

# MUNICIPALITY OF ST. CHARLES



# EMERGENCY RESPONSE PLAN

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**ACRONYMS AND ABBREVIATIONS**

ARES	Amateur Radio Emergency Service
MECG	Municipal Emergency Control Group
EMPC	Emergency Management Program Committee
CEMC	Community Emergency Management Coordinator
EIO	Emergency Information Officer
EOC	Emergency Operations Centre
ESM	Emergency Site Manager
LIC	Local Information Centre
MOH	Medical Officer of Health
MOHLTC	Ministry of Health and Long-Term Care
MTO	Ministry of Transportation
PADs	Public Action Directives
SCFD	St. Charles Fire Department
OPP	Ontario Provincial Police
MSDSB	Manitoulin-Sudbury District Services Board
ERP	Emergency Response Plan

## CHAPTER 1

### GENERAL

#### 1.1 Introduction

- 1.1.1 The Municipality of St. Charles Emergency Response Plan has been prepared to facilitate a controlled and coordinated municipal response to any type of emergency occurring within or affecting the municipality.
- 1.1.2 Emergencies are defined as a situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise that require a coordinated response by a number of organizations under a *Municipal Emergency Control Group (MECG)*. They are distinct from the normal day-to-day operations carried out by first response agencies.
- 1.1.3 While many emergencies could occur within the Municipality of St. Charles, the most likely are: windstorms and tornadoes, winter storms, lightning storms, water emergencies (shortages or contamination), extreme heat emergencies, hazardous material spills (fixed site and transportation incidents), nuclear emergencies, forest fires or any combination thereof.

#### 1.2 Aim

- 1.2.1 The aim of the Municipality of St. Charles, in the event of an emergency, is to safeguard the health, safety, welfare and property of the inhabitants of the community, and to protect the environment.
- 1.2.2 The above aim is achieved through the Municipality of St. Charles Emergency Response Plan, which prescribes the municipal response to any type of emergency.

#### 1.3 Scope

- 1.3.1 This municipal plan covers the responsibilities of the Municipality of St. Charles and the various municipalities and organizations who would respond to such an emergency (refer to section 1.6).
- 1.3.2 This plan is formally entitled the Municipality of St. Charles Emergency Response Plan.

#### 1.4 Legal Authority

- 1.4.1 This municipal plan is based on Section 3 (1) of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, E. 9, which requires the Council of a municipality to pass a by-law providing for the formulation of an Emergency Response Plan.

#### 1.5 Legal Powers

- 1.5.1 The Head of Council of a municipality may declare that an emergency exists in the municipality or any part thereof and may take such action and make such orders as considered necessary and are not contrary to law to implement the Emergency Response Plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area (Section 4 (1) of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, E.9).
- 1.5.2 The Head of Council or the Council of a municipality may at any time declare that an emergency has terminated (Section 4 (2) of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, E.9).
- 1.5.3 In accordance with Section 9 (a) of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, E.9 the Mayor of the Municipality of St. Charles, the Clerk of the Municipality of St. Charles and the St. Charles Fire Chief are hereby authorized to take action to implement the plan where such action is considered necessary, even though the declaration of the existence of an emergency has not yet been made.
- 1.5.4 The Head of the Municipal Emergency Control Group shall be the Mayor of the Municipality of St. Charles. During the absence of the Mayor or his/her inability to act, the Deputy Mayor shall be the head of the Community Control Group (Section 9 (c) of the *Emergency Management and Civil Protection Act*, R.S.O. 1990).
- 1.5.5 No action or other proceeding for damage lies or shall be instituted against a member of council, an employee of a municipality, a minister of the crown or a crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an Emergency Response Plan or in connection with an emergency (Section 11 (1) of the *Emergency Management and Civil Protection Act*, R.S.O. 1990).

## **1.6 Participating Municipalities and Organizations**

- 1.6.1 The following municipalities, agencies, departments and boards have been assigned some responsibility for responding to an emergency and, in token thereof, have signed a memorandum of concurrence:

The Municipality of St. Charles  
St. Charles Fire Department  
Ministry of Health and Long-Term Care/DSSAB Ambulance  
Amateur Radio Emergency Service  
OPP  
School Board  
Medical Centre

- 1.6.2 Responsibilities assigned to organizations listed in 1.6.1 shall carry the following implications:

- a) In the case of those assigned to an organization, it shall be the responsibility of the operational/administrative head of the organization to ensure their implementation.
- b) In the case of those assigned to a position, implementation shall also be the responsibility of any substitute, alternate or the person next in line of authority if the permanent incumbent of that position is absent or otherwise unable to take the necessary action.

- 1.6.3 Those organizations listed in 1.6.1 shall ensure appropriate plans and implementing procedures are developed for carrying out their roles and tasks.

## **CHAPTER 2** **EMERGENCY RESPONSE ORGANIZATION**

### **2.1 General**

- 2.1.1 The municipal emergency response organization, which shall be set up under this plan to deal with an emergency, is shown in Figure 2.1. This organization is comprised of the *Municipal Emergency Control Group (MECG)*, the *Emergency Site Manager (ESM)*, individual organizations operating under the MECG, and the various emergency centers. The municipal emergency response organization, including the emergency centres, is controlled by the MECG.
- 2.1.2 The structure of this organization shall remain essentially the same for any emergency; however, certain incidents may require only parts of the organization to respond and only certain emergency centers to be set up.

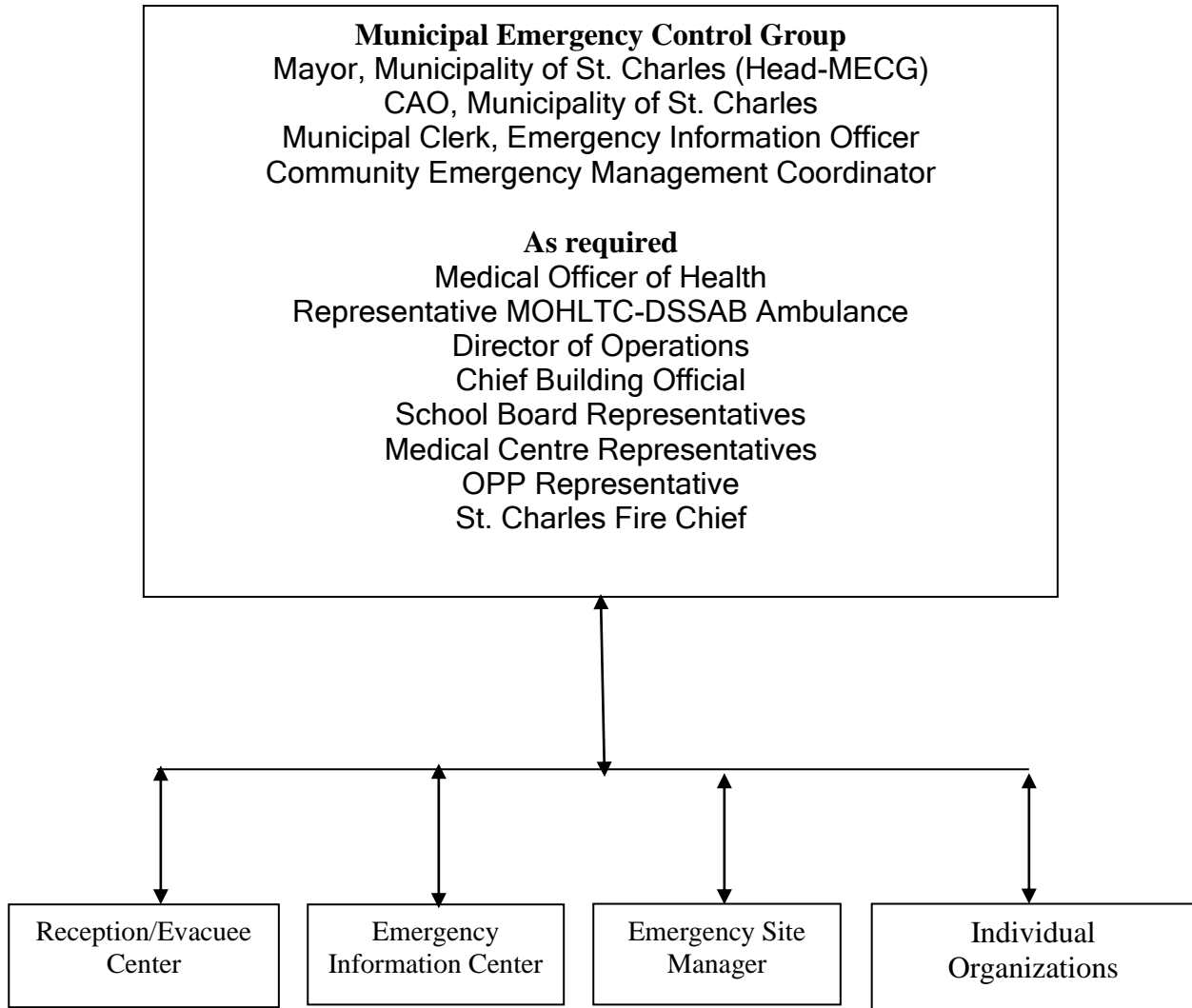
### **2.2 Responsibilities**

- 2.2.1 The following municipalities, organizations, and individuals, which comprise or contribute to this organization, have been assigned specific responsibilities which are outlined in Appendix C of the municipal plan:
- (a) Head-MECG
  - (b) All Members-MECG
  - (c) Operations Officer-MECG
  - (d) Municipal Operations Centre Coordinator
  - (e) Community Emergency Management Coordinator
  - (f) Emergency Information Officer
  - (g) Municipality of St. Charles
  - (h) Ontario Provincial Police
  - (i) St. Charles Fire Department
  - (j) Ministry of Health and Long Term Care/DSSAB Ambulance
  - (k) Amateur Radio Emergency Service



Figure 2.1

**Emergency Response Organization**



←→ DIRECTION AND TWO-WAY INFORMATION/DATA/ADVICE

## **2.3 Municipal Emergency Control Group (MECG)**

### **2.3.1 Function**

The MECG is the body that provides direction to the emergency management operation within the municipal area and ensures coordination between all the agencies involved.

### **2.3.2 Members**

Members of this group include:

- (a) Mayor, Municipality of St. Charles (Head-Municipal Emergency Control Group)
- (b) CAO, Municipality of St. Charles
- (c) Clerk, Municipality of St. Charles
- (d) CEMC, Municipality of St. Charles

The following additional personnel may be added to the MECG to provide support or expert advice;

- (a) Chief Building Official, Municipality of St. Charles
- (b) OPP Representative
- (c) Fire Chief, Municipality of St. Charles
- (d) Provincial/Ministry representative (Emergency Measures Ontario)
- (e) Hydro One representative
- (f) Union Gas representative
- (g) Utility representative
- (h) Ministry of Transportation representative
- (i) Office of the Marshal
- (e) Medical Officer of Health
- (f) Ambulance Representative
- (g) School Board representatives
- (h) Director of Operations, Public Works, Municipality of St. Charles
- (j) Representatives of other ministries, organizations etc. as necessary
- (k) OPP Representative
- (l) Fire Chief, Municipality of St. Charles

2.3.3 Representatives maybe nominated to fill all of the permanent positions on the MECG.

2.3.4 It shall be the responsibility of each member of the Municipal Emergency Control Group to designate and train an alternate who could assume their position within the group on short notice.

## 2.4 Emergency Operations Centre (EOC)

### 2.4.1 Function

The Emergency Operations Centre shall serve as the base of operations for the Community Control Group.

#### Primary Location

St. Charles Municipal Office  
2 King Street E.  
St. Charles

#### Alternate

St. Charles Arena  
99 King St.  
St. Charles

### 2.4.2 Staffing and Equipment

All equipment required for the proper functioning of the EOC shall be maintained at or allocated to the centre. The staff required to provide support for the EOC shall be designated in advance, including alternates and relief, and arrangements shall be made for calling them in when required. The Operations Officer is responsible for ensuring the readiness of equipment, supplies and support staff for the EOC (responsibilities are outlined in Appendix C-5). The CEMC shall also ensure that maps, plans and key pieces of equipment can be quickly transported to the alternate EOC.

## 2.5 Local Information Centre (LIC)

### 2.5.1 Function

The Local Information Centre is a municipal facility that may be set up to provide:

- (a) directions to the public on measures that should be taken to ensure their health and safety and;
- (b) a central outlet for the timely dissemination of emergency information to the media and the public in a direct and forthright manner.

#### Primary Location

St. Charles Municipal Office  
2 King Street E.  
St. Charles

#### Alternate

St. Charles Community Centre  
20 Casimir Road  
St. Charles

### 2.5.2 Activation

The Local Information Centre may be set up and staffed during *partial activation* or *full activation*.

### 2.5.3 Staffing and Equipment

If established at the primary location, the Local Information Centre will utilize the equipment assembled and stored.

## 2.6 Reception/Evacuee Centre(s)

### 2.6.1 Function

Reception/Evacuee Centres may be set up to receive and provide emergency welfare services to evacuees from the emergency area if evacuations are ordered. The number and location of the required Reception/Evacuee Centres will be established at the time of the emergency by considering all of the relevant factors. Serious consideration should be given to utilizing the following:

#### Primary Location

St. Charles Community Centre  
20 Casimir Road  
St. Charles

#### MECG Setup

The following are priorities when setting up the MECG:

- Determining and providing immediate needs for personal support
- Establishing communications with the IC and responding agencies
- Setting up phones, computers, and other equipment
- Ensuring adequate quantities of emergency plans and copies of staff assignments are present
- Opening a time and event log
- Ensuring that maps, stationary, etc., are accessible
- Establishing security for the MECG & Municipal office

#### Activation

Reception/Evacuee Centres may be set up and staffed during *partial activation* or *full activation*.

## 2.6.2 Staffing and Equipment

The St. Charles Recreation Staff are responsible for the operation of all Reception/Evacuee Centres. (Refer to Appendix C-4).

The following equipment, as a minimum, will be made available to the Emergency Operations Centre:

- Municipality of St. Charles Emergency Plan, including any supporting external information that may be of value to the MCECG members
- Map of the Municipality of St. Charles
- Whiteboard with dry-erase markers
- Landline telephones - minimum of 1 per section head
- Cellular phones - expected that team members will have their own
- Base radio station, compatible with emergency services
- Team Reference Resources - each section may include a box of resources that they may need in an emergency
- Computers or laptops
- Access to a printer
- Access to fax machine
- Battery-operated radio
- Battery-operated clock
- Television
- Media projector and screen
- Batteries and chargers
- Flashlights
- Emergency power for lights and electrical outlets
- Stationery supplies such as pens, pencils, notepads, post-it notes, staplers, rulers, erasers, thumbtacks, log sheets/books, In/Out baskets etc.
- Identification for MCECG members, such as vests, name tags, name plate
- Notifications board
- Action Log and Sign sheet

## 2.7 Telecommunications

2.7.1 All of the emergency centers are currently linked through the Bell telephone system which permits voice and fax communications between the centers.

2.7.2 All emergency centers in this municipal plan shall have available back up radio communications. The centres in this radio “net” shall include the *Emergency Operations Centre (EOC)* and, if established, the *Local Information Centre (LIC)*, Reception/Evacuee Centres, the Emergency Operations Centre and the Red Cross Central Registry & Inquiry Bureau. The *Amateur Radio Emergency Service (ARES)* has assumed responsibility for providing this service (refer to Appendix C-12).

## **CHAPTER 3**

### **NOTIFICATION AND RESPONSE**

#### **3.1 Emergency Notification**

- 3.1.1 The emergency notification system is the system used to alert the emergency response organization that an emergency exists. The CEMC is the person which initiates the notification on behalf of this municipal plan.
- 3.1.2 The CEMC may receive authority to initiate the emergency notification system from either of the parties listed in 3.1.3 below when an emergency occurs requiring a coordinated municipal response.
- 3.1.3 Authority to initiate the municipal emergency notification system shall come from either the:
- Mayor
  - Clerk
  - Fire Chief
  - OPP Representative
- 3.1.4 The CEMC will be advised of the emergency response level to be adopted (Section 3.2) and any special instructions to be passed along during the notification procedure (also see Appendix A for Notification Contact Procedure).
- 3.1.5 Upon receipt of the emergency response level and any special instructions, the CEMC shall immediately undertake notifications to the emergency response organization as set out in the Notification Procedure (Appendix A).
- 3.1.6 When the emergency response organization is to be *fully* or *partially activated*, each participating organization in this plan shall undertake internal or external notifications indicating the level of activation to be adopted and any special instructions. Those organizations with a responsibility to conduct external notifications are set out in the Notification Procedure (Appendix A).

#### **3.2 Response Levels and Initial Actions**

The various response levels and the actions required under them, are shown in Table 3.1.

Table 3.1

**EMERGENCY RESPONSE LEVELS  
AND INITIAL ACTIONS**

<b>RESPONSE LEVEL</b>	<b>INITIAL ACTIONS (BY MUNICIPALITY)</b>
<b>MONITORING</b>	<ul style="list-style-type: none"> <li>• The Head-Municipal Emergency Control Group (MECG), the Clerk, CEMC, the EIO, Fire Chief, OPP rep., the EIO, and the will monitor the situation from their normal workplaces or homes.</li> </ul>
<b>PARTIAL ACTIVATION</b>	<ul style="list-style-type: none"> <li>• The CEMC shall be notified of a partial activation by either the Head MECG, the Clerk, or the Fire Chief.</li> <li>• They shall then implement the Partial Activation Notification Procedure.</li> <li>• Organizations contacted by the CEMC shall be placed on <u>standby</u> (all individuals should remain available at their offices or homes, as appropriate.)</li> <li>• Organizations contacted by the CEMC shall undertake further internal and external notifications placing their contacts on standby.</li> <li>• The MECG shall assemble at the Emergency Operations Centre (EOC) to monitor the situation.</li> <li>• The organization responsible for the other emergency centers (Local Information Centre (LIC), Reception/Evacuee Centres) shall ensure that these centers can become fully operational without undue delay.</li> <li>• The Fire Chief and OPP reps. are authorized to take such actions as are deemed appropriate and necessary to mitigate the effects of an emergency without the Head-MECG having yet declared a state of emergency.</li> </ul>

<p><b>FULL ACTIVATION</b></p>	<ul style="list-style-type: none"> <li>• The CEMC shall be notified of a full activation by either the Head-MECG, the Clerk, the OPP reps. or the Fire Chief.</li> <li>• The CEMC shall then implement the Full Activation Notification Procedure. Organizations contacted by the shall report to their places of duty as appropriate and fully <u>activate</u> their own emergency plans and procedures.</li> <li>• Organizations contacted by the CEMC shall undertake further internal and external notifications informing their contacts of the level of response.</li> <li>• The MECG shall assemble at the EOC to monitor the situation or to coordinate the emergency response.</li> <li>• Actions ordered by MECG including the set up and staffing of other emergency centres shall be implemented.</li> <li>• The Fire Chief and the OPP reps. are authorized to take such actions as are deemed appropriate and necessary to mitigate the effects of an emergency without the Head-MECG having yet declared a state of emergency.</li> </ul>
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3.2.1 ***Monitoring***

Monitoring should be implemented when a situation requires continual monitoring by the municipality. A community emergency is not imminent but unforeseen circumstances could result in the situation becoming a threat to the community. Two examples of situations, which may require monitoring, are the threat of flooding and an emergency occurring in an adjacent community.

If the response level to be adopted is monitoring, the OPP reps. or the Fire Chief shall notify the Duty Team, consisting of the Fire Chief or the OPP reps (if not already notified), the Clerk, the CEMC, the Emergency Information Officer and the Head-Municipal Emergency Control Group who will monitor the situation from their normal workplaces or homes.



### **3.2.2 Partial Activation**

Partial Activation should be implemented when a situation requires the community emergency response organization to be placed on standby. A community emergency is not imminent, but the situation has the potential to deteriorate, thus becoming a serious threat to the community. An example of a situation, which may require Partial Activation, is a fire, which has the potential to be a serious threat to the community.

If the response level to be adopted is Partial Activation, either the OPP rep or Fire Chief shall notify the full emergency response organization as set out in the Notification Procedure (Appendix A).

The Municipal Response shall consist of:

- Organizations contacted by the CEMC shall be placed on standby (all individuals should remain available at their offices or homes, as appropriate, unless told otherwise).
- Organizations contacted by the CEMC shall undertake further internal and external notifications placing their contacts on standby.
- The *Municipal Emergency Control Group (MECG)* shall assemble at the Emergency Operations Centre to monitor the situation.
- The organization responsible for the other Emergency Operations Centre (Local Information Centre, Reception/Evacuee Centres) shall ensure that these centres can become fully operational without undue delay.
- The Fire Chief and the OPP rep are authorized to take such actions as are deemed appropriate and necessary to mitigate the effects of an emergency without the Head-CCG having declared a state of emergency.

### **3.2.3 Full Activation**

Full activation should be implemented when a situation requires the municipal emergency response organization to be fully activated. A community emergency requiring a controlled and coordinated response has occurred or is imminent.

If the response level to be adopted is Full Activation, either the OPP rep or the Fire Chief shall notify the full emergency response organizations set out in the Notification Procedure (Appendix A).

The Municipal Response shall consist of:

- Organizations contacted by the CEMC shall report to their places of duty and fully activate their own Emergency Response Plans and procedures.
- Organizations contacted by the CEMC shall undertake further internal and external notifications informing their contacts of the level of response.
- The *Municipal Emergency Control Group (MECG)* shall assemble at the *Emergency Operations Centre (EOC)* to monitor the situation.

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- Actions ordered by the EOC shall be implemented including the set up and staffing of other emergency centres.
- The Fire Chief and the OPP reps are authorized to take such actions as are deemed appropriate and necessary to mitigate the effects of an emergency without the Head-MECG having yet declared a state of emergency.

### **3.3 Public Alerting**

3.3.1 The emergency public alerting system is the system used to warn the public that an emergency exists within the community or that some action is required on their part. The emergency public alerting system is comprised of fire vehicles and police vehicles equipped with sirens and public address systems.

3.3.2 Authority to initiate the emergency public alerting system shall come from either the:

- Mayor
- Clerk
- Fire Chief
- OPP reps.

3.3.3 Either the OPP rep or the Fire Chief shall arrange for public alerting using police or fire vehicles.

3.3.4 Generally, the public alerting system will only be used when there is an urgent need to shelter people, warn the residents of a specific area, or to order a protective action. Public alerting may be ordered for the whole municipality or any part thereof.

3.3.5 The Police shall be responsible for carrying out public alerting when this action has been ordered.

3.3.6 Whenever the public alerting system is initiated, the MECG shall request that the designated media (refer to section 6.4.1) broadcast an appropriate notification message immediately afterwards.

3.3.7 Residents will be expected to tune in, when so alerted, to a radio/TV station appointed as designated media, to listen for information and instructions.

## **CHAPTER 4** **EMERGENCY OPERATIONS**

### **4.1 General**

4.1.1 This chapter provides guidance on specific actions, which may be required during an emergency and on the conduct of business in the *Emergency Operations Centre (EOC)*.

### **4.2 Overview of Operations**

4.2.1 The municipality will become aware of an emergency situation or potential emergency situation typically through a first response agency (Police, Fire or Ambulance). Should the emergency situation require a coordinated municipal response, the Mayor, the Clerk, the OPP rep or Fire Chief are authorized to select an emergency responses level (Table 3.1) and have a notification undertaken.

4.2.2 The Mayor, The Clerk, OPP rep or Fire Chief can, at any time, direct that a change be made in the response level that is in effect and undertake a new notification.

4.2.3 The OPP rep and the Fire Chief are authorized to implement measures under this municipal plan where such action is considered necessary, even though a declaration of emergency has not yet been made.

4.2.4 Should the municipal response selected be Partial Activation or Full Activation, the *Municipal Emergency Control Group (MECG)* will assemble at the EOC to direct emergency operations. Upon arrival, they shall review the following Immediate Actions, listed in 4.3 below and, if applicable, implement them.

4.2.5 Any actions ordered by the MECG to mitigate the effects of the emergency shall be implemented immediately by the organization so directed.

### **4.3 Immediate Actions**

- Consider activating the emergency public alerting system if there is an urgent need to warn the public or shelter them (Section 3.3).
- Determine the need for, and if necessary, appoint an Emergency Site Manager
- Determine the status and extent of the emergency. Determine who will be affected and the implications. Plot the extent on maps and record status on the major events log.
- Declare an emergency, if appropriate (see Section 4.5).
- Consider setting up and staffing Reception/Evacuee Centres and/or a Local Information Centre to support emergency operations.
- Establish a business cycle and meeting procedure which allows for regular, coordinated and definitive decision making (see Section 4.4).

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- Direct the *Emergency Information Officer (EIO)* to prepare a media statement on the status of the emergency and actions being undertaken by the municipality.
- Keep organizations outside the *Emergency Operations Centre (EOC)* apprised of the emergency situation.
- Consider the possibility of assembling a Disaster Recovery Committee to determine whether a Disaster Declaration should be made by the municipal council (see Chapter 5).
- Begin to focus on long-term concerns-“don’t manage the site”.

### 4.4 Operations Cycle and Meeting Procedures

- 4.4.1 Members of the *Municipal Emergency Control Group (MECG)* will meet at regular intervals to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items will be established by the Operations Officer.
- 4.4.2 Meetings will be kept as brief as possible to allow members to carry out their individual responsibilities.
- 4.4.3 Maps and status boards will be prominently displayed and kept up to date by the Operations Officer.
- 4.4.4 At the first appropriate opportunity following assembly, the MECG shall hold a meeting chaired by the Head-MECG. The following members of the MECG will each provide a situation report:
- OPP rep
  - Fire Chief
  - Municipal reps.

The situation reports will be used by the MECG to paint a fuller picture of the emergency including:

- The nature and extent of the emergency
  - Number of casualties
  - Resources deployed
  - Health hazards
  - Any special factors or conditions, such as weather, which will bear on the emergency situation
  - Prognosis
  - Any recommended measures
- 4.4.5 The *Community Control Group (CCG)* shall then decide on the actions which must be implemented to deal with the emergency (including any listed in Section 4.3). All members of the CCG shall implement these measures, as appropriate.

#### **4.5 Declaration of an Emergency by Head-Municipal Emergency Control Group**

4.5.1 The Head-MECG or a member of council in his/her absence is responsible for declaring that an emergency exists within the municipality. This decision should be made in consultation with other members of the MCEG. A declaration of municipal emergency is found in Appendix E.

4.5.2 Upon declaration of an emergency the Head-MECG or his/her alternate shall notify:

- The Minister of Public Safety and Security through Emergency Management Ontario:

During Office Hours:       1-866-314-0472 (toll free)  
Fax Number:                 1-416-314-0474

- Members of Municipal Council
- The public through the media

4.5.3 The municipality will also undertake to notify Emergency Management Ontario if the potential for a community emergency exists.

#### **4.6 Termination of Declaration of an Emergency**

4.6.1 A community emergency may be declared terminated at any time by:

- The Head-MECG or alternate
- The Municipal Council
- The Premier of Ontario

4.6.2 In the event of such a declaration, the Head-MECG or his/her alternate shall notify:

- The Minister of Public Safety and Security Emergency Management Ontario:

During office hours         1-866-314-0472 (toll free)  
Fax Number:                 1-416-314-0474

- Members of Municipal Council
- The public through the media

#### **4.7 Requests for Assistance**

4.7.1 When the resources of the Municipality of St. Charles are deemed insufficient to cope with the emergency, the Head-*Municipal Emergency Control Group (MECG)*

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may request assistance from surrounding municipalities. Such a request should not be deemed a request for the other municipality to assume control.

4.7.2 Assistance may also be requested from the Province of Ontario at anytime without loss of control. This assistance may involve:

- Sending a provincial liaison team to the community to provide advice and assistance
- Coordinating assistance from other provincial ministries and the federal government.

Note: Federal assistance must be obtained through the Province. Provincial assistance may be obtained by contacting Emergency Management Ontario:

During Office Hours	1-866-314-0742 (toll free)
Fax Number:	1-416-314-0474

4.7.3 If a community emergency is declared, the MECG may request that a Provincial representative join the MECG.

## **CHAPTER 5** **RECOVERY PLAN**

### **5.1 General**

- 5.1.1 Once the urgent part of the emergency is over, community officials must shift the focus to dealing with the longer-term effects of the accident/event while at the same time attempting to restore conditions to normal. This part of the emergency is known as the “Recovery Phase”.
- 5.1.2 The *Municipal Emergency Control Group (MECG)* will determine when the emergency has entered the recovery phase. Normally the emergency, at that point, would not constitute an actual or imminent threat to people and property requiring an immediate response.
- 5.1.3 To facilitate a smooth change over to the recovery phase, the MECG will deal with all matters related to recovery until such time as a change is formally made in the response structure (see Section 5.2 below).
- 5.1.4 Operations and the sequence of their implementation during the recovery phase will depend greatly on the nature of the accident/event that caused the emergency and its progression. An emergency declaration may or may not still be in place when recovery operations begin.

### **5.2 Organization**

- 5.2.1 At the commencement of the recovery phase, the full municipal emergency response organization, including the MECG, shall remain in place. Over time the MECG may close certain emergency operations centres or operate with reduced staff.
- 5.2.2 Following a smooth transition to the recovery phase, the MECG may pass the responsibility for further operations in connection with the emergency to a Recovery Committee.
- 5.2.3 The Recovery Committee may be comprised of:
- Mayor
  - Clerk
  - CEMC
  - Emergency Information Officer
- 5.2.4 Additional positions may be added to the Recovery Committee to provide expert advice and/or assistance.

5.2.5 Sub-committees may be struck to deal with specific areas of concern or issues. In particular, the recovery Committee may wish to set up sub-committees on Human Needs, Infrastructure and Finance.

### **5.3 Development of a Recovery Strategy**

5.3.1 During its initial and subsequent meetings, the Recovery Committee should develop a strategy including goals and a timeline for the recovery process. This strategy, which will be used to guide the work of the Recovery Committee, should incorporate any community needs, which have been identified and any tasks identified through a review of the Committee's responsibilities identified in Section 5.4.

5.3.2 The Recovery Committee will report to Council on a regular basis to keep them informed on the status of the recovery process and on any recommended expenditures.

5.3.3 The Recovery Committee should periodically adjust its strategy and work plan to reflect the progress made towards full recovery or to reflect changing or evolving concerns.

### **5.4 Committee Responsibilities during the Recovery Phase**

5.4.1 The following major responsibilities should be undertaken by the Recovery Committee:

- Ensure that the essential services and utilities (e.g. hydro, water, sewer, gas, telephone) are returned to service as soon as possible.
- Ensure that public works including roads, bridges, traffic lights, signs etc. are replaced or returned to a usable state.
- Ensure that structures and buildings within the community are in a safe condition and, if necessary, ensure that remedial action is taken to rectify any unsafe conditions.
- Ensure the appropriate removal and disposal of debris.
- Ensure that health standards are met throughout the community.
- Provide assistance in the relocation and establishment of temporary housing for affected persons.
- Conduct a needs assessment to determine the individual needs of residents and to determine the best method/forum for meeting those needs. This assessment should include ensuring that the needs of "special populations" such as children, the elderly and the handicapped are met.



- Oversee the provision of community counseling sessions.
- Request funding from other levels of government.
- Ensure that information on activities being undertaken by the municipality and that information on household recovery be disseminated to the public. This should be coordinated through the Emergency Information Officer.
- Damage Assessment Report (and approximate cost of damage).

## **5.5 Disaster Relief Assistance and Disaster Declarations**

5.5.1 A declaration of disaster is usually declared by a municipality on behalf of municipalities in order to possibly receive disaster relief assistance from the Province with regards to the damage inflicted upon the community. Should the damage inflicted to a community be of a significant amount the federal government may also become involved to provide financial assistance.

Once a Disaster Declaration has been made by the municipality, the request is sent to the Province and the Province reviews the request to determine whether they will provide assistance, and if so, what proportion.

5.5.2 Different types of Disaster Relief Assistance:

- The community can declare a disaster and request for the Province to declare the community a disaster area in order to receive Provincial funding assistance regarding damage to public infrastructure.
- The community can also declare a disaster and request for the Province to declare the community a disaster area for the purposes of the Ontario Disaster Relief Assistance Program (ODRAP). The ODRAP is intended to alleviate the hardship suffered by private homeowners, farming and small business enterprises whose essential property has been damaged in a natural calamity such as a severe windstorm, flood or forest fire. No assistance is available under this program to cover damages to public property, or to privately owned non-essential property.
- The community can also request their local federal Minister of Parliament to enquire as to whether federal financial assistance can be received. Usually the federal government provides financial assistance if it is a large-scale disaster affecting the majority of the community and usually the federal financial assistance is acquired through the province. Exceptions are made however and in situations like the 1998 Ice Storm, the federal government provided some financial assistance early in the process.

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(For information regarding Damage Assessment Reports and steps involved in “Declaring a Disaster” see Appendix R and for a sample Disaster Declaration see Appendix H.)

## **CHAPTER 6** **PUBLIC DIRECTION AND EMERGENCY INFORMATION**

### **6.1 General**

- 6.1.1 This section outlines how public direction, emergency information and citizen enquiry services are to be provided during an emergency.
- 6.1.2 Public direction refers to directions that are broadcast to the public on measures that should be taken immediately to ensure their safety and welfare during an emergency. These directions are issued in the form of *Public Action Directives (PADs)*
- 6.1.3 Emergency information refers to information related to the emergency that would be of interest to the media and to the public.
- 6.1.4 Citizen Inquiry Services involves to responding directly to individual requests from the public for information.

### **6.2 Overview of Operations**

- 6.2.1 If the emergency response organization is to be *Partially* or *Fully Activated*, the *Emergency Information Officer (EIO)* or alternate will join the *Municipal Emergency Control Group (MECG)* at the *Emergency Operations Centre (EOC)*. Public direction and emergency information will be released directly from the EOC, at the commencement of an emergency by the Emergency Information Officer under the direction of the Head-MECG.
- 6.2.2 If the emergency is of sufficient magnitude and duration, the Emergency Information Officer may be directed by the MECG to establish a *Local Information Centre (LIC)*. If LIC is established, it would undertake to:
- Issue PADs and emergency information
  - Provide citizen enquiry services
  - Undertake other functions listed in Section 6.5
- 6.2.3 Once the LIC has been established, the local emergency information effort will be coordinated through this centre.

### **6.3 Organization**

- 6.3.1 The EIO shall operate under the direction of the Head-MECG. The Head-MECG shall approve all PADs and media releases before issue.
- 6.3.2 The *Local Information Centre (LIC)* and other staff appointed to assist with emergency information shall operate under the direction of the *Emergency Information Officer (EIO)*. The EIO shall remain in constant contact with the Head-

*Municipal Emergency Control Group (MECG)* to facilitate an exchange of information between the two centre's.

- 6.3.3 During the progression of the emergency, it may become necessary to appoint an on-scene media spokesperson and spokespeople at Reception/Evacuee Centres. The appointment of the above spokespeople shall be approved by the MECG and shall operate under the general direction of the EIO to ensure a coordinated media effort.
- 6.3.4 A Citizen Inquiry Supervisor may be appointed to coordinate responses to individual requests for emergency information. This supervisor shall operate under the direction of the EIO.
- 6.3.5 The Head-MECG is hereby authorized under this municipal plan to act as the spokesperson for the emergency response organization at the commencement of an emergency. Other spokespeople may be appointed during the progression of the emergency by the MECG (including the EIO).
- 6.3.6 Police media relations specialists may join the LIC to assist with the media effort.

#### **6.4 Designated Media**

- 6.4.1 The following radio and television stations have been identified in the Municipality of St. Charles Plan as "Designated Media".

<u>FM Radio</u>	<u>Television</u>
92.1	CTV
91.7	
103.9 Rewind	

#### **6.5 Local Information Centre (LIC)**

- 6.5.1 The LIC is a municipal facility set up when so ordered by the MECG. Its role is to provide a central outlet for the timely dissemination of emergency information to the media and the public in a direct and forthright manner.
- 6.5.2 The *Local Information Centre (LIC)*, if established, shall perform the following functions:
  - (a) Issue *Public Action Directives (PADs)* and news releases (following approval by the Head-*Municipal Emergency Control Group (MECG)*) to the media and provide information to media representatives present at the LIC on the municipal response to the emergency
  - (b) Identify rumours and counter them

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- (c) Assist journalist working in the area
- (d) Monitor the PADs being broadcast, and ensure that they are being correctly transmitted to the public
- (e) Set up public inquiry lines to assist the public seeking emergency information.
- (f) Liaise with other levels of government, stakeholders and agencies to keep them informed.
- (g) Keep the Head-MECG informed on media and public perceptions and reactions. Advise on remedial action, as necessary.

**CHAPTER 7**  
**PLAN MAINTENANCE, REVISION AND TESTING**

**Plan Maintenance and Revision**The Municipality of St. Charles Emergency Response Plan will be maintained and distributed by the Municipality of St. Charles. The Plan is to undergo an evaluation and revision, if required, every year. The Municipality of St. Charles Emergency

- 7.1.1 Management Program Committee (EMPC) is responsible for the Plan revisions.
- 7.1.2 This municipal plan will be reviewed annually and, where necessary, revised by a meeting of the Municipality of St. Charles EMPC.
- 7.1.3 Each time this municipal plan is revised, it must be forwarded to the Municipal Council for approval. However, revisions to the schedules and minor administrative changes can be made without submitting the plan to Council each time.
- 7.1.4 It is the responsibility of each person, agency, service or department named within this Emergency Response Plan to notify the Municipality of St. Charles CEMC or designate forthwith, of any revisions to the appendices or of any administrative changes.

**7.2 Testing of the Plan**

- 7.2.1 It is recommended, therefore, that a tabletop exercise and notification exercise be conducted on an annual basis for the Municipal Emergency Control Group. The Municipality of St. Charles Emergency Management Program Committee is responsible for preparing, conducting and evaluating the exercise.