an "*emergency alert*" notification the *Municipal Control Group* will assemble at the appropriate Emergency Operations Centre (*EOC*). The location of the Primary and Secondary EOC is listed in Annex # 1- Notification.

### **13. COMPOSITION OF THE MCG:**

The *MCG* may consist of the following officials:

1. Head of Council
2. Chief Administrative Officer/Clerk-Treasurer
3. Deputy Clerk
4. Deputy Treasurer
5. Municipal Operations Clerk / CEMC
6. Community Emergency Management Coordinator (CEMC)
7. Works Superintendent
8. Operations Foreman
9. SAFD Madawaska Fire Chief
10. SAFD Whitney Fire Chief
11. Municipal Councillors
12. Chief Building Official / By-law Enforcement Officer
13. EMO Field Officers /OFMEM representative(s)
14. O.P.P. Police representative(s)
15. Emergency Medical Services representative(s)
16. Social Services representative (DNSSAB)
17. Others, as deemed necessary

The *MCG* may also include the following Support and Advisory staff:

1. Medical Officer of Health, Renfrew County & District Health Unit
2. Hospital representative, St. Francis Memorial Hospital
3. South Algonquin Family Health Team representative
4. Local Boards of Education representatives
5. Emergency 9-1-1 agencies
6. Utility representatives
7. Legal services representative
8. Human Resources Manager
9. Citizen Inquiry Supervisor
10. Transportation Manager
11. Others, as required



## **14. ADDITIONAL MCG STAFF & RESOURCES:**

Additional resources added to the *MCG* may include:

- Provincial Ministries and Ministry Action Groups (MAG's) operating from an Emergency Operation Centre(s).
- Experts, officials and representatives from both the public and private sectors.
- Community Volunteer agencies, as required.

Under Regulation 380/04 all Provincial ministries shall:

- Designate an employee of the ministry as the ministry's emergency management program coordinator and another employee as an alternate.
- The emergency management program coordinator shall coordinate the ministry's emergency management program within the ministry and shall report to the ministry's emergency management program committee.
- Every ministry must have a ministry action group (*MAG*) which directs the ministry's response in an emergency, including the implementation of the ministry's emergency plan.
- The *MAG* shall establish an emergency operations centre to be used by the action group in an emergency.

## **15. MCG OPERATING CYCLE:**

The *Municipal Control Group* will gather at regular intervals (operating cycles) to inform each other of actions taken and problems encountered during the emergency. The CAO/Clerk-Treasurer will act as the EOC Manager and will assume responsibility for scheduling, convening and coordinating the operations cycle with an emphasis on a timely system of reporting at each formal meeting. In the absence of the CAO/Clerk-Treasurer then the designated alternate, or another member of the *MCG*, may assume the position.

The *MCG* will meet frequently during the first stages of an emergency and less frequently during an on-going situation. Each operating cycle should contain the following six components:

1. Assessment of the situation. What is happening? What is needed?
2. Establish priorities. What can be done in a timely manner?
3. Set objectives.
4. Determine an action plan. Who does what? What tasks are required? Timeframe?
5. Set timelines for the implementation of assigned tasks.
6. Monitor and reporting. Schedule time/location of next meeting.

At the end of the meeting each member carries out his/her assignments and gathers information for the next scheduled meeting.

Documenting all activities is extremely important. Individual and group logs shall be kept and Master Event Logs created.

## **16. RESPONSIBILITIES OF THE MCG:**

Members of the *MCG* are likely to be responsible for the following actions or decisions:

- Dispatching and mobilizing emergency service agencies, equipment and resources
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law
- Determining if the location and composition of the *MCG* is appropriate
- Advising the Mayor as to whether the declaration of an emergency is recommended
- Advising the Mayor on the need to designate all or part of the municipality as an emergency area
- ensuring that an Incident Commander is appointed at each emergency site
- ensuring support to the emergency site by offering equipment, staff and resources as requested by the Incident Commander
- Ordering, coordinating or over-seeing the evacuation and sheltering of inhabitants considered to be in danger and appointing Shelter Management staff as required
- Discontinuing utilities or services provided by public or private concerns and arranging for their restoration at the appropriate time
- Arranging for services and equipment from local agencies not under municipal control (i.e. private contractors, industry, volunteers, service clubs etc.)
- Notifying and requesting assistance from, and/or liaison with, various levels of government and any public or private agency not under community control
- Ensuring that a registration system is established for all staff, volunteers, evacuees and media organizations involved in an emergency
- Ensuring an accountability system is established to track the location and safety of all emergency first responders involved in the emergency response
- Authorizing the expenditure of money required for dealing with the emergency

## **17. ADDITIONAL DUTIES OF THE MCG:**

Additional responsibilities of the *MCG* may include:

- Determining if additional volunteers are required, and if an appeal for volunteers is warranted
- Determining if additional or specialized transportation is required for the evacuation of persons, or the movement of supplies
- Ensuring that all pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer and Citizen Inquiry Supervisor for dissemination to the media and public
- Determining the need to establish advisory groups and/or sub-committees and working groups for any aspect of the emergency, including the recovery phase
- Ensuring the well-being of persons displaced from their homes by arranging for disaster services including shelter, food, clothing, personal services and registration and inquiry services. Social Services representatives on the Control Group are responsible for establishing the Emergency Shelter Services Plan and initiating operations until the Canadian Red Cross Society responds and becomes operational under their Disaster Service Agreements
- Notifying the service, agency or group under their direction of the termination of the emergency
- Maintaining a log outlining decisions made and actions taken and submitting a summary of the log to Council following termination of the emergency
- Participating in the de-briefing process following termination of the emergency
- other duties, as assigned

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## **18. INDIVIDUAL RESPONSIBILITIES OF MCG:**

### **18.1 MAYOR OR ACTING MAYOR:**

The Mayor / Acting Mayor is responsible for:

- Providing overall leadership in responding to an emergency
- Declaring, renewing and terminating municipal emergencies
- Notifying Emergency Management Ontario of such declarations/terminations
- Activating the municipal emergency notification system by contacting the CAO/Clerk-Treasurer and issuing an “emergency alert”
- Ensuring all Council members are advised of the declaration and are kept informed of the emergency situation
- Acting as the Community Spokesperson for the municipality, hosting media press conferences and performing media related duties as required
- Approving press releases at his/her discretion, in consultation with the Emergency Information Officer
- Dealing with any matters arising as part of the emergency and ensuring that the *MCG* functions effectively

### **18.2 CAO/CLERK-TREASURER**

The CAO/Clerk-Treasurer is responsible for the following:

- Perform the duties and exercise the responsibilities of CAO/Clerk-Treasurer as outlined in the Municipal Act
- As corporate coordinator, facilitate inter-departmental efficiency
- Activating the municipal emergency notification system and directing essential MCG members to report to the appropriate EOC
- Ensuring security arrangements at the EOC and other municipal facilities
- As “ EOC Manager” coordinate all operations in the Emergency Operations Centre including the scheduling of regular meetings (business cycles) and ensuring all events are properly documented by EOC staff
- Ensuring communications links are established between the EOC, emergency site(s) and all other facilities used in emergency response to the incident
- Advising Mayor and Council on policies, procedures and by-laws as appropriate
- Maintaining a personal log of all actions taken

### 18.3 DEPUTY CLERK:

The Deputy Clerk is responsible for the following:

- Providing administrative assistance to Department Heads ensuring all municipal and legislative policies are met, taking minutes and compiling payroll and accounts receivable and producing reports for Council and Committees
- Performing the statutory duties and exercising the responsibilities of the Deputy Clerk as assigned by the CAO/Clerk-Treasurer, as outlined in the Deputy Clerk's job description and in the Municipal Act
- Assisting the CAO/Clerk-Treasurer at the Emergency Operations Centre during an emergency and assuming (as appointed) the duties of *EOC Manager* in the CAO/Clerk-Treasurer's absence, or inability to act
- Assisting the CEMC(s) in the implementation of any aspect of the emergency management program and emergency response plan
- Ensuring the EOC is functional and that all maps, supplies and equipment is available while coordinating the provision of clerical and administrative staff to assist in the EOC as necessary
- Assisting the CAO/Clerk and CEMCs in documenting all important decisions made and actions taken by the MCG during the emergency
- Assuming the duties of the Citizen Inquiry Supervisor and initiating the opening, operation and staffing of all switchboards at municipal facilities as the situation dictates
- Maintaining a personal log of actions taken

#### **18.4 DEPUTY TREASURER:**

The Deputy Treasurer is responsible for the following:

- Reporting to the CAO/Clerk-Treasurer, the Deputy Treasurer will act as financial coordinator and will perform all the statutory duties of Treasurer and tax collector
- Coordinating the preparation, maintenance and monitoring of all financial, accounts payable and accounting records and provide support, guidance and advice to Department Heads, Council and Committees on financial matters
- Assisting the Treasurer in all facets of the financial management of the emergency
- Assisting with the financial administration of the Ontario Disaster Relief Administration program (ODRAP) or other related programs
- Assisting the *MCG* in the Emergency Operations Centre as requested by the *EOC Manager*
- Maintaining a personal log of actions taken
- Other duties, as necessary

#### **18.5 MUNICIPAL OPERATIONS CLERK / CEMC:**

The Municipal Operations Clerk is responsible for the following:

- Reporting to the CAO/Clerk-Treasurer, the Municipal Operations Clerk will provide operational support and assistance to the Public Works, Building and Planning Departments by performing routine secretarial, clerical and receptionist duties, responding to public inquiries in the absence of the Works Superintendent and Chief Building Official / By-law Enforcement officer
- Assuming the duties and responsibilities of the Community Emergency Management Coordinator (CEMC) in the absence, or inability to act, of the Primary CEMC as appointed by Council. In an emergency situation, priority should be given to his/her role as CEMC over other job responsibilities
- Assisting the Community Emergency Management Coordinator in any aspect of emergency management as requested.
- Maintaining a log of personal actions taken

**18.6 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC):**

Under the *Emergency Management and Civil Protection Act and Regulation 380/04* every municipality must appoint a *Primary CEMC* and appoint up to two *CEMC Designated Alternates*. The *CEMC* serves as the primary contact for Emergency Management Ontario. *CEMCs* will build professional relationships with various organizations, whether public or private, or non-governmental organizations. Once identified, *CEMCs* will be placed on EMO's "CEMC Distribution List".

Reporting to the CAO/Clerk-Treasurer, the "primary" Community Emergency Management Coordinator is responsible for developing, implementing, maintaining and verifying the emergency management program with Emergency Management Ontario, Ministry of Community Safety and Corrections. *CEMCs* report to the *Emergency Management Program Committee*. The *CEMC Designated Alternates* assist the primary *CEMC* in program administration and development and will assume the duties of the primary *CEMC* in his/her absence, or inability to act.

*CEMC* roles and responsibilities may include the following:

- Successfully complete all training required by EMO
- Maintaining familiarity with current emergency management strategies and legislation
- Ensuring that senior management and elected officials are aware of the latter
- Identifying municipal program resource requirements, including funding and assisting in the preparation of an annual emergency management budget
- Forming an Emergency Management Program Committee

In conjunction with the Emergency Management Program Committee:

- Conducting the annual Hazard Identification and Risk Assessment
- Ensuring the designation of an appropriate Emergency Operations Centre
- Identifying all critical infrastructure within the municipality
- Documenting existing municipal response capabilities
- Conducting annual training for the *MCG AND EOC* staff
- Conducting an annual exercise to evaluate the Municipal Emergency Response Plan
- Identifying and training individuals to act as *Emergency Information* staff



## 18.6 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC):

In conjunction with the Emergency Management Program Committee:

- Conducting an annual review of the emergency management program
- Providing expertise and support to the MCG in an emergency
- Maintaining the Municipal Emergency Response Plan and ensuring it is current
- Liaise with Field Officers and staff at the Office of the Fire Marshal and Emergency Management (*OFMEM*)
- Monitoring the municipality's level of compliance and processing the required verification documents for submission to EMO/OFMEM

Additional CEMC duties may also include the following:

- Activating the municipal emergency notification system by contacting the CAO/Clerk-Treasurer and issuing an "emergency alert"
- Ensuring that security is in place at the EOC and that all MCG members are registered upon arrival for each operating cycle
- Ensuring that the operating cycle of the MCG is met and that related documentation is maintained for future reference
- Addressing any action items that may arise from the activation of the emergency response plan
- Assisting the *Emergency Information staff* in the preparation and dissemination of emergency information to the public and media
- Other duties, as deemed necessary

The Community Emergency Management Coordinators appointed by the Township of South Algonquin are not "full-time" CEMCs. Their emergency management duties comprise a portion of their municipal duties and responsibilities, therefore, when a critical situation arises and the emergency management program is engaged then priority must be given to their emergency management duties over other duties assigned in their respective municipal job descriptions. This allows for an efficient emergency response and facilitates compliance with the duties placed on CEMCs by the *Emergency Management and Civil Protection Act and Regulation 380/04*.

**18.7 WORKS SUPERINTENDENT / PUBLIC WORKS**

The Public Works Department for the Township of South Algonquin provides summer and winter maintenance activities to 135 kilometres of municipal highways on a year-round basis.

The Works Department is supervised by the Works Superintendent who reports to the CAO/Clerk-Treasurer. The Works Superintendent is supported by the Municipal Operations Clerk, Operations Foreman and Public Works Employees (P.W.E.'s) and is responsible for the following:

- Snowplowing, sanding, salting, culvert steaming and other winter road maintenance activities
- Summer grading, dust control and road building activities and maintenance of bridges, culverts and other critical infrastructure
- Fleet maintenance
- Maintaining Recreation buildings and parks
- Other duties, as assigned by Council

As a member of the *Municipal Control Group* the Works Superintendent is responsible for the following:

- Responding to municipal emergencies, or critical situations, affecting the municipality's buildings, roads, property and infrastructure
- Activating the municipal emergency notification system by contacting the CAO/Clerk-Treasurer and issuing an "emergency alert"
- Providing an *Incident Commander*, depending on the nature of the emergency
- Providing the *MCG* with information, advice, technical and engineering expertise relating to public works and roads
- Establishing an on-going communications link between the EOC and the senior Works official at the emergency site(s)
- Ensuring the construction, maintenance and repair of all municipal highways
- Ensuring the operation of all sanitary, sewage and water systems and municipal landfill sites as required
- Providing potable water, supplies and sanitation facilities at all municipal buildings, Reception Centres and Evacuation Centres to the requirements of the Medical Officer of Health

## 18.7 WORKS SUPERINTENDENT / PUBLIC WORKS

Additional duties of the Works Superintendent may include:

- Arranging for the discontinuation of public works services and / or utilities and restoring such services when appropriate
- Providing Works Department staff, vehicles and resources as required by any other emergency service, where possible
- Procuring, providing, operating and maintaining emergency generators as required

## 18.8 OPERATIONS FOREMAN / PUBLIC WORKS:

As a member of the Public Works Department, the Operations Foreman reports to the Works Superintendent and provides day-to-day construction and maintenance activities to municipal highways. Public Works Employees are required to use/ operate tools as needed, drive vehicles, operate heavy and light equipment, provide manual labour and ensure safety procedures are adhered to. The Operations Foreman will perform summer and winter maintenance activities as listed under the municipal job description for this position and will also provide supervisory and administrative assistance to the Works Superintendent, as assigned. The Operations Foreman will assume the roles and responsibilities of the Works Superintendent in his/her absence or inability to act, subject to the provision listed below.

The Operations Foreman is also designated as the *Primary Emergency Management Coordinator* for the Township of South Algonquin. Pursuant to Section 7.0.6 of this *Municipal Emergency Response Plan*, and pursuant to the legal requirements of the *Emergency Management and Civil Protection Act and Ontario Regulation 380/04*, should a conflict of duty arise between the position of *Operations Foreman* and the *Community Emergency Management Coordinator (CEMC)* position, then the *CEMC* position shall prevail, and take precedence over, the Operations Foreman's position.

### **18.9 SOUTH ALGONQUIN FIRE DEPARTMENT-OVERVIEW:**

The South Algonquin Fire Department (*SAFD*) is established under By-law # 12-419. The Department consists of two Fire Stations (Madawaska and Whitney) with 38 volunteer members. Legal authority for the provision of fire protection services falls under the Fire Protection and Prevention Act and related statutes. The Fire Chief is responsible for the overall operation and maintenance of their respective stations and is accountable to Council. Each Fire Chief is supported by a Deputy Chief, Captains and Department members (firefighters). Overall responsibilities of the South Algonquin Fire Service include the following:

- Providing fire suppression, fire prevention, fire safety education, communications and the training of personnel in the provision of fire services, rescue, and emergency services
- Performing or coordinating automotive rescue, extrication, first aid assistance and salvage
- Assisting local emergency medical services (EMS) as required
- Pre-planning fire-fighting operations

The level of fire protection is dependent on the following:

- Full level of suppression to those residing on year-round roads maintained to municipal standards
- Seasonal level of suppression for those on roads not maintained in winter
- No suppression to those with no road access

The distance from the Fire Station determines the response time to the incident.

### 18.9.1 SAFD FIRE CHIEF:

The Fire Chief is an administrative and supervisory position with responsibility for the overall operation of their respective Department, under Council direction. The roles and responsibilities of the Fire Chief may include:

- Preparing annual program budgets
- Planning, coordinating, directing firefighting, prevention, rescue and life and property saving functions
- Supervising all activities and training programs
- Responding to and assuming command at major incidents, initiating investigations and liaises with the Office of the Fire Marshal
- Ensuring the maintenance and operation of all equipment

As a member of the *Municipal Control Group* the Fire Chief is also responsible for the following:

- Activating the municipal emergency notification system by contacting the CAO/Clerk-Treasurer and issuing an “ emergency alert”
- Providing an Incident Commander depending upon the nature of the emergency
- Establishing an on-going communication link between the *EOC* and the emergency site(s) and at all departmental facilities and command posts
- Requesting, activating and terminating Mutual Aid, as needed
- Determining if additional or specialized equipment is needed and recommending sources of supply
- Providing assistance to other municipal departments and/or agencies where possible
- Maintaining a personal log of actions taken
- Other duties, as necessary

**18.9.2 SAFD: DEPUTY FIRE CHIEF:**

Deputy Fire Chiefs report directly to the Fire Chief and are responsible for the coordination and direction of all activities and training of the firefighting units assigned to them. In the Fire Chief's absence, or inability to act, then the Deputy Fire Chief shall assume the powers and duties of the Fire Chief.

General responsibilities of the Deputy Fire Chief may include:

- Responding to all alarms and assuming command of the incident until relieved by the Fire Chief
- Ensuring safety by supervising the fire ground and establishing proper firefighting methods and procedures
- Assisting in determining fire cause and fire investigations
- Overseeing the training of members and ensuring discipline

**18.9.3 SAFD: CAPTAINS:**

Each Department may appoint more than one Captain but all are equal in rank. Captains report directly to the Deputy Chief. Captains are responsible for responding to all alarms within their jurisdiction and assigning personnel to perform firefighting functions within his/her own Company. In the Deputy Chief's absence, or inability to act, then a Captain shall assume the powers and duties of the Deputy Fire Chief. Such appointments should be pre-determined to ensure the Incident Command system remains intact.

**18.9.4 SAFD: DEPARTMENT MEMBERS (FIREFIGHTERS):**

Members respond to all alarms assigned to their respective Fire Stations in a timely manner. Firefighters perform manual duties at emergency incidents, operate vehicles and equipment and perform rescue as assigned. All members must complete all required training. Firefighters are under the direct control of the Fire Chief, Deputy Fire Chief or Captain as exercised within the Incident Management system.

### **18.10 MUNICIPAL COUNCIL:**

Municipal Councillors are the elected officials of the municipality and play an important function in the emergency management process. Municipal Council may assume the following responsibilities:

- Advising the Head of Council on emergency declarations and terminations and assist in defining specific “emergency areas”
- As members of the *Municipal Control Group* assuming roles and responsibilities as designated in the emergency response plan
- As members of “working groups” or “sub-committees” assisting in the emergency response
- Requesting and participating in “special” Council meetings which may be required in response to a community emergency
- Liaising with Residents and Community members, groups and organizations and keeping them updated on the status of the emergency
- Providing other assistance as may be necessary

### **18.11 CHIEF BUILDING OFFICIAL / BY-LAW ENFORCEMENT OFFICER:**

Under Section 3(2) of the Building Code Act, every municipality shall appoint a Chief Building Official and such inspectors as necessary for enforcement of the Building Code Act. Under By-Law # 15-491 the *C.B.O.* reviews permit applications issues permits and conducts inspections. The primary purpose of inspections is the promotion of public safety through the application of appropriate, uniform standards while safeguarding buildings where we live, work and play. The By-Law Enforcement Officer has the responsibility of carrying into effect the provisions of any Act, Legislation or municipal By-Law of the Corporation of South Algonquin.

From an emergency management perspective, natural and man-made disasters precipitate a broad variety of damage to buildings and structures which may include partial or complete collapse, and the amount of damage sustained from any particular incident will be a function of the kind of event experienced, as well as the magnitude, duration and intensity of the event.

### **18.11 CHIEF BUILDING OFFICIAL/ BY-LAW ENFORCEMENT**

The Chief Building Official may assume the following responsibilities:

- Inspecting and reporting on the condition of buildings and designated structures, as referenced in the Ontario Building Code, that due to an emergency are safe, need repair or that require demolition
- Participating in a needs/ damage assessment immediately following an emergency incident
- Assessing any immediate or potential hazards to public safety and taking appropriate action to repair, or have demolished, damaged buildings
- Coordinating or assisting in the barricading of affected sites to ensure safety
- Documenting fully any sites that are demolished

As a member of the *Municipal Control Group* the *CBO / By-Law Officer* shall be responsible for:

- Providing expertise and enforcement of Building Code matters that may arise as part of the effects of an emergency
- Providing enforcement of any Act, legislation, By-law or other provision arising as part of an emergency response
- Providing assistance to other municipal departments where possible
- Other duties, as assigned

### **18.12 OFFICE OF FIRE MARSHAL AND EMERGENCY MANAGEMENT (OFMEM):**

In 2015, major changes took place within the Ministry of Public Safety and Corrections. The Office of the Fire Marshal and Emergency Management Ontario were consolidated into a single organization known as “*Office of the Fire Marshal and Emergency Management (OFMEM)*”.



**18.12.1 OFMEM FIELD OFFICERS:**

OFMEM Field Officers provide frontline emergency management advice and assistance to CEMCs and are available to consult with CEMCs regarding the implementation, maintenance and confirmation of all aspects of a municipality's emergency management program. In the event of a major incident, a Field Officer may be requested to respond to the affected municipality to coordinate the dispatch of Provincial resources and to provide advice and assistance to municipal officials, as needed.

**18.12.2 PROVINCIAL EMERGENCY RESPONSE TEAM (PERT):**

OFMEM Field Officers may also be deployed to any part of the province as a member of the Provincial Emergency Response Team (PERT). The team may also include a Senior Officer, additional Field Officers, Emergency Information Officers, other provincial ministry officials and specialists, depending on the type of incident and its severity.

**18.12.3 PROVINCIAL EMERGENCY OPERATIONS CENTRE DUTY OFFICER:**

A Duty Officer is on duty 24 hours a day, 365 days a year at the Provincial Emergency Operations Centre in Toronto. In an urgent situation, the Duty Officer can provide the CEMC and municipal officials with advice and assistance. It is vitally important that the Duty Officer receives all requests for provincial assistance. Refer to Annex # 1- Notification for contact information.

**18.13 ONTARIO PROVINCIAL POLICE REPRESENTATIVE:**

The Ontario Provincial Police Service provides policing services to the Township of South Algonquin. The O.P.P. operates from the Killaloe Detachment and Whitney satellite office, under the direction of the Staff Sergeant. The O.P.P. Provincial Communications Centre in Smith's Falls provides communications. A member of the O.P.P. is appointed to sit on the *Municipal Control Group* and *Emergency Management Program Committee*. In an emergency situation several Officers may be present, including senior Police officials. The Ontario Provincial Police Service is responsible for:

- Activating the municipal emergency notification system by contacting the CAO/Clerk-Treasurer and issuing an "emergency alert"
- Activating the O.P.P. response and notification systems and advising the Staff Sergeant and O.P.P. Duty Officer of the emergency
- Establishing an on-going communications link between the EOC and the senior police officials at the emergency site(s) and maintaining communications with all police command posts and other facilities
- Establishing a "command post" at emergency site(s) as required
- Ensuring the provisions of law and order and the protection of life and property
- Ensuring traffic and corridor control on all King's highways and connecting links and municipal highways under the provisions of the Highway Traffic Act
- Providing additional resources, as requested by the *MCG*
- Ensuring law enforcement and emergency response on all navigable waters
- Ensuring assistance for the victims of crime
- Ensuring police services at the EOC, Emergency Shelters and other facilities
- Performing investigations, investigating the cause of the emergency and assessing liability and/or responsibility where applicable
- Assuming a lead role in the implementation of the Municipal Evacuation Plan
- Establishing inner and outer perimeters in the vicinity of the emergency to facilitate the movement of emergency vehicles and restricting access to all but essential emergency personnel
- Providing Scribes, Emergency Information Officers or other specialized staff
- Maintaining a log of actions taken

**18.14 EMERGENCY MEDICAL SERVICES:**

Land Ambulance service within South Algonquin is provided by the District of Nipissing Social Services Administration Board (*DNSSAB*) through an agreement with Ontario's Ministry of Health. Nipissing EMS operates an ambulance base in Whitney under the direction of a Base Hospital located in North Bay. Oversight is provided by the EMS Director for DNSSAB and tactical operations are supervised by the Manager of the North Bay Ambulance Service.

Land Ambulance service is also provided by the County of Renfrew Emergency and Paramedic Service. Two ambulances based in Barry's Bay operate cooperatively with Nipissing EMS. St. Francis Memorial Hospital in Barry's Bay is the closest receiving hospital, while Pembroke Regional Hospital is the local Stroke and Trauma Centre for the region. Pembroke Regional Hospital refers seriously ill patients to Ottawa Hospitals under the terms of their respective agreements.

In the event that all local ambulances are unavailable, then ambulance crews from Bancroft (Hastings County EMS) may be dispatched, provided they are the closest available unit.

Communications and Dispatch services are provided by the Ministry of Health from the Central Area Communications Centre (CACC) in Renfrew.

Ontario's Air Ambulance Program (Ornge) is accessed through the CACC in Renfrew. The Township of South Algonquin operates and maintains an Air Ambulance helipad located in Whitney. The helipad features a "windsock" and "solar night lights" enabling 24 hour operation. The helipad is located beside the Whitney Medical Centre.

Refer to Annex # 4- Response Capabilities for detailed information on each of these services.

#### **18.14 EMERGENCY MEDICAL SERVICES:**

The EMS representative on the Municipal Control Group is responsible for:

- Ensuring and adequate EMS response to emergencies within the municipal catchment area and activating the emergency plans and protocols of the Nipissing EMS service, as required
- Ensuring emergency medical services at the emergency site(s) and obtaining assistance from other EMS organizations as needed
- Providing an Incident Commander, depending upon the nature of the emergency
- Establishing an on-going communications link between the EOC and the emergency site(s) and all other EMS facilities, mobile units and command posts
- Ensuring triage of victims at the emergency site(s) and engaging the Mass Casualty Response Plan when required
- Ensuring the transportation of all patients from the emergency site to receiving hospitals as directed by the CACC in Renfrew
- Obtaining Air Ambulance support when appropriate
- Maintaining a personal log of actions taken
- Other duties as may be assigned

#### **18.15 EMERGENCY SOCIAL SERVICES: OVERVIEW**

The primary goal of all social service agencies is to:

*“ensure the well-being of persons who have been displaced from their homes by an emergency, by arranging for disaster services which may include Registration and Inquiry Services, Food, Clothing, and Emergency Lodging Services, as well as providing other necessary Personal Services”.*

In an emergency the following agencies may provide assistance to the municipality:

- District of Nipissing Social Services Administration Board
- Canadian Red Cross Society
- Non-Government agencies such as St. John’s Ambulance, Salvation Army, Mennonite Disaster Services
- Government ministries
- Others, as required

### **18.15.1 EMERGENCY SOCIAL SERVICES- MUNICIPAL DUTIES:**

The municipality is responsible for the following:

- Designating facilities within the community that are suitable for use as *Emergency Reception and Emergency Evacuation Centres*, and where no suitable facilities exist within the municipality, make arrangements with neighbouring communities for the use of suitable facilities in their community.
- Maintaining agreements for the use of such facilities
- Developing and maintaining agreements with other agencies for the provision of Emergency Social Services and Disaster Services.

### **18.15.2 DISTRICT OF NIPISSING-EMERGENCY SOCIAL SERVICES:**

The District of Nipissing is mandated to manage the delivery of social services and social assistance, child care and social housing in Northern Ontario, on behalf of residents as defined in the DNSSAB Act of Ontario, 1998. DNSSAB administers the following programs:

- Ontario Works Program
- Housing Services
- Children's Services
- Land Ambulance Service

DNSSAB may be requested by its member municipalities to assist during emergency incidents. The Director of Emergency Medical Services is the *Emergency Management Lead* for the Board and is the primary contact for all municipalities. An Emergency Social Services Response Plan may be activated to assist in emergency response.

### **18.16 CANADIAN RED CROSS SOCIETY- DISASTER SERVICES:**

South Algonquin has two signed agreements with the Red Cross for the provision of Emergency Disaster Services. The Manager of Disaster Services for Eastern Ontario (located in Ottawa) administers all disaster service agreements. The Pembroke branch of the Red Cross Society responds to municipal emergencies upon notification.

### **18.16 CANADIAN RED CROSS SOCIETY: (continued)**

The Personal Disaster Assistance Program provides individuals with emergency assistance for a period of 72 hours following an emergency. The program is designed to assist up to 20 individuals.

A Memorandum of Agreement also exists between South Algonquin and the Red Cross. Disaster Services include Emergency Lodging, Food, Clothing and Personal Services. A registration and Inquiry service is also included. This agreement is designed for larger, more complex emergency situations ( in excess of 20 individuals) requiring immediate social services. Refer to Annex # 8- Agreements for detailed information on Red Cross services and refer to Annex # 21 for details of the Emergency Shelter Services Plan.

### **18.17 NON-GOVERNMENTAL AGENCIES (NGO’S):**

Assistance from local “*faith-based*” organizations such as local church groups or Mennonite Disaster Services, Salvation Army or St. John’s Ambulance may be available and should be pre-arranged, where possible. A list of non-governmental agencies is maintained in Annex # 4-Response Capabilities.

### **18.18 GOVERNMENT MINISTRIES / AGENCIES:**

Ministry, and Federal or Provincial assistance, is available to municipalities and should be arranged through the *PEOC at* Emergency Management Ontario. The municipality’s “risk specific” emergency plans should clearly identify such assistance and provide proper contact information.

### 18.19 EMERGENCY INFORMATION OFFICER: OVERVIEW

Under Regulation 380/04 every municipality shall designate an employee of the municipality as its *Emergency Information Officer* and shall act as the primary media and public contact for a municipality in an emergency. The provision of timely and accurate information to the public and media is a vital part of effectively managing major incidents and emergencies. The Community Emergency Management Coordinator for South Algonquin is appointed as the Emergency Information Officer, while the Head of Council is appointed as *Spokesperson*. In their absence, or inability to act, then the designated alternates for these positions will assume the roles.

*Emergency information* refers to information about the emergency which is broadly communicated to the public, news media, partners and other stakeholders. It is disseminated primarily in anticipation of, during and immediately after an emergency.

Roles and responsibilities of the *E.I.O.* include:

- Consulting with Incident Command, Mayor and CAO/Clerk-Treasurer on:
  - Need for news briefings and conferences
  - Granting of media interviews
  - Status of media monitoring
- Recommending responses to media misinformation and rumours
- Supervising the content of official statements, announcements and other forms of emergency information and ensuring the Mayor approves all releases
- Consulting with the *MCG* on the status of the emergency and the need for resources that could be filled by public calls for assistance through media
- Apprising the *MCG* of any significant information received through public inquiry lines
- Directing the activation of the *Emergency Information Plan*
- Delegating responsibilities and providing direction to the *Emergency Information Team* with respect to the production, distribution and retention of informational materials and media monitoring
- Responding to inquiries from news media and the public
- Ensuring an on-going communications link is maintained between the EOC and the emergency site(s) and maintaining contact with the *Site Information Officer*.
- Ensuring all media centres are operational and adequately staffed  
Refer to Annex # 9- *Emergency Information Plan* for additional information

## **18.20 MUNICIPAL SPOKESPERSON:**

The Mayor is designated as the municipal “Spokesperson” for the Township of South Algonquin. The *Emergency Information Officer* may also perform such duties at the Mayor’s discretion. Responsibilities of the Spokesperson may include:

- Giving news interviews on behalf of Council and the MCG
- Establishing a communications link and a regular contact procedure with the EIO
- Other duties, as assigned

## **19. SUPPORT & ADVISORY STAFF OF MCG:**

The following officials may provide support, advice and logistical support to the MCG. They can be called upon as the emergency situation may dictate. These resources may, or may not, be under municipal control. Where resources are not owned, or controlled by the municipality, then the organization will follow its own policies, procedures and emergency plans. Depending upon the nature of the emergency, some or all, of these additional resources may be utilized. Refer to Annex # 1-Notification for contact information.

### **19.1 MEDICAL OFFICER OF HEALTH (RCDHU):**

The Renfrew County & District Health Unit, under the direction of the Medical Officer of Health, provides local health services to South Algonquin Township. Under Provincial legislation the Medical Officer of Health has special powers, duties and responsibilities relating to public health. As needed, the Health Unit and Medical Officer of Health can be engaged to assist the *MCG* in an emergency and may be responsible for:

- Coordinating the response to disease-related emergencies, or anticipated emergencies, such as outbreaks, epidemics and pandemics according to the policies and procedures of the Ministry of Health and RCDHU
- Providing advice on any matter which may adversely affect public health and also providing authoritative instructions on health and safety matters to the public via the Emergency Information Officer
- Activating the municipal emergency notification system by contacting the CAO/Clerk-Treasurer and issuing an “emergency alert”



**19.1 MEDICAL OFFICER OF HEALTH (RCDHU):**

Additional duties of Public Health include:

- Acting as a coordinating link for all emergency health services at the MCG and ensuring liaison with the Ministry of Health and all other health sector agencies
- Engaging the emergency plans, procedures and protocols as established by the Renfrew County & District Health Unit while ensuring the coordination of care of bed-ridden citizens and invalids, at home and in evacuation centres, during an emergency
- Ensuring the coordination of all efforts to prevent and control the spread of disease
- Ensuring a liaison with all social service agencies, in areas of mutual concern, regarding the health conditions and services at all Emergency Reception and Evacuation Centres
- Other duties, as assigned

**19.2 ST. FRANCIS MEMORIAL HOSPITAL:**

There are no hospitals, nursing homes or senior citizen care facilities within our municipality. The closest receiving hospital is St. Francis Memorial Hospital in Barry's Bay. The Director of Patient Care at this hospital is a member of our Emergency Management Program Committee and acts as the primary contact for the MCG. In an emergency, the hospital will initiate its own policies, procedures and emergency plans as required. The hospital will work cooperatively with local emergency medical services and the MCG during critical events. The hospital has its own heliport and is serviced by Ornge Air Ambulance. Refer to Annex # 4-Response Capabilities for detailed information on hospital services.

### 19.3 SOUTH ALGONQUIN FAMILY HEALTH TEAM:

The Administrator of the South Algonquin Family Health Team is designated as the primary representative to sit on the *Municipal Control Group*. The Family Health Team is part of the North East Local Health Integration Network (*LHIN*). Patients are able to establish a continuous relationship with health care providers for comprehensive family health care close to home. Members include physicians, nurse-practitioners, nurses and a range of inter-disciplinary health care providers who are committed to working together to provide health care to a defined population.

The South Algonquin Family Health Team is located at the Whitney Medical Centre and is responsible for:

- Liaising and assisting the *Municipal Control Group* during emergency situations by providing expertise and resources, as appropriate
- Liaising with other health care organizations to improve public access to comprehensive family health care including health promotion and illness prevention
- Assisting in the response to disease-related emergencies including outbreaks, epidemics and pandemics
- Working cooperatively with local Emergency Medical Services, hospitals and the Ministry of Health in the delivery of health care within the community

### 19.4 LOCAL BOARDS OF EDUCATION: OVERVIEW

There are three schools located within South Algonquin Township. They Include:

- Madawaska Public School (Renfrew County District School Board)
- Whitney Public School (Renfrew County District School Board)
- St. Martin of Tours Catholic School in Whitney (Algonquin & Lakeshore District Catholic School Board)

Local Boards of Education will manage school related emergencies by activating the Emergency Response Plan and emergency policies/procedures as developed by the school board for each school. Each school has appointed a representative to sit on the *Municipal Control Group* and will act as the primary school contact person. The CEMC is responsible for assisting local schools with their emergency planning, as requested.

### 19.4.1 LOCAL BOARDS OF EDUCATION: RESPONSIBILITIES

The Board of Education is responsible for:

- Activating emergency first response agencies as required
- Activating the school's emergency response plan and emergency policies and procedures as needed
- Notifying the Municipal CAO/Clerk-Treasurer and CEMCs of a school emergency
- Following instructions/orders issued by the *Municipal Control Group* as they pertain to emergencies affecting the community which require immediate action to ensure public safety
- Ensuring a current copy of the school's emergency response plan has been deposited with the Community Emergency Management Coordinator for the Township of South Algonquin and that an updated list of Emergency Contacts has also been provided.
- Ensuring the supervision of school staff and students at all emergency reception and evacuation centres
- Providing school board facilities, as appropriate, for use as a municipal evacuation or reception centre.

Refer to Annex # 17-Local Schools to locate school information and emergency plans.

### 19.5 EMERGENCY 9-1-1 SYSTEM: OVERVIEW

The “*Enhanced Emergency 9-1-1*” system became operational within the Township of South Algonquin as of September 30, 2015. Police, Fire and Emergency Medical Services can be contacted utilizing the universal 3-digit number **9-1-1**.

The municipality is responsible for implementing and maintaining the *Civic Address System* and 9-1-1 signage. Bell Canada 9-1-1 Services are responsible for the Bell telephone network over which the 9-1-1 calls are routed. Emergency 9-1-1 calls are routed to the selected Community Emergency Reporting Bureau or *CERB*. The municipality has signed an agreement with the O.P.P. (North Bay Communications Centre) to act as the CERB. From the CERB calls are transferred to “*Remote Agencies*” (*Dispatch / Communications Centres*) for each emergency service (Police, Fire, EMS). Emergency first responders then proceed to the location provided by the 9-1-1 caller.

**19.5.1 BELL CANADA 9-1-1 SERVICES:**

Bell 9-1-1 Service works cooperatively with the municipality to develop and maintain the community's "Public Emergency Reporting System" (PERS). Bell Canada is responsible for the installation, maintenance and repair of their 9-1-1 equipment and systems. In the event of a system failure Bell Canada will restore 9-1-1 services on a "priority basis" and will provide direction and assistance to the affected municipality(s).

In Ontario, each area code is served by 2 DMS-100 E9-14 tandem switches known as "selective routers" which direct 9-1-1 calls to appropriate agencies. This system is separate from the normal residential and business lines commonly used. Bell Canada charges a nominal fee on your monthly phone bill to ensure system maintenance.

**19.5.2 COMMUNITY EMERGENCY REPORTING BUREAU: NORTH BAY O.P.P**

South Algonquin has signed a five-year agreement with the O.P.P. for the provision of CERB services from their North Bay Communications Centre. The O.P.P. is responsible for the staffing, operation and maintenance of their facilities and equipment, per the conditions listed in the contract. Should the North Bay facility be unable to process 9-1-1 calls for any reason then the alternate CERB location, as listed in the agreement, will be utilized. The CERB answers all calls to 9-1-1 and determines which emergency service is needed and then transfers the caller to the appropriate remote agency. Refer to Annex # 34-E 9-1-1 System for more information.

**19.5.3 REMOTE AGENCY CALL CENTRE: O.P.P. POLICE**

9-1-1 calls for police assistance are transferred from the CERB to the O.P.P. Communications Centre in Smiths Falls. This facility is operated by the O.P.P. and is responsible for all police communications for our area. Calls made to 1-888-310-1122 will be directed to this location also.

#### **19.5.4 REMOTE AGENCY CALL CENTRE: SOUTH ALGONQUIN FIRE SERVICE**

9-1-1 calls for the South Algonquin Fire Department are transferred from the CERB to the TAS Page Communications Centre in Peterborough. The dispatcher will record all the pertinent information from the caller and will dispatch either the Madawaska Fire Station, or the Whitney Fire Station, based on the nature and location of the emergency.

#### **19.5.5 REMOTE AGENCY CALL CENTRE: AMBULANCE (CACC)**

9-1-1 calls for medical emergencies / land ambulance are transferred from the CERB to the Central Area Communications Centre in Renfrew. Operated by the Ministry of Health, the CACC provides all communications for area land ambulances and may request air ambulance service from Ornge. The CACC operates under the policies and procedures established by the Ministry of Health who is responsible for the staffing, maintenance and operation of their facilities.

#### **19.6 UTILITIES REPRESENTATIVES**

Depending on the nature of the emergency various utilities may be affected. Refer to Annex # 1 –Notification or Annex # 4 Response Capabilities for contact information. Local utilities include Bell Canada and Hydro One.

**19.7 LEGAL REPRESENTATIVES:**

Legal services may be asked to provide expertise and advice on legal matters concerning any aspect of an emergency, or represent the municipality in legal actions. Legal action may be taken by the municipality to recover costs resulting from an emergency:

(12) Where money is expended, or costs incurred by a municipality or the Crown in the implementation of an emergency plan, or in connection with an emergency, the municipality or the Crown, has a right of action against any person who caused the emergency for the recovery of such money.

**19.8 HUMAN RESOURCES MANAGER:**

The Chair of the Human Resources Committee, or a member of the *MCG*, will assume the duties of the Human Resources Manager during an emergency. Assisted by the *MCG* and municipal staff, Human Resources are responsible for:

- Coordinating and processing requests for human resources
- Coordinating offers of, and appeals for, volunteers in an emergency
- Selecting appropriate sites for the registration and training of human resources
- Ensuring that a Volunteer registration Form is completed by every volunteer assisting in the emergency (for W.S.I.B. purposes), and that a copy of the form is retained for administrative purposes
- Ensuring that an identification system is established and that all volunteers have been issued I.D. cards
- Ensuring that an “accountability system” is established to track all employees, first responders, volunteers and other persons involved in the emergency
- Ensuring that all personnel have been issued the appropriate personal protective equipment for the task at hand, and that individuals have adequate training to perform their tasks safely
- Liaising with the Canadian Red Cross Society in regards to their Volunteer recruitment and training activities and assigning the Red Cross tasks as laid out in the Memorandum of Understanding. The Red Cross shall be responsible for its own staff and volunteers, who will work in accordance with Red Cross policies and procedures. The Red Cross is deemed to be their employer for WSIB purposes
- Arranging for the transportation of human resources, as required

### **19.9 CITIZEN INQUIRY SUPERVISOR:**

The Deputy Clerk, or a member of the *Municipal Control Group*, will assume the duties of the *Citizen Inquiry Supervisor* and is responsible for:

- Establishing Citizen Inquiry line(s) including appointing personnel and the designation of phone lines
- Responding to, and redirecting, inquiries and reports from the public based on the latest information available
- Responding to, and redirecting, inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with, or affected by the emergency, to appropriate emergency services
- Responding to, and redirecting, inquiries related to persons who may be located in evacuation or reception centres to Registration and Inquiry phone numbers

### **19.10 TRANSPORTATION SERVICES MANAGER:**

The Works Superintendent, or a member of the *MCG*, will assume the duties of the Transportation Services Manager who is responsible for:

- Acquiring, distributing and scheduling various modes of transportation for the purposes of moving equipment, supplies or persons
- Ensuring a record is kept of all carriers, operators and drivers, as well as, their payload or cargo
- Securing specialized transportation for persons who may be bed-ridden, disabled, or who have special needs and require evacuation or transport
- Providing advice on transportation issues and recommending supply sources
- Liaising with local school boards to ensure the Boards of Education have adequate transportation available, should school evacuations become necessary
- Maintaining a log of actions taken
- Other duties , as necessary

### 19.11 TELE-COMMUNICATIONS COORDINATOR:

The CAO/Clerk-Treasurer, as *EOC Manager*, will ensure that adequate tele-communications are in place. The Tele-communications coordinator is responsible for:

- Ensuring on-going communications between the Emergency Operation Centre and all emergency sites
- Ensuring that a “back-up” system of communication is in place should all primary means of communication fail
- Ensuring that all municipal facilities, command posts, media centres and evacuation / reception centres have the ability to communicate effectively in an emergency
- Ensuring that a wide variety of communications systems are available for municipal use including cellular devices, satellite phones, phones, faxes, VHF radio systems, internet services
- Liaising with the Amateur Radio Emergency Services Network (ARES) of Renfrew County as required. EMO’S CALL SIGN IS **VA3 EMO**

### 19.12 LOCAL BUSINESS AND INDUSTRY:

Local business and industry can supply the municipality with expertise, resources, equipment and other means of support. Refer to the *Emergency Management Resource Guide* in Annex # 19 for important contacts.



## **20. USE OF VOLUNTEERS IN EMERGENCIES:**

Adequate “human resources” are critically important to the success of the response and recovery phases of an emergency. The municipality, as an “*employer*”, is responsible for ensuring the health and safety of all workers under its control. The *Workplace Safety and Insurance Bureau Act of 1997* is the guiding legal authority for workplace safety in Ontario. Document # 12-0402, issued January 2, 2015 states:

*“ members of a volunteer fire brigade, volunteer ambulance brigade, and auxiliary members of a police force generally operate under the authority of a municipality. Members of these forces are workers under the W.S.I.B. Act, 1997”.*

W.S.I.B. also recognizes worker coverage for the following “*special cases*”:

- *An authority who summons a person to assist in controlling or extinguishing a fire is deemed the person’s employer*
- Crown is deemed the employer of a person who assists in search and rescue operations at the request of, and under the direction of, a member of the O.P.P.
- Crown is deemed the employer in connection to an emergency declared by the Lieutenant Governor in Council or the Premier
- Municipality is deemed the employer of persons who assist in connection with an emergency declared to exist by the Head of Council
- MNRF is deemed the employer of a person who assists in connection with a fire in a designated region
- The person in the emergencies listed above is deemed a worker of the relevant employer

***(W.S.I.B. February 2013)***

## **21. VOLUNTEER RECRUITMENT:**

The *Municipal Control Group*, in consultation with Council, will decide if the use of volunteers in an emergency is appropriate and required. A formal emergency declaration by the Head of Council should be forwarded to EMO prior to using volunteers.

The following steps should also be undertaken when deploying volunteers:

- 1) Volunteer Registration: all volunteers will be registered for WSIB purposes at an appropriate location and personal information retained for administrative purposes
- 2) Security Checks: all volunteers should complete and pass security screening as required under municipal guidelines
- 3) Training: Proof of skills/ competencies should be documented at the time of registration. Training will be provided by the municipality, as indicated
- 4) Safety Equipment: Volunteers may supply their own safety equipment provided it meets all applicable safety standards for the assigned task. The municipality shall provide safety equipment as needed
- 5) Accountability System: An accountability system must be established to track the status of all emergency responders, including volunteers

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## **22. EMERGENCY OPERATIONS:**

### **22.1 INCIDENT COMMANDER (I.C.):**

“*Command*” is the act of directing, controlling or ordering by virtue of explicit statutory, regulatory or delegated authority. The term “*Incident Commander*” means the function of Command as exercised in respect to developing and carrying out the *Incident Action Plan* (IAP) for each specific emergency incident. The individual who exercises the function of “command” is the “*Incident Commander*” (I.C.). Only one person will exercise the function of Incident Command at any one time, for a given incident. The Incident Commander has overall authority and responsibility for conducting all incident operations. The Incident Commander is responsible for the development of strategies and tactics to manage the emergency, and is responsible for the ordering and release of all incident resources.

Therefore, while several jurisdictions may respond at the same time, to the same incident, there will be only one Incident Commander. As other staff and/or levels are activated, they will work in support of the Incident Commander. Command, and the Command General Staff together, are called the “*Incident Management Team*” (I.M.T.). The location from which the incident command function is carried out is called the *Incident Command Post*”. There are two basic models of incident command that may be used in response to an incident, they include “Single Command” and “Unified Command” structures.

### **22.2 SINGLE COMMAND:**

*Single command* exists when the decision-making process needed to direct the response is straightforward and independent. This typically is the case when the incident is the responsibility of a single jurisdiction or organization. The Single Command model may be arrived at:

1. By default when only one jurisdiction/organization is involved
2. By design, when the multiple jurisdictions/organizations that are involved decide and agree on a single command.
3. By legislation if the responsibility is legally that of one jurisdiction/organization.

### 22.3 UNIFIED COMMAND:

Unified Command structures are used on rare occasions when incident decision-making is complex and inter-dependent and a single command cannot be established. Organizations work together through their designated members on the “*Unified Command Team*” to establish a common set of objectives and strategies for a single Incident Action Plan.

The Unified Command Team will agree on one “Spokesperson” to represent it when necessary. Under the Unified Command model there is only one *Operations Section Chief* appointed by agreement from the organization with the greatest jurisdictional and/or functional involvement. He/she will implement the Incident Action Plan, as coordinated by the *Planning Section Chief* and approved by the *Unified Command Team*.

The act of “assuming command” means taking overall responsibility for the managing of the incident and providing overall leadership for incident response. Having assumed command, the Incident Commander should ensure that all response organizations that are likely to be involved are advised of the incident. Command must be established in an unmistakable fashion at the beginning of an incident and be maintained until the end of an incident.

### 22.4 ESTABLISHING INCIDENT COMMAND:

*Incident Command* should be established at the level, and in the manner that will allow it to be effective and efficient. Where incidents are site-specific, or geographically designed, the first emergency responder present at the emergency site will assume the function of Incident Commander. In scenarios where the incident is not site-specific, the highest level of jurisdiction in which the incident is occurring, may need to assume Incident Command.

Rank, grade and seniority are not the only factors used to determine who exercises the function of Command. Qualifications and experience with the specific type of incident that is occurring, are key factors in determining who assumes the Command function.

**22.5 RESPONSIBILITY FOR ESTABLISHING INCIDENT COMMAND:**

Depending upon the nature and location of the emergency, the responsibility for establishing incident command is not restricted to any single organization or jurisdiction. Any of the jurisdictions listed below, having the requisite capabilities may establish incident command. They include:

- Responding organizations
- Municipal governments
- First Nations governments
- Provincial government agencies
- Federal government agencies

A *response agency* that is the first unit to arrive at an incident shall establish Incident Command and maintain it until Command is assumed by a more appropriate authority. The *Municipal Control Group* will ensure that incident command is in place and that the most appropriate individual is designated as Incident Commander for each emergency site for municipal emergencies.

Provincial government ministries/agencies may be responsible for establishing incident command, depending on the nature of the emergency. Every Ministry is required to establish a Ministry Action Group (MAG) that may operate from a Ministry Emergency Operations Centre to manage the Ministry's response to an incident. During specific incidents the *MAG* may assume the command function, depending upon incident requirements or Provincial directives. At this point the Ministry EOC could either become the Incident Command Post, or a separate *ICP* would be established.

**22.6 PROVINCIAL / FEDERAL INCIDENT COMMAND:**

The Emergency Management Act allows the Commissioner of Emergency Management, Chief Medical Officer of Health, a Minister, the Premier, or the Lieutenant Governor in Council to exercise command functions in certain situations. There may be cases in declared emergencies where the Ontario government may determine that it is more effective for Incident Command to be established at the Provincial level ( i.e. a nuclear emergency).The Federal government is responsible for responding to and commanding incidents of international conflict and war.

## 22.7 INDIVIDUAL RESPONSIBILITIES OF THE INCIDENT COMMANDER:

Individual responsibilities of the Incident Commander may include:

- Assessing the incident and determining the goals, strategies, objectives and priorities appropriate to the level of response
- Establishing appropriate command structures using the *Incident Management System (IMS)*
- Coordinating overall incident activities and coordination the activities of other levels of response
- Establishing an operational planning cycle on site
- Developing and approving Incident Action Plans and managing all incident resources
- Authorizing the release of emergency information to the public in coordination with other levels of response (Site E.I.O to E.I.O. at MCG to public/media)
- Ordering incident de-mobilization and the termination of the emergency

## 22.8 INCIDENT ACTION PLANS (IAP's):

Incident Commanders assist in the development, approval and implementation of Incident Action Plans. Each plan will cover one operational period, but not longer than 24 hours. The *IAP* may be verbal, or in written form, and contain the following elements:

- Statement of objectives
- Clear strategic direction
- Tactics to be employed
- List of Resources employed
- Organizational structure or chart
- Safety guidelines

Command Staff may include a Safety Officer, Emergency Information Officer and a Liaison Officer. The Command Staff reports to, and assists the Incident Commander.

## 22.9 SAFETY OFFICER:

The *Safety Officer* reports directly to the Incident Commander and monitors safety conditions on-site and develops appropriate safety measures. While each person who is assigned a leadership role is responsible for the safety of personnel working under their leadership, the *Safety Officer* is tasked with creating systems and procedures related to the “overall” health and safety of all incident responders. The Occupational Health and Safety Act takes precedence over the Emergency Management Act, therefore, the Safety Officer is bound to inform the Incident Commander of all safety issues arising as part of the response to the emergency. It is the duty of the Incident Commander to employ tactics to reduce, or eliminate occupational hazards and exposures.

## 22.10 TRANSFERRING INCIDENT COMMAND:

Although there is only one Incident Commander per incident, the function may transfer from one person/team to another, or from one level to another. The transfer of Incident Command should be documented. This transfer may be triggered by:

- An expansion or evolution of the incident beyond the authority of the in-place person/team/level
- A contraction of the incident to within the capabilities of another person/team or level
- On direction

A full briefing is required for all in-coming Incident Command Staff. Notification to all personnel is also required to establish that a change in command is taking place.

### **22.11 TERMINATING INCIDENT COMMAND:**

Command must remain in place until the incident is completely de-mobilized. Command should always be terminated by providing the necessary briefings and de-briefings. All reports should be completed and the de-mobilization of all resources should be completed and verified.

The Incident Commander should report the termination of the emergency to:

- Head of Council
- Municipal Control Group
- All responding agencies and organizations

### **22.12 EOCs AND INCIDENT COMMAND:**

Incident Command reports to the authority that appointed it. In municipally declared emergencies the Municipal Control Group is that authority. Incident support is dependent on having a facility with capabilities that enable senior officials to monitor the emergency and to communicate with Command. This is coordinated through an Emergency Operations Centre. There will still only be one Incident Commander per incident, however, large scale emergencies with multiple emergency sites may dictate the need for multiple Incident Commanders. All Incident Commanders may receive assistance from one or more *EOCs* as needed.

*“Area Command”* is an expansion of the incident command function, primarily designed to manage multiple incidents and multiple Incident Management Teams. It can be established whenever incidents are so close that oversight direction is required to avoid conflicts. *Area Command’s* functions are to develop broad objectives for the impacted area and coordinate the development of individual incident objectives and set priorities for the use of critical resources allocated to the incidents assigned to that area.



## **23. TELE-COMMUNICATIONS PLAN:**

It is imperative that communications links are established and remain operational throughout the incident. The EOC must be able to communicate with all emergency sites, municipal operations and all response organizations involved. The CAO-Clerk Treasurer, as *EOC Manager*, is responsible for establishing the tele-communications plan and ensuring that a primary communications network is operational and for providing a secondary method of communications should the primary system experience failure. In the event that all communications fail, then messages will be delivered by the use of “runners” who are individuals who will hand-deliver communications, as necessary.

## **24. EMERGENCY INFORMATION PLAN:**

Upon implementation of the Municipal Emergency Response Plan it will become necessary to coordinate the release of accurate information to the public and media regarding the emergency. The *MCG* may have to issue specific instructions to the public to ensure public safety including:

- Issuing specific watches, warnings, bulletins, orders, or specific instructions to follow in threatening situations
- Ordering persons to evacuate or shelter-in-place
- Warning of imminent danger, yet to occur (i.e. tornado warnings)
- Issuing boil water advisories, air quality advisories, health safety measures
- Other instructions as critical situations demand

It will also be necessary to respond to, or re-direct, individual requests for information concerning the emergency, hold press conferences and liaise with the media and public via the *Emergency Information Plan*. Refer to Annex # 9, as appended to this plan.

## 24.1 EMERGENCY INFORMATION CENTRES AND STAFF:

The *Emergency Information Centre* is located in the Emergency Operations Centre, but separate from the Municipal Control Group. It is staffed by the *Emergency Information Officer* who is specially trained in media relations. Emergency Information staff members report to the *EIO* and assist him/her in the delivery of emergency information.

Emergency Information staff may include:

1. Incident Commander:  
The Incident Commander, at the emergency site, is responsible for providing emergency information in the early stages of the emergency. All information from the emergency must be verified and approved by Incident Command before its release. Once the *Site Information Officer (SIO)* is on-scene, the SIO assumes the duties of forwarding information from the scene, as approved by the I.C.
2. Site Information Officer:  
The SIO gathers, verifies and forwards accurate emergency information from the incident. Each emergency site should have its own Site Information Officer who reports back to the Emergency Information Officer at the Emergency Operations Centre.
3. Citizen Inquiry Supervisor:  
The CIS responds to and re-directs inquiries from the public/media, concerning individuals who have been affected by the emergency. The CIS supervises staff who operate switchboards and develop public information and inquiry lines. The CIS forwards all such inquiries to the Emergency Information Officer for processing.

Major emergencies attract a large degree of media attention and a “media centre” may have to be established by the MCG. Radio, television and print mediums have different technical requirements and work to different broadcast deadlines, so it is important that media centres be established as soon as the need for media management becomes apparent.

## **24.2 MEDIA CENTRES:**

Media Centres should be capable of hosting formal press conferences and providing reporters with work stations and communications capabilities. Due to the influx of media at the emergency site, it may also become necessary to establish a Media Centre adjacent to the emergency site itself. This area, if established, will be authorized by the Incident Commander and will be staffed by the Site Information Officer. The Site Information Officer is responsible for the coordination and registration of all media at the emergency site, including arranging for interviews with first responders and arranging for the media to have access to the emergency site, as approved by the Incident Commander.

As mentioned previously, the Mayor will assume the duties as the Municipal Spokesperson when dealing with the media. The Mayor will approve press reports prior to their release.

## **24.3 SPOKESPERSONS FROM OUTSIDE AGENCIES:**

In major emergencies several groups may release statements to the media and public. Releases often fall outside of municipal control and other agencies may hold their own press conferences. Where multiple jurisdictions are involved, it is recommended that the municipality establish a *Joint Information Centre (JIC)*. This Centre provides a single location for the dissemination of emergency information to the public. Joint press conferences allow for multiple jurisdictions to provide information to the public in a consistent and controlled atmosphere. The Emergency Information Officer would coordinate such activities and is responsible for monitoring all media reports and correcting any erroneous statements immediately.

## **25. DISTRIBUTION LIST:**

The *Municipal Emergency Response Plan* is a generic, framework document which outlines the specific duties and responsibilities of municipal officials in an emergency. It outlines the necessary coordinated efforts to be taken to mitigate any type of community emergency. Copies of the emergency plan may be distributed to the following:

- General public, media, industry and business
- Emergency response organizations and social service organizations
- Municipal government officials
- Provincial government officials
- Local stakeholders, program partners and other community groups, volunteer agencies and non-governmental agencies
- Neighbouring communities
- Others, as requested

According to guidelines issued by Emergency Management Ontario, copies of the plan should be numbered (for administrative purposes) prior to distribution. Electronic copies of the plan and hard copies are available as requested.

The Community Emergency Management Coordinator is responsible for ensuring that a distribution list is maintained and reviewed annually and that all relevant agencies receive a copy of the plan.

## **26. PROGRAM REVIEW:**

The Community Emergency Management Coordinator is responsible for ensuring an annual review of the Municipal Emergency Response plan is completed, and that the Emergency Management Program Committee for the Township of South Algonquin conducts an annual program review and submits recommendations for program improvement, as required.

All municipal emergency management programs are subject to approval from the Office of the Fire Marshal and Emergency Management (OFMEM). Each municipality shall forward a completed program verification package to OFMEM prior to December 31<sup>st</sup> of each calendar year. Program verification forms must be signed off by the CEMC and the Head of Council.

## **27. PUBLIC CONSULTATION / REVIEW:**

Public participation in the emergency management process is vital to its success. Volunteer opportunities are presently available on the Emergency Management Program Committee. Please contact the Emergency Management Coordinator for more information. A copy of the Municipal Emergency Response Plan is available from the Municipal Office in Whitney and can be viewed during normal business hours.

For more information on the Emergency Management Program for the Township of South Algonquin, please direct all inquiries to:

Community Emergency Management Coordinator

Township of South Algonquin

7 Third Avenue

P.O. Box 217, Whitney, Ontario.

KOJ 2MO

613 – 334 -2072

Website: [www.southalgonquin.ca](http://www.southalgonquin.ca)

## **28. ANNEXES AND SUPPORTING PLANS:**

Risk-specific emergency plans, supporting documents and operating guidelines to the Municipal Emergency Response Plan are contained in *Annexes*. These Annexes are confidential and not for public view due to their sensitive nature and informational content. This supporting material may be used to assist in the mitigation of any emergency situation as needed. The Municipal Emergency Response Plan, and its supporting Annexes, are maintained by the CEMC and are located in the EMO storage cabinet at the CEMC office at the Madawaska Works Depot at # 24808, Highway 60.

Annex 1 *Emergency Notification Procedures & Contact Lists*

Annex 2 *Hazard Identification & Risk Assessment*

Annex 3 *Critical Infra-structure Identification*

Annex 4 *Emergency Response Capabilities*

Annex 5 *Gap Analysis*

Annex 6 *Municipal By-laws*

Annex 7 *Mutual-aid Information*

Annex 8 *Mutual Assistance Agreements / MOU'S / MOA'S*

Annex 9 *Emergency Information Plan*

Annex 10 *Public Education and Awareness Campaigns / E.P. Week*

Annex 11 *MERP Distribution List*

Annex 12 *Municipal Evacuation Guidelines*

Annex 13 *Emergency Operation Centres (EOCs)*

Annex 14 *Recovery Plans /ODRAP*

Annex 15 *Emergency Management Program Committee*

## **28. ANNEXES AND SUPPORTING PLANS:**

Annex 16 *Training Programs*

Annex 17 *Boards of Education / Local School Emergency Plans*

Annex 18 *EMO Program Verification Requirements*

Annex 19 *Municipal Emergency Management Resource Guide*

Annex 20 *Emergency Planning for Seniors / Persons with Disabilities*

Annex 21 *Emergency Shelter Services Program*

Annex 22 *Pandemic Influenza Planning*

Annex 23 *Human Health Emergencies*

Annex 24 *Provincial Energy Emergency Response Plan*

Annex 25 *Dam Failure & Flood Emergency Plans / Information*

Annex 26 *Mass Casualty Incidents (MCI)*

Annex 27 *Highway Emergency Plans & Information*

Annex 28 *Power Outage Plans*

Annex 29 *Wildfire Fire Response Information*

Annex 30 *Hazardous Materials Response Information*

Annex 31 *Severe Weather Emergency Planning & Information*

Annex 32 *Municipal Animal Care Emergency Plan*

Annex 33 *Health & Safety / W.S.I.B. Information*

Annex 34 *Enhanced Emergency 9-1-1 System Information*