

BY-LAW NUMBER 124-2017

OF THE CORPORATION OF THE
MUNICIPALITY OF CHATHAM-KENT

A By-law adopting an Emergency Management Program
for the Municipality of Chatham-Kent.

WHEREAS, Section 2.1 of the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c E.9 as amended requires every municipality to develop and implement an Emergency Management Program including the adoption of an Emergency Response Plan;

AND WHEREAS, Ontario Regulation 380/04 of the Act sets out the municipal standards for an Emergency Response Plan;

AND WHEREAS, the Municipality of Chatham-Kent's Emergency Response Plan that was adopted by By-law 299-2004, has been updated to reflect changes in legislation and best practices;

NOW THEREFORE Municipal Council for the Corporation of the Municipality of Chatham-Kent enacts as follows:

1. The Municipality of Chatham-Kent's Emergency Response Plan attached hereto as Schedule "A" to this By-law is hereby adopted.
2. The designated emergency Community Control Group (CCG), shall consist of the following positions: the Mayor or designated Head of Council, the Chief Administrative Officer, the Police Chief, the Fire Paramedic Chief, the General Manager of Health and Family Services, and the General Manager of Infrastructure and Engineering Services.
3. Other positions may be assigned to fulfill roles within the CCG from time to time as determined by the Chief Administrative Officer or as defined in the Emergency Response Plan, attached hereto.
4. Members of the CCG as defined in the Emergency Response Plan or their designates are hereby empowered to: cause an emergency notification of its members, activate an emergency response, and implement the provisions contained within the Emergency Response Plan.
5. The Municipality of Chatham-Kent Emergency Management Program Committee is hereby established as defined within the Emergency Response Plan. The Emergency Management Program Committee is hereby empowered to annually review and recommend changes to the Emergency Management Program as considered appropriate and refer any recommendations to Municipal Council for further review and approval.
6. The designated Emergency Management Program Committee shall consist of the following positions: Community Emergency Management Coordinator, Director of Public Works, Program Manager of Clinical Services, Manager Long Term Care, Representative from Fire & Emergency Services, Representative from Police Services, and Emergency Information Officer.
7. Other positions may be assigned to fulfill roles within the Emergency Management Program Committee from time to time as determined by the Chief Administrative Officer or as defined in the Emergency Response Plan, attached hereto.

8. The Emergency Management Program Committee is hereby empowered to amend the following minor information in the Emergency Response Plan without further Council approval:

- Corporate Officer Titles;
- Contact Numbers;
- Boardroom numbers;
- Emergency accommodation locations for staff; and
- The location of the back-up Emergency Operations Centre.

Where the Emergency Management Program Committee makes such a minor amendment, the amended Emergency Plan shall be deemed to be approved by Council.

This by-law replaces and repeals any previous by-law in respect to an Emergency Management Program for the Municipality of Chatham-Kent, including By-law 299-2004 and shall come into full force and effect upon the final passing thereof.

READ A FIRST, SECOND AND THIRD TIME THIS 21st day of August, 2017

Original Signed by:

Mayor – Randy Hope

Original Signed by:

Municipal Clerk – Judy Smith



**Municipality of Chatham-Kent
Emergency Response Plan
Bylaw # 124-2017 - Schedule A**

Contents

Part 1: DEFINITIONS..... 6

Part 2: ACRONYMS..... 8

Part 3: INTRODUCTION10

Part 4: SCOPE, AIM AND PLAN ACTIVATION.....11

EMERGENCY MANAGEMENT RESPONSE CHART.....13

Part 5: AUTHORITY.....14

 Emergency Management Program Committee.....15

Part 6: EMERGENCY NOTIFICATION PROCEDURES.....15

Part 7: DECLARATION/TERMINATION “LOCAL STATE OF EMERGENCY”17

Part 8: PROVINCIAL/FEDERAL ASSISTANCE20

Part 9: COMMUNITY CONTROL GROUP (CCG).....21

 CCG - Introduction21

 Community Control Group (CCG) Composition.....21

 Community Control Group Responsibilities:22

Part 10: INDIVIDUAL RESPONSIBILITIES, COMMUNITY CONTROL GROUP26

 1. The Mayor/Head of Council (Acting Mayor) or Designate26

 2. Chief Administrative Officer or Designate27

 3. Chief Administrative Officer (CAO) Administrative Support.....28

 4. Fire Paramedic Chief or Designate.....29

 5. Police Chief or Designate31

 6. Medical Officer of Health/ or Designate32

 7. General Manager, Health and Family Services.....33

 8. General Manager of Infrastructure and Engineering Services.....35

 9. General Manager of Community Development.....37

10. Chief Financial Officer.....	38
11. Chief, Human Resources & Organizational Development	39
12. Chief Legal Officer	40
Part 11: OTHER STAFF POSITIONS WITHIN THE EOC	41
1. Community Emergency Management Coordinator (CEMC).....	41
2. Emergency Information Officer (EIO) or Designate:.....	42
3. General Manager of the Public Utilities Commission or Designate	43
4. Representative - Entegrus Inc.	44
5. Chatham-Kent Health Alliance and the Erie St. Clair LHINs	44
Part 12: COMMUNITY SUPPORT GROUP (CSG)	46
1. General	46
2. Community Support Group Composition	46
Part 13: OTHER AGENCIES.....	47
1. Telecommunications.....	47
2. Canadian Red Cross Society Representative	47
3. Salvation Army	47
4. Chatham Kent Amateur Radio Club and Other I.T. Resources	47
5. Coroner	48
6. Private Sector Incident Representatives	48
7. Provincial Government Representatives.....	48
8. Media	48
9. The Boards of Education	48
10. Union Gas Representative	49
11. Victim Services	49
12. Federal Government Agencies.....	49
Part 14: RECOVERY AND DEPARTMENT PLANS	51

1. Recovery	51
2. Department Plans.....	51
3. Debris Removal.....	51
INCIDENT MANAGEMENT SYSTEM CHART	52
CHAIN OF COMMAND CHART – EMERGENCY SITE	53
ANNEX A: EMERGENCY RESPONSE ACTIVATION.....	54
ANNEX B: EMERGENCY OPERATIONS CENTRE.....	55
1. EOC Staff Activities	55
2. EOC Logistics.....	56
3. CIVIC CENTRE EOC: SAMPLE ROOM CONFIGURATION.....	57
4. EOC: ALTERNATE SITES	58
ANNEX C: EVACUATION PLAN.....	59
ANNEX D: EMERGENCY COMMUNICATIONS PLAN.....	67
ANNEX E: RESTORATION AND RECOVERY PLAN	69
ANNEX F: SEVERE WEATHER PLAN/FLOOD PLAN.....	71
Critical Weather Evacuation Strategy	71
The Plan	71
ANNEX G: PROVINCIAL DISASTER RELIEF ASSISTANCE PLAN.....	79
ANNEX H: EOC ACTIVATION CHECKLIST	81
ANNEX I: DECLARATION AND TERMINATION FORMS.....	82
ANNEX J: IMS APPOINTED OR ASSIGNED POSITIONS	84
Incident Command/Unified Command Team Responsibilities (General)	84
Incident Commander or Unified Command Team.....	85
Common Responsibilities – All Personnel	87
Command Staff: Liaison Officer.....	90
Emergency Information Officer.....	92

Safety Officer	95
General Staff: Operations Section Chief.....	98
Planning Section Chief	102
Logistics Section Chief	105
Finance Section Chief	108
Administration Section Chief	111
ANNEX K: USE OF VOLUNTEERS.....	113
ANNEX L: STAFF NOTIFICATION LIST	114
ANNEX M: AIRPORT EMERGENCY PLAN.....	115

Part 1: DEFINITIONS

CAN Report

An acronym for Conditions, Actions, Needs, Report.

Example – The Operations Section Chief requests a CAN Report from a Sector Officer responsible for evacuating a geographical area. The Sector Officer replies – We are having difficulty accessing Grid Area A (Conditions), we are currently trying to clear downed trees from the roadway (Actions), we require a public works crew equipped with two chainsaws for assistance (Needs).

CBRNE

An acronym that stands for Chemical, Biological, Radiological, Nuclear and Explosive.

Citizen Enquiry Service

A service established by the Municipality to respond to enquiries from the public.

Community Control Group (CCG)

A group of senior municipal staff members responsible for directing those services necessary for mitigating the emergency and for maintaining services outside the designated emergency area. The CAO or designate shall chair all meetings and is responsible for the overall actions and decisions taken by the Emergency Operations Centre.

Community Emergency Management Coordinator (CEMC)

Community Emergency Management Coordinator. The Emergency Management and Civil Protection Act (the Act) requires the establishment of a CEMC in every municipality. This position is responsible for coordinating the Emergency Management Program within the Municipality and for facilitating activities within the Emergency Operations Centre (EOC).

Continuity of Operations Program

An ongoing process designed to ensure that the necessary steps have been taken to ensure that there is continuity of services and to ensure that each municipal business unit quickly recovers in the event of a major emergency.

Critical Infrastructure

A network of institutions, services and systems designed to provide for vital human needs, sustain vital services and the economy, protect public safety and security, and maintain government functions.

Declared Emergency

A signed declaration made in writing by the Head of Council (or designate) or the Premier of Ontario (or designate) in accordance with the provisions of the Emergency Management and

Civil Protection Act.

Emergency

A situation or an impending situation caused by the forces of nature, an accident, an intentional act, or an infectious/contagious disease that constitutes a danger of major proportions to life, property, the economy or the environment.

Emergency Management Program

A program that is based on a hazard identification and risk management process and that includes: mitigation, prevention, preparedness, response and recovery.

Emergency Management Program Committee

A committee comprised of representatives from key areas of the municipality and other outside organizations that have been tasked with overseeing the development, implementation, revision and maintenance of the Emergency Management Program within Chatham-Kent.

Emergency Operations Centre (EOC)

A location designated for the use of the Emergency Control Group.

Incident Commander (IC) or Unified Command Team

The person or persons appointed by the CCG to develop: an emergency command organizational structure, strategies, tactics, the Incident Action Plan and to ensure that the health and wellbeing of first responders and the public is maintained.

Reception Centre

A reception centre is a facility designated by the CCG and is used to register persons who have been displaced by an emergency.

Shelters

Facilities designated by the CCG to temporarily house persons displaced during an emergency.

Part 2: ACRONYMS

ASC – Administration Section Chief

CACC – Central Ambulance Communications Centre

CAN – Conditions, Actions, Needs

CAO – Chief Administrative Officer

CBRNE - Chemical, Biological, Radiological, Nuclear and Explosive

CCG – Community Control Group

CEMC – Community Emergency Management Coordinator

CFO – Chief Financial Officer

CKHA – Chatham-Kent Health Alliance

CKPS – Chatham-Kent Police Services

CKVS – Victim Services

CSG – Community Support Group

DOC – Department Operating Centre

ECC – Emergency Communications Centre

EIO – Emergency Information Officer

EMPC – Emergency Management Program Committee

EMCPA – Emergency Management and Civil Protection Act

EMS – Emergency Medical Services

EOC – Emergency Operations Centre

ERP – Emergency Response Plan

FSC – Finance Section Chief

H&FS – Health and Family Services

HIRA – Hazard Identification and Risk Assessment

HUSAR – Heavy Urban Search and Rescue

IC – Incident Commander

IAP – Incident Action Plan

IMS – Incident Management System

ISO – Incident Safety Officer

LHIN – Local Health Integration Network

LSC – Logistics Section Chief

NTSB – National Transportation Safety Board

OFMEM – Office of the Fire Marshal and Emergency Management

OSC – Operations Section Chief

PEOC – Provincial Emergency Operations Centre

PFD – Personal Floatation Device

PIAR – Post Incident Analysis and Review

PUC – Public Utilities Commission

PSC - Planning Section Chief

PPSAP – Primary Public Service Answering Point (911)

UC – Unified Command

Part 3: INTRODUCTION

The Province of Ontario, in enacting the Emergency Management and Civil Protection Act, has legislated that all municipalities must be prepared to respond to any emergency and must also develop an emergency management program. Included within the program are annual requirements for: training, planning, public education, regular exercises, analysis of risk, identification of critical infrastructure, the appointment key emergency management officials and the annual review of the Bylaw and the Emergency Response Plan (ERP).

The intent of the ERP is to provide key officials, with guidance and direction regarding: municipal emergency response, inter-agency interaction during an emergency, and the planning for emergency mitigation and recovery efforts. For the ERP to be successful, municipal officials and response partner agencies must be aware of their emergency roles and responsibilities.

Emergencies are defined as those situations or impending situations caused by: the forces of nature, an accident, an intentional act or an infectious disease (for example a pandemic) that constitutes a danger of major proportions to life, and that may have significant adverse effects on property, the environment and the economy.

In order to protect residents, businesses and visitors, the Municipality of Chatham-Kent will require a coordinated emergency response effort by a number of different agencies, organizations and stakeholders. Emergency response duties, responsibilities and efforts should be regarded as separate and distinct from the normal day-to-day operations carried out by the Municipality and its partner organizations.

The Municipal Emergency Management Program Committee (EMPC) has developed, reviewed and revised this ERP. All municipal departments, divisions, business units and partner agencies must be prepared to carry out their assigned roles and responsibilities in an emergency in accordance with this plan. The ERP has been prepared to provide key officials, agencies and departments of the Municipality of Chatham-Kent with important emergency response information and guidance related to arrangements, services and equipment, and duties during a major emergency.

In addition, it is also important that the residents, businesses and stakeholders in Chatham-Kent be familiar with and understand its provisions. Copies of the Municipality's ERP may be viewed at the Civic Centre, Service Centres and Libraries and is available on the municipal web site.

For more information, please contact:

Community Emergency Management Coordinator
Municipality of Chatham-Kent
519-360-1998

Part 4: SCOPE, AIM AND PLAN ACTIVATION

Scope

The scope of this ERP includes all of the provisions required for the Municipality to effectively respond to a major emergency. It does not include normal day to day emergency responses and operations provided by Police, Fire, EMS, Public Works, PUC, Public Health or other public or private resources.

Aim

The aim of this plan is to make provisions for the extraordinary arrangements and measures that will be required to address large scale and/or prolonged major emergency events. The aim of the plan is also to provide a guideline for the CCG members to follow when immediate action is required to protect: the health, safety and welfare of residents, property, the environment and the economy. The plan includes provisions for the restoration of essential services and the initiation of recovery efforts.

It is essential that the Municipality have the ability to rapidly assemble an emergency response structure that can quickly be put in place and that, at the same time, creates a coordinated and effective means for the deployment of resources, agencies, and volunteers.

The Municipality not only has the responsibility for providing the initial response to all major emergencies, but also to provide longer term response and recovery operations that can be sustained over many operational periods (perhaps days, weeks, or months). It may call upon other levels of governments and other agencies to assist in the mitigation of the emergency event. The ERP provides for a coordinated response to all major emergencies and meets all of the legislated requirements of the Emergency Management and Civil Protection Act.

The plan is designed to be flexible in nature, to provide a method for staff notification, and to identify members of the Community Control Group. It is also must be reviewed annually by the Emergency Management Program Committee.

A Hazard Identification/Risk Assessment (HIRA) for the municipality has been completed and according to the Act, must also be reviewed annually. The HIRA provides a list of potential community hazards that are prioritized in order of probability, consequence and the largest number of people affected.

Any emergency can occur within the municipality, however the those types of emergencies that have been identified through the HIRA process as having either the highest probability of occurring or the most significant consequences if they do occur are listed as follows:

- Tornadoes
- Floods
- Major Structural Fires including arson
- Road and Rail Transportation Incidents/Hazardous Materials
- Electrical Power Outage
- Drinking Water System Issues
- Severe Weather Events

- Pandemic
- Gas Wells

In addition, the Chatham-Kent Police Service (CKPS) has specific plans to address terrorism or acts of civil unrest within the Municipality. In the future, generic portions of these plans may be included in the annex portion of this plan.

Activation

The Emergency Response Plan (ERP) is intended to be activated when:

1. There is the need or the potential need to evacuate residents.
2. There is the potential for significant, critical damage to the environment, to property, to the economy or to services and/or utilities.
3. The incident requires more resources than are available locally or through mutual aid or other service agreements.
4. Triggers are initiated/activated for department specific emergency plans, and other emergency plans, for example the pandemic plan.
5. The emergency event will likely attract media attention that is beyond just local media involvement or that may require the dispersal of important information to the public
6. The immediate activation of the Community Control Group (CCG) is required for public safety.
7. There are immediate or potential threats to life, property, the environment or the economy that is beyond the ability of first responders to manage.
8. There is a real or potential threat for the disruption of key services and/or utilities or a threat to critical infrastructure.

Any member of the Community Control Group or their designate is authorized to initiate the ERP notification procedure when, in their judgement, it is required.

EMERGENCY MANAGEMENT RESPONSE CHART

EMERGENCY MANAGEMENT RESPONSE CHART



FIRST RESPONDER DECISION TO NOTIFY MUNICIPALITY OF EVENT?

1. Is there a need or potential need to evacuate residents beyond this site?
2. Is the environment/property/utility damage or potential damage critical?
3. Does the incident require more resources than are available locally or through mutual aid?
4. Will this event likely attract media beyond local media or require public information?
5. Are regulatory, government, and/or industry agencies required?

Notify the Municipal CEMC

Proceed with Standard First Response Procedures and Call for Help

DECISION TO ACTIVATE THE EOC?

1. Immediate Emergency activation for public safety?
2. Immediate or potential threat to life, environment or property beyond the ability of first responders?
3. Immediate or potential evacuation of residents beyond the site?
4. Prolonged or potentially prolonged disruption of key services and/or utilities or threat to critical infrastructure?
5. Is public information required or is media interest likely beyond local media?

Proceed with Standard First Response Procedures and call mutual aid if necessary

If YES to any one question ↓

EOC is activated through the designated notification system (text message, phone call to fan-out list, use of an App). The CAO with CEMC assistance shall:

1. Assemble the EOC team as quickly as possible.
2. Get the EOC facility operational
3. Starts coordination & support procedures
4. Identifies and assigns job responsibilities of EOC team members, considers a declaration, facilitates operations

Part 5: AUTHORITY

The Emergency Management and Civil Protection Act R.S.O. 1990. as amended (EMCPA – the Act) requires that all municipalities develop an emergency management program.

The Act states that:

2.1 (1) Every municipality shall develop and implement an emergency management program and the Council of the Municipality shall by By-law adopt the emergency management program.

(2) The emergency management program shall consist of the following:

(a) an emergency plan as required by Section 3 of the Act;

(b) training programs and exercises for employees of the Municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities;

(c) public education on risks to public safety and on public preparedness for emergencies;

(d) any other element required by the standards for emergency management programs set under section 14.

(3) In developing its emergency management program, every municipality shall identify and assess the various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

3. (1) Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency. They shall also develop the procedures in which employees of the municipality and other persons will respond to the emergency. The Council of the municipality shall by by-law adopt the emergency plan.

4. (1) The Head of Council of a municipality may declare that an emergency exists in the Municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and that are not contrary to law to implement the emergency plan of the Municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.

(5) Every municipality shall conduct training programs and exercises to ensure the readiness of employees of the municipality and other persons to act under the emergency plan.

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

As required by the Act, this emergency response plan and its elements have been issued under the authority of the Municipality of Chatham–Kent and filed with the Province of Ontario.

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

Purchasing

The provisions of the Municipality's Purchasing Bylaw are hereby waived to the extent necessary to facilitate the timely procurement of materials, supplies and equipment during an emergency.

Emergency Management Program Committee

In addition to the CEMC, the Emergency Management Program Committee shall consist of the following positions:

- Program Manager – Clinical Services
- CKPS, CKFES, EMS Representatives and the Emergency Information Officer
- Manager – Long Term Care
- Director Public Works
- Public Utilities Commission Representative
- Entegrus Representative
- Chatham-Kent Health Alliance Representative
- Program Manager – Employment and Social Services

Part 6: EMERGENCY NOTIFICATION PROCEDURES

Any member of the CCG may be contacted and consulted regarding an emergency without formally activating the Emergency Operations Centre (EOC) and the full Community Control Group (CCG). In addition, the CCG may be partially activated at the discretion of any CCG member, the Chief Administrative Officer (CAO) or designate, or the Community Emergency Management Coordinator (CEMC) to assist in determining whether or not the entire EOC should be activated.

To activate the EOC and to notify the CCG, the Chatham-Kent Police Services Dispatch Centre and/or the CEMC shall be contacted by the CCG member or designate

The Mayor or designated alternate Head of Council, Chief Administrative Officer, the Medical Officer of Health, any General Manager, Police Chief, Chief Financial Officer, Chief Human Resources and Organizational Development, the Fire Paramedic Chief or any other member of the Community Control Group or their designates may initiate the notification procedure.

When one of the designated members of the CCG receives a warning of a real or potential emergency, that member will immediately contact the Community Emergency Management Coordinator (CEMC) through the Chatham-Kent Police Services (CKPS) Dispatch Centre and direct that the notification protocol for CCG activation be implemented. The member initiating the call must work with the CEMC to provide pertinent details (e.g. - the time and place for the CCG to meet) as part of the notification procedure.

If deemed appropriate, the individual CCG members will initiate internal departmental notification procedures for their staff, associated volunteers and other stakeholders or partners.

The CEMC shall be responsible for keeping notification lists up to date. It shall be the responsibility of the CCG member or designate to notify the CEMC of any changes to staff contact information. Departmental contact lists shall form part of departmental or divisional emergency plans. A copy of all contact lists shall be kept up to date in the EOC.

Drills

In the case of drills, all call-in messaging shall be prefixed with the phrase “this is a drill” Should an actual emergency occur during a drill, all initial messaging shall be prefixed with the phrase “no duff”.

Requests for Assistance

Assistance may also be requested from the Office of the Fire Marshal and Emergency Management at any time without loss of municipal control or authority. A request for assistance should be made by contacting the Provincial Emergency Operations Centre directly, 24/7 at 1-866-314-0472.

Part 7: DECLARATION/TERMINATION “LOCAL STATE OF EMERGENCY”

Prior to an official declaration of a “**Local State of Emergency**”, municipal staff members are authorized to take whatever reasonable actions are necessary as provided for in this ERP to protect lives, property, and the environment. Such actions may include the following:

- Pre-notification of Community Control Group (CCG) members and mobilizing the Emergency Operations Centre (EOC)
- Evacuating and isolating the emergency
- Developing and implementing initial action plans, strategies and tactics
- Utilizing/deploying resources
- Acquiring resources
- Liaising with other organizations and/or levels of government
- Advising the public through use of various media platforms

The provisions provided for in this Emergency Response Plan (ERP) must be implemented when managing a bona-fide emergency as herein described.

The Mayor or designated alternate Head of Council for the Municipality of Chatham-Kent, as Head of Council, is responsible for declaring a local State of Emergency. This decision shall be made in consultation with, and upon advice from the CCG.

Upon declaring a local State of Emergency, the Mayor or designated alternate Head of Council shall ensure that the Municipal Clerk (or designate) or other designated municipal staff member is directed to notify following persons or agencies:

- The Office of the Fire Marshal and Emergency Management (the Province),
- Municipal Council and the public,
- Neighbouring municipal officials, as necessary,
- Local Member(s) of the Provincial Parliament (MPP),
- Local Member(s) of Parliament (MP).

A Local State of Emergency may be terminated at any time by:

- Mayor or designated alternate Head of Council,
- Municipal Council, or
- the Premier of Ontario.

When terminating an emergency, the Mayor or designated alternate Head of

Council shall ensure that the Municipal Clerk (or designate) is directed to notify the following persons or agencies:

- The Office of the Fire Marshal and Emergency Management (the Province),
- Municipal Council and the public,
- Neighbouring municipal officials,
- Local Member of the Provincial Parliament (MPP),
- Local Member of Parliament (MP).

Evacuation

The Community Control Group in coordination with the Incident Commander or Unified Command Team may issue evacuation notices to any portion of the Municipality as may be required. The Notification Protocol for evacuation shall be utilized and issued by the Municipal Clerk or designate and communicated through the EIO.

Determination of a Local State of Emergency

The following list is intended as a guide for decision-makers when contemplating whether or not to declare a Local State of Emergency. Any one factor may be cause for “declaring” the emergency:

1. Is the situation an extraordinary event that requires extraordinary measures? (Section 4 of the Act)
2. Does the situation pose a danger of major proportions to life and property? (Section 1 of the Act-Definitions)
3. Does the situation pose a threat to the provision of essential services? (May allow for the spending of funds that are outside the normal approval process)
4. Does the situation threaten social order and the ability to govern? (Section 4 of the Act and Section 55 of the Police Services Act)
5. Is the situation attracting significant media attention and public interest?
6. Has another level of government declared an emergency?
7. Is there the potential for legal action to be taken against employees or members of Council as a result of their actions during the emergency event? (Section 11 of the Act)
8. Are volunteers assisting in either the response or the recovery phases of the emergency? (Pre-registration of volunteers, Workplace Safety and Insurance Act considerations)
9. Does the situation require a response that exceeds the municipal response capability or does it impact certain areas of the Municipality where a lack of services endangers life and/or property?

10. Will the municipal response to the situation take place over multiple operational periods?
11. Has there been a structural collapse? (Specialized teams may be obtained through the PEOC if available)
12. Is the situation a large-scale or complex Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) event? (requiring specialized teams through the PEOC)
13. Does the situation require the evacuation and sheltering of people or animals?
14. Will the Municipality be receiving evacuees from another community?
15. Does the situation pose the potential for a large-scale disruption to routine patterns of transportation or the re-routing of large numbers of people and vehicles? (Sections 4 and 11 of the Act)
16. Is the event likely to have a long-term negative impact on a community's economic viability/sustainability, including unemployment or lack of available banking services?
17. Are restorative measures necessary to re-establish commercial activity?
18. Is it possible that a specific person, corporation or other party has caused the situation?
19. Will it be necessary to apply for funding to assist with the recovery after the emergency?

Note - The conditions for approval of a funding application are more easily met after the declaration of a local emergency.

Part 8: PROVINCIAL/FEDERAL ASSISTANCE

Request Procedure

All requests for provincial assistance (resources, advice, materials) during a defined emergency shall be made through the Emergency Operations Centre (EOC) to the Provincial Emergency Operations Centre (PEOC). This shall exclude routine requests, for example: the Ontario Fire Marshal and Emergency Management (OFMEM) for fire investigations. A request for provincial assistance shall not be construed as the Municipality relinquishing its authority for the management of the emergency. Requests for the provincial assumption of management authority for the emergency shall be made by the Community Control Group (CCG) in consultation with the Head of Council or designate.

The Role of the Office of the Ontario Fire Marshal and Emergency Management (OFMEM)

The role of the Provincial OFMEM is to monitor and provide guidance in the event of a major emergency. They are also responsible for enforcing the provisions of the Emergency Management and Civil Protection Act. During an emergency they are likely to provide a field officer to attend at the EOC to advise the CCG and to provide liaison with the Province. The OFMEM shall always be advised prior to the declaration of a Local State of Emergency.

Requests for Federal Assistance

All requests for federal government assistance shall be made through the PEOC and must be made after the declaration of a Local State of Emergency.

Declaration of a Provincial State of Emergency

The Act provides that the Premier may declare that an emergency exists throughout Ontario or any part thereof. Such a declaration may only occur if sufficient municipalities are in turn declaring their own local states of emergency, or in the case of a wide-spread emergency, such as a pandemic.

Part 9: COMMUNITY CONTROL GROUP (CCG)

CCG - Introduction

Once the Emergency Response Plan (ERP) has been activated and the Community Control Group (CCG) has been notified to attend at the Emergency Operations Centre (EOC), the overall coordination and deployment of the resources required to mitigate the effects of the emergency shall become the responsibility of the EOC, operating under the provisions of this plan.

Decisions taken by the EOC shall be based on the best information received. In all cases the CCG will attempt to make decisions based on consensus, however if consensus cannot be achieved the majority opinion of the group shall prevail. In the event of a deadlock the CCG Chair (CAO or designate) shall make the decision.

The Incident Commander/Unified Command Team shall be responsible for all decisions rendered at the emergency site (should one exist) and for establishing the emergency response strategy and tactics as outlined in the Incident Action Plan. Reporting to the Incident Commander/Unified Command Team shall be General Staff (Section Chiefs) and Command Staff (Emergency Information Officer, Liaison Officer, Safety Officer, etc.).

Community Control Group (CCG) Composition

The CCG shall consist of the following positions or their designates (this list may be modified as required):

- The Mayor or designated alternate Head of Council,
- C.A.O., acting as the CCG Chair,
- Fire Paramedic Chief,
- Police Chief,
- Chief Medical Officer of Health/ or designate (Director of Public Health),
- Chief Legal Officer,
- Chief, HROD,
- Chief, Financial Officer ,
- General Manager, Health & Family Services,
- General Manager, Infrastructure & Engineering Services,
- General Manager, Community Development,
- General Manager, PUC,
- C.E.O., Entegrus.

The Community Emergency Management Coordinator (CEMC) acts as the EOC Facilitator and coordinates activities in the EOC.

The Emergency Information Officer (EIO) works with Incident Command, the CEMC, and the CCG Chair to disseminate information to the public and to monitor media reports concerning the incident.

Community Control Group Responsibilities:

1. General

- Order the activation of the EOC,
- Appoint an Incident Commander or a Unified Command Team,
- Appoint an Emergency Information Officer,
- Maintain all municipal services outside of the designated emergency site perimeter,
- Order the setup of communications with the emergency site command post,
- Order the establishment of reception centres and shelters as required,
- Order the provision of Logistics, Planning, Finance, Operations resources to the Command Team,
- Provide advice to the Head of Council or designate on an emergency declaration,
- Order the provision of transportation resources for evacuees,
- Prioritize the multiple needs for resources and assign in order of priority,
- Order the provision of resources to the emergency site (if there is one),
- Establish a business/meeting cycle that is contra to meetings held at the emergency site/command post location,
- Order that the required notifications and communications be sent (for example, to the Province),
- Ensure that the Recovery Plan has been activated and that the Recovery Committee has been appointed,
- Address the media and provide timely information to the public through the EIO,
- Order the development a communications strategy – for example, call-in centre, social media, websites, traditional media etc.,
- Provide advice to the emergency site,
- Establish a transportation strategy,
- Liaise with hospitals, long term care facilities, retirement homes and the Erie St. Clair LHINS,
- Implement department specific emergency plans and operational continuity plans,
- Ensure the provision of GIS modelling is provided,
- Plan for a long duration emergency with trained relief staff that are ready to take positions at a moment's notice,
- Ensure that all of the required forms are completed,
- Liaise with other levels of government and neighbouring municipalities,
- Engage local utility services,
- Activate mutual aid, automatic aid or fee for service agreements.

The Community Control Group may fulfill its role, even if not all members or designates are in attendance. Notwithstanding, all members shall be notified to attend at the EOC when a full notification is requested. The CCG Chair (CAO or designate) may request that a partial opening of the EOC occurs where only select members of the CCG are requested to attend.

The CAO or designate shall chair all meetings of the CCG. The CEMC shall be responsible for

facilitating the operation of the EOC.

The members of the CCG, both individually and collectively, have the following priority responsibilities:

a. Declarations

- Advise the Head of Council or designate on whether or not to declare a Local State of Emergency and when to terminate an already declared Local State of Emergency.
- Ensure that there is provision for initial mandatory notifications to neighbouring municipalities, the Province and other designated persons or agencies as required under the Act.
- Designate specific or all areas of the Municipality as an emergency area.

b. Communications

- Appoint an Emergency Information Officer (EIO).
- Order that timely information be provided to Council and the public.
- Approve information releases.

c. Decision Making

- All EOC decisions shall be made by the CCG.
- The CCG Chair shall establish the frequency of CCG business cycle meetings during the emergency.
- Business cycle meetings shall include a brief summary of the primary actions taken in each area and the future needs for each department/division (CAN Report – Conditions, Actions, Needs).
- The CCG shall determine how decisions are made in the EOC.
- Business cycle meetings shall be kept as brief as possible and shall be contra to business cycle meeting times held at the emergency site.

d. Record-Keeping

- The CAO's Office shall arrange for initial administrative support for both the EOC and the Incident Command location(s).
- All appointed Section Chiefs (Logistics, Planning, Finance/Administration, Operations and the Incident Commander) will establish a procedure for accurate record-keeping throughout the emergency event.

- An Activity Log for the EOC and the Incident Command Post shall be established.
- Records of all meetings, decisions, actions and directions shall be kept as per municipal policy.
- All expenditures regarding the emergency shall be tracked and authorized through the Finance Section.
- The drafting of provincial funding applications shall be completed by the Finance Section.
- Staff time regarding the emergency shall be accurately recorded by the Administration Section.

e. Managing Resources

- Appointing an Incident Commander or a Unified Command Team.
- Ensuring that there is adequate resource support for the emergency site.
- Ordering each municipal department to mobilize their department/division resources in accordance with department/division emergency response plans.
- Working through an appointed Logistics Section Chief regarding the acquisition of resources, including resources obtained through both the public and private sector.
- Working through an appointed Finance Section Chief regarding the payment for resources.
- Working through an appointed Administration Section Chief regarding staff check-in, check-out procedures, use of volunteers, payroll, WSIB claims etc.
- Determining the need for staff and then tracking and managing the staff deployed as requested by Incident Command.
- Ordering the provision of transportation services, reception centres, and shelters for affected residents as required.
- Providing support staff for the EOC.
- Ordering the continuation or discontinuation of utilities and other services
- Requesting resources and other assistance from other neighbouring municipalities through mutual aid agreements or fee for service agreements.
- Liaising with other levels of government through the Provincial EOC regarding the acquisition of other needed resources.

f. Recovery

- Ensuring that either the EOC stays activated or a Recovery Committee is established to manage recovery efforts.
- Ordering the development of a recovery plan for the emergency.
- Ensuring that staff critical incident stress issues are addressed.
- Ensuring that a Post Incident Analysis and Review (PIAR) occurs in a timely manner.
- Ordering the development of department/division specific “After Action” Reports.
- Ordering the development of an After Action Report for Council.

2. Emergency Operations Centre (EOC)

The emergency response will be directed and controlled by the Community Control Group (CCG) operating out of a designated Emergency Operations Centre (EOC).

3. Operating/Business Cycle

Members of the CCG shall gather at regular intervals (at contra times to the Incident Command Team Business Cycle Meetings) to provide information on: actions taken, problems encountered, progress made, and resources needed. The CCG (Chair) shall establish the frequency of meetings and the meeting agenda. Meetings will be kept as brief as possible, thus allowing members to carry out their individual responsibilities. The CCG assigned administrative support person shall maintain an Activity/Decision Log for the group.

Part 10: INDIVIDUAL RESPONSIBILITIES, COMMUNITY CONTROL GROUP

1. The Mayor/Head of Council (Acting Mayor) or Designate

The Mayor/Head of Council (Acting Mayor in the Mayor's absence) or designate shall be responsible for the following:

- Activating the Emergency Notification System through Chatham-Kent Police Services (CKPS) Dispatch Centre and the CEMC if required.
- Declaring a Local State of Emergency upon advice from the CCG.
- Declaring the termination of a Local State of Emergency.
- Participating as a member of the CCG.
- Ensuring that Council members are informed of the status of the emergency in a timely manner.
- Liaising with MPs and MPPs regarding the emergency situation.
- Liaising with the Mayors from other municipalities.
- Working with the EIO to prepare and make announcements to the public through the media.
- Making authorizations on behalf of Council as required throughout the emergency.
- Providing overall municipal political leadership throughout the emergency.
- Terminating the declared emergency upon advice from the CCG and informing Council, other municipalities and other levels of government.
- Maintaining a position log and recording all decisions and relevant actions

2. Chief Administrative Officer or Designate

The Chief Administrative Officer or designate shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Confirming and approving the appointment of the Incident Commander or Unified Command Team.
- Confirming the appointment of the Emergency Information Officer (EIO).
- Chairing the CCG and business cycle meetings.
- Scheduling CCG meetings at regular intervals and at times contra to business cycle meetings at the emergency site.
- Inviting Community Support Group (CSG) members and subject matter specialists to assist the CCG with the decision making process.
- Ensuring that there is liaison with the Logistics Section Chief regarding security arrangements for the EOC.
- Ensuring that there are provisions made for the deployment of initial administrative support staff for the EOC and at the Emergency Site.
- Confirming with the CEMC that mandatory notifications (as required under the Act) have been completed.
- Ensuring that a communications link is in place between the EOC and the emergency site.
- Informing other stakeholders regarding the emergency as required.
- Advising the Mayor or designate on matters related to the emergency.
- Maintaining a position log and recording all decisions and relevant actions

3. Chief Administrative Officer (CAO) Administrative Support

The CAO's Administrative Support Team shall be responsible for the following:

- Assisting the Chief Administrative Officer, CCG and CEMC as required.
- Ensuring that all important decisions that are made and actions that are taken in the EOC are recorded.
- Coordinating with IT to ensure that all required maps and status boards are kept operational and up to date.
- Providing supervision and leadership to administrative support staff working in the EOC.
- Providing a process for registering CCG members and maintaining a CCG member list.
- Notifying the required support and advisory staff of the emergency and the location of both the EOC and the emergency site.
- Coordinating the provision of clerical staff to assist in the EOC and at the emergency site as required.
- Completing other duties as assigned by the CCG.
- Ensuring that all CCG members maintain a personal log of all actions taken.

4. Fire Paramedic Chief or Designate

The Fire Paramedic Chief or designate shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Fulfilling provincially mandated responsibilities.
- Providing an Incident Commander or a Chatham-Kent Fire and Emergency Services (CKFES) member for the Unified Command Team at the emergency site, when requested.
- Ensuring that all staff members are operating under the provisions of the Provincial Incident Management System.
- Ordering the establishment an emergency site command post if available.
- Providing assistance to other municipal departments as requested.
- Ensuring that there is a communications link with the emergency site if applicable through the Information Technology Division (IT).
- Assisting in the development of Fire and EMS (Emergency Medical Services) related Strategic and Tactical Plans in consultation with the Operations Section Chief and the Incident Commander or Unified Command Team.
- Advising the CCG on all matters related to Fire, EMS, Rescue or specialized emergency response service provision.
- Liaising with the Chief Building Official regarding the demolition of unsafe structures.
- Liaising with hospitals regarding the transport and distribution of injured persons.
- Liaising with the EMS contractor (if applicable) regarding staffing and emergency transportation services and with the Central Ambulance Communications Centre (CACC) regarding the deployment of resources.
- Liaising with agencies, officials and stakeholders on all matters related to Fire, EMS, Rescue or other specialized emergency response service provision.
- Assuming the role of Regional Fire Coordinator to obtain resources, either through direct contact or through the Provincial EOC (PEOC).
- Providing administrative support staff when requested to assist in the EOC, at the emergency site, in the CKFES Department Operating Centre (DOC) or at other designated locations.
- Activating the CKFES Department Operating Centre when appropriate to assist in managing the emergency.
- Assessing the available Emergency Medical Service resources (equipment, vehicles, staff) and patient transfer services and determining the need for additional resources.
- Providing notification to the Province through the OFMEM-PEOC, Ministry of Health and Long Term Care, etc.

- Liaising with the Province regarding resource issues, for example: air-ambulance/helicopters, Heavy Urban Search and Rescue (HUSAR) and other specialized resources.
- Assisting Public Health and the Local Health Integration Network (LHIN) regarding the transportation of bed-ridden and disabled members of the public in residences and facilities located within the emergency evacuation areas.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

5. Police Chief or Designate

The Police Chief or designate shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Fulfilling provincially and federally mandated responsibilities.
- Providing an Incident Commander or a member for the Unified Command Team at the emergency site when requested.
- Ensuring that all staff are operating under the Provincial Incident Management System.
- Establishing an emergency site command post if requested and if available.
- Providing temporary security to both the EOC and the emergency site upon request.
- Developing and providing a policing/security plan for the continued protection of life and property and for the provision of law and order both within the emergency site perimeter and throughout the unaffected areas of the Municipality.
- Providing additional assistance to the Municipality as requested.
- Evacuating designated areas upon request from the CCG or Incident Command.
- Advising the CCG regarding all matters related to police responsibilities, resources and requirements.
- Establishing and maintaining an emergency site perimeter upon direction from the CCG, or upon request from Incident Command.
- Establishing security at evacuation centres, reception or registration centres, shelters, morgues, and evacuated areas upon direction from the CCG.
- Enforcing evacuation orders as required.
- Ensuring that investigations are conducted as required.
- Providing notification to the Coroner, the National Transportation Safety Board (NTSB) or other stakeholder agencies as required and acting as their designate.
- Providing traffic control in specified areas when requested.
- Liaising with other police services as is necessary and arranging for police resources from other jurisdictions if required.
- Maintaining a centralized radio communications system that includes a 911 Primary Public Service Answering Point (PPSAP) and an Emergency Dispatch Centre.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

6. Medical Officer of Health/ or Designate

The Medical Officer of Health or designate shall be responsible for the following:

- Activating the Emergency Notification System through the Chatham-Kent Police Service (CKPS) Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Fulfilling the provincially mandated responsibilities of the Medical Officer of Health.
- Coordinating with the General Manager of Health and Family Services regarding the emergency and all matters that may adversely affect public health.
- Acting as an expert in the EOC.
- Providing advice on the municipal response to disease related emergencies, epidemics, pandemics, water advisories, and other emergencies in accordance with provincial policies and guidelines.
- Providing advice and coordination on all efforts to prevent and control the spread of disease.
- Working with the Chatham Kent Health Alliance (CKHA) to ensure that quality health care is provided to all persons in need during an emergency and liaising with the Province to ensure that enough resources are available to address the local public health needs.
- Providing liaison with non-profit and private agencies as required for augmenting and coordinating public health resources.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

7. General Manager, Health and Family Services

The General Manager of Health & Family Services shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG and providing advice on matters relating to Health and Family Services.
- Fulfilling provincially mandated responsibilities.
- Notifying the Logistics Section Chief regarding the need for potable water supplies, sanitation facilities and other resources as required to maintain the health of the public.
- Coordinating with the Medical Officer of Health regarding all matters related to the health of the public.
- Ensuring the development of an Incident Action Plan and Continuity of Operations Plans for reporting divisions and providing coordination regarding any measures required to fulfill the responsibilities of the Health and Family Services Department.
- Upon request from the CCG, appointing an Incident Commander or a member for the Unified Command Team.
- Liaising with provincial officials, hospitals, community groups, social service agencies and housing groups etc., on all matters related to Health and Family Services.
- Coordinating the operation and staffing of all shelters, reception centres, and the registration of evacuees and the provision of enquiry services at these facilities.
- Co-ordinating the establishment and operation of one or more victim assistance centres as directed by the CCG.
- Ensuring that the well-being of residents who have been displaced from their homes has been addressed.
- Ensuring that there is liaison with the General Manager of Community Development regarding a plan for the pre-designation of emergency shelters which can be opened on short notice.
- Ensuring that there is a pre-emergency transportation plan in place for those residents in need at long term care facilities, retirement homes, and group homes.
- Liaising with representatives of the St. Clair Catholic District School Board and/or the Lambton-Kent District School Board and developing a plan/agreement for the emergency use of school board controlled facilities.
- Maintaining liaison with the Erie St. Clair LHINS, the Chatham-Kent Health Alliance, Long Term Care facilities, the Hospice and other occupancies housing vulnerable residents during the emergency.
- Coordinating with the Logistics Section Chief regarding the purchase of materials and supplies to address the basic needs of the displaced.
- Coordinating with the Logistics Section Chief and other agencies (for example the Canadian Red Cross) regarding the provision of meals, beds, etc. at temporary shelters and other temporary facilities.

- Providing professional health care staff when required.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

8. General Manager of Infrastructure and Engineering Services

The General Manager of Infrastructure and Engineering Services shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Providing advice on those areas of concern related to engineering, infrastructure, public works, vehicles and equipment.
- Providing Section Chief Officers (for example Logistics Section Chief or Operations Section Chief) if requested.
- Providing staffing as requested.
- Liaising with the Logistics Section Chief and IT to establish a communications link with municipal officials at the emergency site.
- When required, providing an Incident Commander or a member for the Unified Command Team.
- Developing a plan for the continued operation and maintenance of transportation services, road infrastructure, drainage, waste management, fleet services and the C-K Airport.
- Arranging for snow and debris clearance and removal for access to the emergency by first responders.
- Developing creative ways to assist with clean-up during the recovery phase of the emergency.
- Liaising with the Logistics Section Chief to arrange for special waste removal during the recovery phase of the emergency.
- Liaising with Conservation Authorities regarding flood and drainage issues.
- Liaising with neighbouring communities and other levels of government regarding engineering, transportation and infrastructure issues.
- Developing a plan for the continued operation of municipal vehicles.
- Liaising with the Logistics Section Chief to provide road/traffic barriers upon request and supporting emergency evacuation and perimeter control as requested.
- Providing temporary transportation services for emergency site evacuees.
- Providing Public Works resources as requested.
- Liaising with the Logistics Section Chief to provide equipment for emergency pumping and dewatering.
- Developing a plan to provide heavy equipment as required.
- Providing security services for the EOC and the Media Centre.
- Providing a back-up EOC, should the primary EOC become non-operational.

- Liaising with the Logistics Section Chief to arrange for the procurement of other resources not found in the existing municipal equipment inventory.
- Liaising with other agencies and levels of government as required.
- Discontinuing and/or reactivating related services as required.
- Liaising with the Logistics Section Chief to maintain a fuel supply for emergency vehicles, generators and other equipment.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

9. General Manager of Community Development

The General Manager of Community Development shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC.
- Participating as a member of the CCG.
- Providing advice on all areas of concern related to the Community Development Department and its respective divisions.
- Providing Section Chief Officers (Logistics Planning, Finance, Operations) if requested.
 - Providing resources such as staff, materials and equipment as requested.
- Ensuring that support staff are provided to assist in the mitigation of the emergency.
- Coordinating and facilitating the use of any municipal buildings or facilities under the care and control of the Community Development Department to assist with mitigating the emergency.
- Providing facilities to assist with the establishment of emergency reception centres and shelters in those buildings under the management and control of the Community Development Department.
- Liaising with other agencies and levels of government as required.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

10. Chief Financial Officer

The Chief Financial Officer shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Providing advice on those areas of concern related to financial analysis, information technology, and procurement.
- Providing Section Chief Officers (for example Planning Section Chief or Finance Section Chief) as requested.
- Providing staffing resources as requested.
- Liaising with Information Technology Services to ensure that all communications, computer/technology, and the GIS needs of the EOC/CCG are in place and ensuring that there is a reliable communications link between the EOC and the Incident Command Post(s) at the emergency site(s).
- Providing information, advice and tracking regarding financial matters.
- Issuing funds to assist departments and divisions (for example, Employment and Social Services) in the fulfilling their responsibilities under this plan.
 - Ensuring that the Planning Department is trained and prepared to develop an Incident Action Plan for each operational period and providing a planning process (for example: the Planning “P”) for the emergency.
- Establishing an approvals and tracking process for the emergency event.
- Issuing funds and authorizing expenditures that are outside of the normal purchase/acquisition process.
- Ensuring that there is prompt payment of legitimate invoices and claims incurred during the emergency as determined by policy.
- Ensuring that expense records are adequately kept for future claims purposes.
- Liaising with the Province regarding possible emergency relief funds and other provincial grant applications.
- Establishing a mechanism for receiving and paying claims for financial assistance.
- Liaising with other agencies as required.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

11. Chief, Human Resources & Organizational Development

The Chief of Human Resources and Organizational Development shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC.
- Participating as a member of the CCG.
- Providing advice on those areas of concern related to human resource management, labour relations, recruitment of volunteers, staff training and workplace safety.
- Providing Sector Chief Officers as requested (for example, Administrative Section Chief).
- Developing a plan for the health, safety and well-being of all employees during the emergency and assigning a Safety Officer if requested.
- Assisting with the establishment of a citizen's enquiry service and coordinating the opening of the municipal call-in centre/public information line.
 - Authorizing the opening, staffing and utilization of Municipal Service Centres and the establishment of information lines.
- Providing a workplace safety specialist in support of the CCG or the emergency site.
- Coordinating Critical Incident Stress Debriefing sessions for all staff members and coordinating the needed professional counselling services as required.
- Developing a payroll process for all staff and volunteers who are actively participating in the mitigation of and recovery from the emergency.
- Coordinating, registering and tracking the use of volunteers at the emergency.
- Developing a community volunteer registry, skills inventory list and a volunteer contact/call out procedure.
- Establishing a check-in/check-out procedure for all staff and volunteers.
- Establishing a procedure to track injury claims during the emergency.
- Providing specific instructions for staff and volunteers regarding any matter related to human resources management.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

12. Chief Legal Officer

The Chief Legal Officer shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Ensure municipal compliance with all provincial and federal legislation.
- Providing advice on those areas of concern related to legal matters, legislation, by-laws, municipal procedures, procurement, risk management, contracts, access to information, the Ontario Building Code and building integrity.
- Liaising with other municipal and provincial officials with respect to legal matters.
- Ensuring the completion of the following duties:
 1. Overseeing the creation of a permanent record of all events related to the emergency through the Municipal Clerk.
 2. Taking the lead in creating a post-emergency “After Action Report” for Council.
 3. Communicating on behalf of the CCG with other municipal organizations and the Province.
- Ensuring that building and property damage is assessed, that for safety reasons the required demolition occurs and that those buildings and property adversely affected by the emergency are quarantined until remediated, as required.
- Performing official notifications to staff and Council as directed by the EOC.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

Part 11: OTHER STAFF POSITIONS WITHIN THE EOC

1. Community Emergency Management Coordinator (CEMC)

The CEMC shall be responsible for the following:

- Activating the Emergency Notification System, either manually or through the CKPS Dispatch Centre and/or utilizing the designated personnel notification software.
- Participating as a non-voting member in the CCG and providing advice regarding emergency management topics, the Incident Management System, the development of the Incident Action Plan (IAP) and through the proper channels, addressing conditions and concerns at the emergency site(s).
- Coordinating the development and the implementation of the C-K Emergency Management Program.
- Liaising with other municipalities and the Province regarding the C-K Emergency Management Program.
- Maintaining the C-K Emergency Response Plan, chairing the Emergency Program Committee meetings and ensuring that the Municipality is compliant with the Emergency Management and Civil Protection Act.
- Developing an EOC Manual and ensuring that the most up-to-date C-K Emergency Response Plan is placed in the manual.
- Developing training courses related to IMS and Emergency Management for all C-K staff.
- Coordinating the Emergency Management Program Committee's review and revision of the Emergency Response Plan and the Community Hazard Identification and Risk Assessment and Critical Infrastructure.
- Coordinating emergency exercises within the community.
- Acting as the EOC facilitator and preparing the EOC for activation.
- Providing emergency management advice to the CCG, CSG, and other personnel as required.
- Contacting neighbouring municipalities and the Province to advise them of the local emergency situation.
- Assisting in the development of the Incident Action Plan.
- Monitoring the well-being of personnel working in the EOC and ensuring that CCG and Section Chiefs arrange for relief or rest as needed.
- Confirming that accurate records are kept of all activities within the EOC.

- Collecting information during the emergency to prepare for the PIAR (Post Incident Analysis and Review).
- Assisting the Municipal Clerk in the preparation of an “After Action Report.”
- Assisting the Incident Commander or Unified Command Team when requested.
- At the end of the emergency, restoring the EOC to normal status.
- Ensuring that all members of the CCG and the Incident Commander have the necessary plans, resources, supplies, maps, and equipment available for use.
- Providing advice and clarification regarding the implementation details of the Emergency Plan.
- Ensuring that CCG Business Cycle meetings occur on time.
- Initiating the necessary actions to ensure that the EOC functions as effectively as possible, and as the situation dictates.
- Maintaining a position log & completing other duties as assigned by the CCG.

2. Emergency Information Officer (EIO) or Designate:

The Emergency Information Officer shall be responsible for the following:

- Participating as a member of the Community Support Group in support of the CCG.
- Ensuring that there is a designated EIO on duty at all times during the emergency.
- Assisting the Logistics Section Chief with the preparation of a Communications Plan to be included as an attachment to the Incident Action Plan for the emergency operational period.
- Appointing an EIO designate for the emergency site and coordinating emergency messaging originating from the CCG in the EOC with emergency messaging originating at the emergency site to ensure message consistency.
- Arranging for and chairing press conferences at the designated Media Centre.
- Assisting the Mayor, CAO, and Incident Command with message content and speaking notes.
- Monitoring all media outlets during the emergency to provide advice to the CCG regarding information that is being received by the public.
- Utilizing social media to provide emergency messaging and providing counter-measures to false information that may be circulating regarding the emergency at the direction of the CCG.
- Overcoming any social media challenges (example Twitter limitations) to ensure that there is a clear and consistent message provided to the public.
- Providing traditional media releases for circulation to all media outlets.

- Receiving an incident status briefing from the CAO or the CEMC.
- Arranging for information about the emergency to be posted to the Municipality's official web-site and ensuring that all other websites associated with the Municipality provide the same consistent messaging.
- In conjunction with the Mayor or designate, arranging for a regular briefing for Council, Provincial and Federal government representatives and representatives from other neighbouring municipalities.
- Coordinating visits of news media to the emergency site with the site EIO and coordinating with IC to establish a media area at the emergency site.
- Performing other duties as assigned by IC or the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

3. General Manager of the Public Utilities Commission or Designate

The General Manager of the Public Utilities Commission or designate shall be responsible for the following:

- Providing assistance to the CCG or participating as a member of the CCG.
- Arranging to discontinue water/wastewater services where it is considered necessary in the interest of public safety.
- Prioritizing the restoration of water/wastewater services for essential users and for the emergency needs of municipal services.
- Establishing procedures and plans for the emergency response to drinking water contamination.
- Ensuring that CKFES has working water pressure and water volume to address fires within the community.
- Assisting with the post-disaster clean-up and the restoration of utility services.
- Maintaining plans for the provision of alternative water supplies.
- Monitoring the status of water disruptions and addressing the concerns of those areas of the community without water/sewer services.
- Accounting for water usage with the Ministry of the Environment.
- Providing updates on water disruptions, as required.
- Ensuring that there is liaison with the GM, IES.
- Providing assistance with accessing generators for essential services.
- Performing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

4. Representative - Entegrus Inc.

The Representative for Entegrus Inc. shall be responsible for the following:

- Providing assistance to the CCG or participating as a member of the CCG.
- Arranging to continue or discontinue electrical services to any consumer where it is considered necessary in the interest of public safety.
- Prioritizing the restoration of electrical power for essential users and fulfilling the emergency power needs of the Municipality.
- Arranging for the clearance of power lines and fallen trees on emergency routes in order to allow for emergency access to affected areas.
- Establishing procedures and maintaining plans for emergency response to electrical emergencies, including the temporary acquisition of additional resources as required.
- Assisting with post-disaster cleanup and the restoration of services.
- Maintaining plans for alternative suppliers of electrical power.
- Monitoring the status of power outages and customers without services.
- Providing updates on power outages, as required.
- Ensuring liaison with other agencies and the EOC.
- Providing assistance in accessing generators for essential services, or other temporary power measures.
- Maintaining a position log and recording all decisions and relevant actions.

5. Chatham-Kent Health Alliance and the Erie St. Clair LHINs

The Chatham-Kent Health Alliance Representative and the representative for the Erie St. Clair LHINs shall be responsible for the following:

- Providing assistance to the CCG.
- Implementing the hospital emergency plan and coordinating provincial health care assistance.
- Ensuring that there is hospital and long term care facility liaison with the Medical Officer of Health, the Fire Paramedic Chief (EMS provider) regarding the transportation, care and treatment of the sick and/or injured.
- Evaluating requests for the provision of medical site team resources or on-site triage teams.
- Ensuring that there is liaison with the Ministry of Health and Long Term Care as appropriate regarding relevant issues.
- Ensuring that all active treatment hospitals and long term care facilities servicing Chatham-Kent are prepared to implement their respective emergency plans as required.

- Assisting with the transportation of non-ambulatory residents or patients.
- Maintaining a position/activity log, recording all decisions and relevant actions.

Part 12: COMMUNITY SUPPORT GROUP (CSG)

1. General

The Community Support Group (CSG) is comprised of senior staff that may be required to:

- Provide support and advice to the CCG.
- Assist in managing the emergency and replace CCG members during long duration incidents.
- Operate in Section Chief Positions (Operations, Logistics, Planning, Finance, Administration, and Intelligence/Information) that may be appointed.

2. Community Support Group Composition

The following additional personnel (and others as determined by the CCG) will serve as the Community Support Group for the CCG and may also fill CCG positions:

- Municipal Clerk,
- Purchasing Officer,
- Additional Finance Division personnel,
- Additional HROD resources,
- Director, Information Technology Services,
- Director, Engineering & Traffic,
- Manager, Building & Enforcement,
- Director, Public Works,
- Directors of Senior Services, Social Housing
- Directors of Children Services, Public Health
- Director Planning,
- Director, Employment and Social Services,
- Chatham-Kent Health Alliance and the Erie St. Clair LHINS,
- Ontario Provincial Ministry Representatives eg. OPP, MTO,
- Representative - Union Gas Limited,
- Assistant Chief CKFES,
- Police Command Officer,
- Other Stakeholder Representatives.

Part 13: OTHER AGENCIES

During an emergency, many agencies may be required to work with the CCG. Some agencies are listed below. Other agencies that are not listed might include Emergency Management Ontario, the Ontario Provincial Police, and the Office of the Fire Marshal and Emergency Management, Ministry of the Environment and Climate Change, Ministry of Natural Resources and Forestry, Ministry of Health and Long term Care, local industry and other private sector representatives, non-profit organizations and volunteer groups, local conservation authorities, and other agencies and organizations.

All agencies participating in assisting the Municipality shall be required to maintain a position/activity log and record all decisions and relevant actions provided by their agency during the emergency event.

1. Telecommunications

It is anticipated that the Municipal IT Division will work with those companies providing telecommunications services within Chatham-Kent to ensure that emergency telecommunications services to emergency responders and the EOC are given priority attention, including both the maintenance and the restoration of service during the emergency.

Should this not occur, the Municipality must plan through the Logistics Section Chief and the I.T. Group to use other forms of communications such as the internet, radio, ham radio, or satellite radio.

2. Canadian Red Cross Society Representative

The Chatham-Kent Branch of the Canadian Red Cross has the resources available to assist with reception/registration centres, shelters, emergency housing, enquiry services, providing certain supplies, tracking evacuees and assisting with communication to the friends and relatives of evacuees.

3. Salvation Army

The Salvation Army has an emergency response capability to address some social welfare issues such as short-term accommodation, clothing, food and emergency reception centre support and are prepared to respond when requested by the CCG. The Salvation Army also has the capability to arrange for clergy assistance at a disaster site or at temporary reception centre(s) when called upon by Fire or Police authorities, by the General Manager, Health & Family Services or by the CCG.

4. Chatham Kent Amateur Radio Club and Other I.T. Resources

The Chatham Kent Amateur Radio Club is a volunteer group which co-ordinates Amateur radio initiatives within the Chatham-Kent area. They are prepared to establish back-up emergency radio communications at various sites across the Municipality. This may be an alternative if traditional forms of communications become inoperable. Their priority is to provide the necessary link between the EOC, the Incident Command Post(s) and/or Evacuation/Reception Centre(s). Other I.T. Resources may also fill this role.

5. Coroner

The Chatham-Kent Police Service acts as the representative for the Office of the Chief Coroner at all emergency incidents. In the event of fatalities during an emergency, the Coroner or designates shall have the responsibilities outlined in the Ontario Coroner's Act.

6. Private Sector Incident Representatives

When a major emergency has been caused by an industrial accident, the CCG may request that private sector organizations with special expertise, provide expertise. There may also be other occasions/circumstances where private sector resources are required by the Municipality.

7. Provincial Government Representatives

The OFMEM field advisor shall serve as the primary initial provincial contact to the CCG operating in the EOC, and shall facilitate contact with other provincial ministries and agencies.

8. Media

The appointed EIO shall be responsible for fulfilling the responsibilities of:

- Providing communications with the media.
- Monitoring the media.
- Facilitating media briefings by the Head of Council.
- Developing information releases.

Communications and messaging between the CCG in the EOC and the emergency site shall be consistent. For the purposes of this plan, the media shall consist of both traditional media and social media.

Official releases may contain information on the following:

- Actions for the public to take during an emergency.
- Detailed information on the status of utilities and other services.
- General safety precautions.
- Social service messaging.
- Information from both Incident Command and the CCG in the EOC.

This information may be contained in one or more media releases. In addition, interviews, briefings and media scrums should stay "on message" and focus on public safety information.

The CCG shall make priority decisions based on facts and real-time information and not on information received through social media. The EIO may provide message countermeasures to misinformation discovered on social media.

9. The Boards of Education

The respective Boards of Education will have their own emergency response plans. During those times when the Boards of Education are called upon to assist the Municipality, it is

anticipated that the respective Boards, Incident Command and the Community Control Group will work together to ensure:

- That the CCG is provided with information with respect to the respective Board's actions to ensure the safety and wellbeing of their students.
- That there is a liaison between the Boards of Education and the CCG regarding decisions that may impact both groups.
- That proper protocol is followed when resources are requested during the emergency.
- That the schools continue to operate whenever possible.
- That there is liaison between the Boards and the CCG in the EOC regarding student and staff protective actions to be taken (example "Shelter in Place" procedures or implementing the school lockdown or evacuation procedures).

10. Union Gas Representative

Union Gas Limited will have its own emergency plans in place and personnel and equipment available to handle the restoration of gas services during an emergency. Union Gas or designates shall be the agency that Incident Command initially requests to address the following issues:

- Arranging to discontinue gas services to any consumer where it is considered necessary in the interest of public safety.
- Activating plans that are in place for alternative gas supplies, and for the priority restoration of natural gas services.
- Establishing procedures and maintaining plans for the emergency response to gas leaks.
- Co-ordinating response efforts with other agencies and providing expertise when requested.
- Assisting with post-disaster recovery, clean-up and restoration of natural gas services.

11. Victim Services

Upon request, Chatham-Kent Victim Services (CKVS) has been identified as a community partner agency that is affiliated with the CKPS and typically provides initial short term crisis assistance. Trained crisis response personnel are usually available twenty-four (24) hours a day, seven (7) days per week to respond to emergency situations.

It is expected that a coordinated and systematic assistance approach will be provided to those in need during an emergency event. CKVS has their own plan to identify potential persons in need, provide the appropriate response, and to partner with other community agencies that are most able to provide short-term, intermediate, and long-term solutions to social service needs.

12. Federal Government Agencies

a) Industry Canada

The Western Ontario District Office of Industry Canada provides advice and assistance on communications matters during an emergency. This might include the authorization to temporarily acquire special emergency communications equipment, emergency actions to take in addressing portable or mobile radio interference and other assistance as may be required to manage the emergency.

b) Environment Canada

The Toronto Weather Office of Environment Canada's Atmospheric Environment Service provides information on upcoming weather conditions and how they may affect emergency operations.

c) Transportation Safety Board of Canada

The National Transportation Safety Board has the legislated responsibility to investigate emergency incidents involving federally regulated activities such as railway and aviation related incidents.

Part 14: RECOVERY AND DEPARTMENT PLANS

1. Recovery

The CCG shall initiate recovery efforts and activate a recovery plan as soon as possible. This often occurs while the emergency continues to be ongoing and usually before the emergency declaration has been terminated. The CCG shall continue to operate the EOC at its discretion throughout the recovery phase of the emergency. The emergency plan must also continue to guide all operations throughout all phases of the emergency.

2. Department Plans

All municipal departments and divisions should prepare departmental and divisional emergency response and continuity of operations plans.

Each plan should/may consist of the following elements:

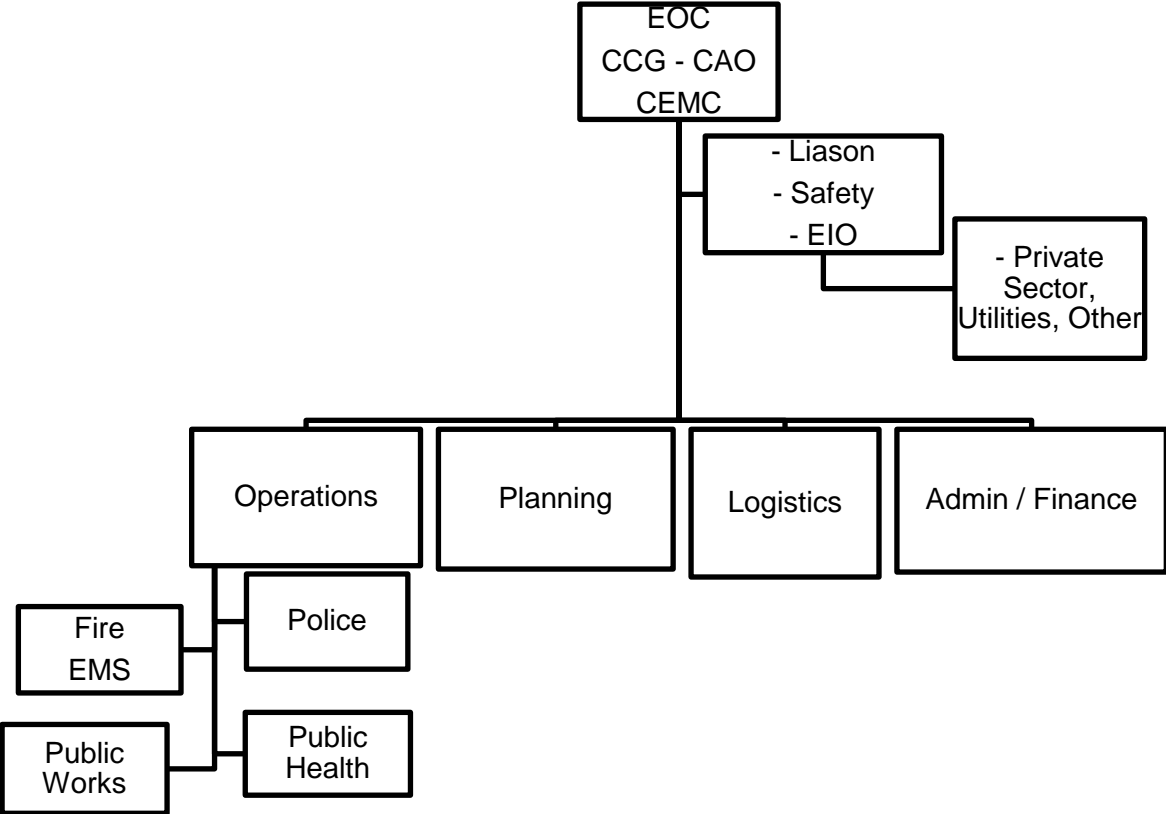
1. An organizational chart that would apply during an emergency that includes any connections to other departments
2. A list of duties/responsibilities that are required to be completed during an emergency.
3. A staff contact and notification list.
4. A resources plan that identifies back-up facilities, stand-by power sources, available equipment and the provision for maintenance.
5. Upstream/downstream dependencies including cross departmental impacts and impacts on stakeholders.
6. Communications/accountability – how the department/division will stay in contact with staff (phone, radio, SMS, social media, etc., any back-up communications strategy, anticipated scheduling of staff to cover a 24/7 long duration emergencies, food and accommodations, check-in/check-out/tracking procedures and locations, which facilities will be staffed and addressing staff family needs.
7. Record-keeping/forms – logging significant decisions, events and activities, and ensuring that all staff are trained on the use of standardized IMS forms.
8. Recovery – how does the Department/Division plan to restore services and return to normal operations?

3. Debris Removal

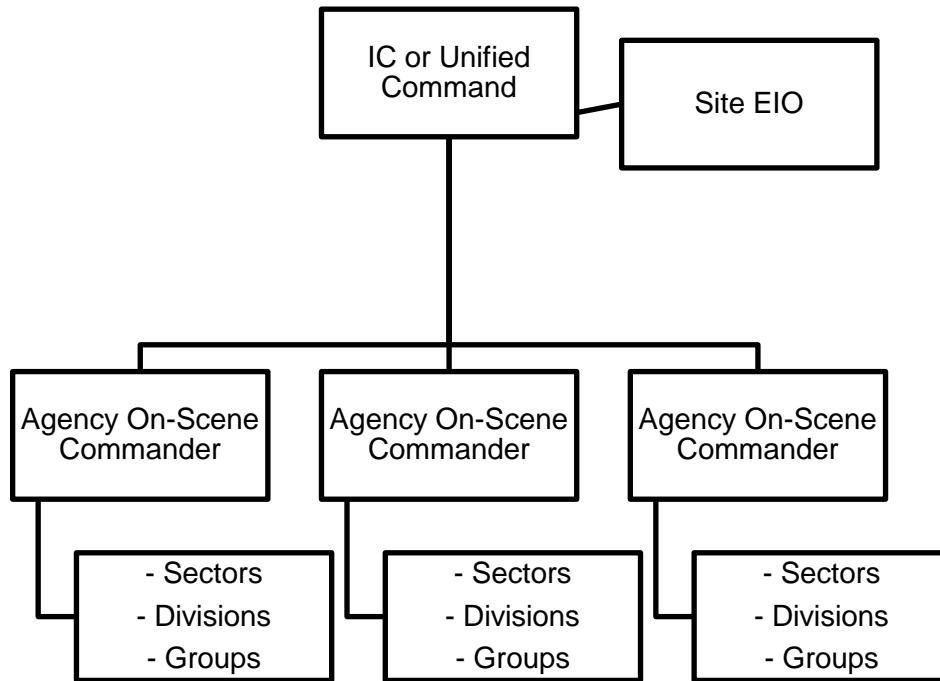
The Municipality may develop a plan or a systematic approach for the clearance, removal, transport, temporary storage, segregation, reduction and ultimate disposal of debris generated by an emergency.

The plan should also include the management of those contractors and in-house resources designated to collect the debris, mutual aid agreements, debris estimation capabilities, recycling when possible, a public information plan and compliance with legislation (Ministry of Environment & Climate Change, Ministry of Agriculture, Food and Rural Affairs, Ministry of Natural Resources and Forestry).

INCIDENT MANAGEMENT SYSTEM CHART



CHAIN OF COMMAND CHART – EMERGENCY SITE



ANNEX A: EMERGENCY RESPONSE ACTIVATION

Activation of the EOC shall occur through the emergency notification process established by the Municipality. Currently emergency notifications are provided by the CKPS Dispatch Centre utilizing the notification software provided for this purpose. Those receiving these messages will note the details of the message (e.g. description of the emergency, instructions to remain on stand-by or assemble at the EOC, etc.). Persons on the notification list will be called in the designated order.

If a manual notification is required, the following format shall be used:

1. Message Notification Format

a. Sample Script

I am (*your name and position*), and I am calling to inform you that the Emergency Operations Centre will be activated at (*date and time*) due to (*state the nature of the emergency*). As a member of the Community Control Group you should report to (*location: primary / alternate EOC or other location*) at (*time and date*) and report to the CEMC.

Thank you:

Note: The caller delivering this message MUST record the date and that time EACH member (or alternate) of the CCG was contacted.

Chatham-Kent Directory

The Directory, maintained by Economic Development Services, provides up-to-date information on the industries and agricultural businesses located in the Municipality of Chatham-Kent such as addresses, telephone numbers and contact names.

Tel: 519-351-7700 during regular business hours.

Web Site: www.ckforbusiness.com

ANNEX B: EMERGENCY OPERATIONS CENTRE

The Emergency Operations Centre (EOC) is a designated facility from which the Community Control Group (CCG) can support emergency response, select the Incident Commander or Unified Command Team, protect critical infrastructure, determine if the emergency should be declared as a “Local State of Emergency,” maintain services outside the designated emergency site perimeter and take the lead in recovery efforts.

The EOC facility should be secure and adequate for long term operations, familiar to all staff, equipped with the fundamental tools needed to administer complex, cascading emergency events that require a constant adjustment in response priorities. Staff operating out of the EOC should be prepared to support the many requirements of Incident Command.

Copies of all emergency plans, mutual or automatic aid agreements, key personnel telephone numbers, etc., must also be maintained within the EOC.

EOCs are a vital part of the Incident Management System (IMS) and its unified command component. The CCG operating within the EOC must be able to: conduct information gathering sessions, develop situational analysis, provide concise and timely information to the public, assess response requirements, identify needed resources and prioritize needs, address media relations and acquire coordinate and allocate local resources.

The EOC is the municipal emergency management focal point and must be able to expand or contract based on current needs and circumstances. It is also responsible with liaising with other levels of government and other agencies or organizations.

The CCG operates in the EOC and as an integral part of the Incident Management System. It performs the duties of senior policy advisors for the command team. It may make recommendations about any aspect of emergency operations, including: personnel and equipment deployment, staffing, safety issues, and other operational considerations such as establishing reception centres or shelters.

Also operating within the EOC are Command Staff (Liaison, Safety, Emergency Information Officer), and General Staff (Operations, Planning, Logistics, Finance, Administration Section Chiefs) and other support staff.

With proper planning and exercises the decisions emanating from the CCG will enhance emergency survivability, the continuity of operations, and the overall success of incident commanders and their emergency responders.

1. EOC Staff Activities

a) Authority

Orders and directions issued by the CCG at the EOC are authorized under the provisions of Emergency Management and Civil Protection Act and is delegated by Council through the Emergency Management Program Bylaw and the Delegate Authority Bylaw.

The Mayor or designated Head of Council has the authority to declare or terminate a "Local State of Emergency." Staff on duty at the EOC have the authority to carry out their delegated responsibilities under the Act. It is important that all community stakeholders understand this authority.

b) Sustainability of the Emergency Organization

It is the responsibility of each municipal department and/or division operating within the EOC to ensure that there is organizational sustainability during an emergency. This is accomplished by ensuring that there are suitably trained staff members fulfilling their designated roles and areas of responsibility. There must also be a trained contingent of personnel that are able to relieve on-duty staff at the end of each operational period.

A typical operational period lasts from 8 to 12 hours as determined by Incident Command and documented in the Incident Action Plan.

In order to ensure that there is a smooth transition between off-going and in-coming staff members, proper briefings must take place at the beginning of each operational period. This is in addition to more formal briefings regarding the Incident Action Plan and other Operational Plans.

In-coming relief staff shall report at least thirty (30) minutes before the scheduled shift changeover time and off-going staff shall remain for at least (30) minutes after being relieved to ensure that there is a smooth transition of duties and a thorough exchange of information.

Off-going staff members will be responsible for the completion of required IMS forms, including their own activity/decision logs prior to going off duty.

2. EOC Logistics

a) Food

The Municipality is responsible for the feeding of staff who are working at the EOC and at the emergency site(s) during a major emergency. Meals and drinks shall be arranged by the Logistics Section.

Bottled water should be available in the EOC at all times whenever possible.

The Logistics Section shall also be responsible for the establishment of all EOC security measures.

b) Accommodation

The Logistics Section shall also be responsible for making arrangements for all staff accommodations, including designating rooms for staff accommodation near the EOC. The Staff Lunch Area may be designated as a food preparation area or a food/supply storage area.

Staff may choose to travel home or to stay at arranged accommodations close to the EOC. This decision should be made with safety and existing travel conditions in mind.

c) Personal Hygiene

It is recommended that all staff keep a “go-bag” of personal items and work supplies in their work area that may be needed in order to self-sustain for a period of 72 hours.

The Municipality does not provide personal toiletries for staff. If necessary, additional hygiene items may be obtained through the Logistics Section.

Showers shall be made available whenever possible.

Note - In the event that the EOC is activated, certain areas of the Chatham-Kent Civic Centre shall go into a secured state where access to designated areas may be limited to approved staff members only.

3. CIVIC CENTRE EOC: SAMPLE ROOM CONFIGURATION

Boardrooms, Council Lounge, Room 212, Council Chambers, 1st Floor Technical Room and 3rd Floor Boardroom may be designated as emergency break-out rooms. Other specific offices may be commandeered for emergency management functions during an emergency.

Sample Only Plan - Room Designations (Subject to Change)

- i) First Floor Designated as the Reception/Media Area (Sample Only)**
- ii) Second Floor Room Designation**

Emergency Operations Centre (Sample Only – Configuration may change))

The following list is for those persons or representatives of the Community Control Group for the Municipality of Chatham-Kent Emergency Operations Centre and is intended as a sample only of how rooms could be assigned at the Civic Centre.

- IES Boardroom – Logistics Section
- Boardroom B - Planning Section
- Boardroom C - Finance Section
- Room 212 - Community Control Group
- Council Lounge – IC (if no site) & Operations Section
- 1st Floor Technical Boardroom – Administration Section
- Building, Enforcement & Licensing Boardroom – Command Staff (EIO, Safety, Liaison)
- Council Chambers – Community Support Group and Briefings
- Media Centre – Civic Centre First Floor Lobby
- Other Available Boardrooms – Fire Paramedic Chief Office, CAO Office, Police Boardrooms, Fire Training Room, Chief Finance Officer
- 2nd Floor Waiting Area – Available breakout area or security area

Equipment Required For Each Designated Room

- Desktop Computer – Laptop Terminal – Intranet / Internet capable

- Designated Phone Line (Extension Numbers)
- List of all Contact numbers (Cell, Pagers, Blackberry) – Resource List
- Checklist of duties
- Note paper / pens

4. EOC: ALTERNATE SITES

In the event that the Civic Centre EOC has to be de-activated the following locations may considered as alternate EOC sites:

Park Ave Business Centre (PABC) Building located at 25 Creek Road in Chatham

- 1) Entegrus Building located at 320 Queen Street, Chatham (with permission of Entegrus)
- 2) Wallaceburg Service Centre, 786 Dufferin Avenue, Wallaceburg

Other sites may be designated by the CAO as back-up emergency operations centres.

ANNEX C: EVACUATION PLAN

1. Introduction

In this plan contains two types of evacuations:

- a) Pre-emergency: a pre-cautionary evacuation that should occur only when “sheltering in place” is not the preferred option and the time remaining before an emergency actually occurs can be confidently predicted.
- b) Post-emergency: an evacuation that should take inhabitants out of the hazard area only if it is safe to do so. In some instances sheltering in place - staying or going indoors and properly securing the premise can provide substantial protection against short or medium-term releases of hazardous materials.

2. Aim

The aim of the Evacuation Plan is to efficiently and effectively evacuate, transport and then shelter the inhabitants in safe designated locations.

3. Procedures and Responsibilities

The responsibility for the actual evacuation and for the security and protection of the evacuated area shall usually reside with the Chatham-Kent Police Service, assisted by other agencies. This may not always be the case as smaller areas that require immediate evacuation or areas that may be exposed to severe conditions may be evacuated by the Chatham-Kent Fire and Emergency Services or other municipal employees. All available provincial and municipal personnel may be requested to assist Police with the evacuation, as required.

There are eleven considerations involved in an evacuation:

1. Threat assessment
2. Establishment of an Outer Perimeter
3. Traffic Control and Security
4. Access Control
5. Public Alerting
6. Evacuation process
7. Evacuation Routes
8. Reception Centres
9. Re-entry of Evacuees
10. Sheltering
11. Pets and Livestock

4. Threat Assessment

Incident Command is responsible for conducting a threat assessment at an emergency site and determining the need for an evacuation. The following are factors to consider prior to an evacuation:

- The protection options available, i.e. - evacuation, sheltering-in place, or other protective measures.
- Factors that may make an evacuation difficult such as severe weather, topography, density of persons in evacuation area, non-ambulatory residents e.g. hospitals, etc., large number of inhabitants who are unfamiliar with the area such as tourists, and language barriers.
- The time required to safely evacuate inhabitants.
- The availability, suitability and capacity of reception centres and shelters to handle the expected number of evacuees.

5. Establishment of an Outer Perimeter

When determining the area to be evacuated, the following factors should be considered:

- The estimated area of potential danger given the emergency situation (dependent on factors such as material involved, explosive characteristics, wind direction, topography, etc.).
- The approximate number of persons to be evacuated.
- Special assistance requirements (sick, aged, infirm, hospital and nursing home residents).
- Transportation assistance required (buses).
- The estimated duration of the evacuation.

Incident Command is responsible for determining the outer perimeter of the emergency site and the area to be evacuated. If necessary, outside expertise and special software may be requested to help determine the emergency site perimeter.

Evacuees shall be guided as to how, when and by what route they shall take to evacuate and shall only be permitted to return into the evacuated area when the area is deemed to be safe, as determined by Incident Command in consultation with the CCG.

6. Traffic Control and Security

The evacuation process depends on the establishment of traffic control to ensure that there is an orderly free flowing movement of pedestrian and vehicle traffic out of the affected area.

The traffic control process utilizes strategically placed:

- police and other control officers,
- road barriers,
- emergency designation of one-way streets,
- signs and other traffic control aids at critical points.

The Operations Section Chief will oversee coordination of traffic control operations. Police shall assume responsibility for this operation.

7. Access Control

Unauthorized entry into the emergency scene perimeter shall not be permitted. This is in order to ensure that public safety is maintained, a safe evacuation is expedited and individuals are not necessarily exposed to contaminated areas.

Access/entry control into the hazard area for emergency responders, implemented through internal operating guidelines, ensures accountability, prevents unnecessary access and ensures that personnel making entry are wearing proper personal protective equipment.

Access control for the public shall be established immediately around the inner and outer perimeter zones at the emergency site and is usually established prior to the authorization of an evacuation, but is not limited to those situations requiring evacuation.

Incident Command shall oversee the coordination of hazard zone access through the Operations Section Chief and Chatham-Kent Police Services.

8. Public Alerting

Emergency responders will alert the public, with priority given to those persons located immediately within the vicinity of the hazard, about the need to shelter-in-place or to evacuate.

The Emergency Information Officer (EIO) or Public Information Officer (PIO - at the CAO or designate's discretion) is responsible for alerting the public through traditional media platforms, social media, the website and other communication platforms of an existing or an impending emergency. The EIO will also follow-up with messaging regarding evacuations, reception and sheltering.

Emergency notification may encompass an alert that "an emergency exists" followed by instructions on the appropriate actions to take (i.e. evacuation, sheltering, etc.). The initial alert may advise inhabitants where additional information can be obtained, i.e. traditional media, social media, the municipal website, an established citizen enquiry service, etc.

9. Evacuation Process

Private motor vehicles or walking routes are normally the primary means of initial evacuation. During the “alerting stage”, those persons with vehicles will be encouraged to provide rides to those without access to a vehicle.

For those transit-dependent evacuees who cannot arrange their own transportation or cannot arrange for ride-sharing, arrangements will be made for the provision of public transportation (i.e. buses) to assist evacuees with vacating the area. The Logistics Section Chief will be responsible for making transport arrangements as follows:

- Provide a bus shuttle service from the evacuation area to evacuation reception centres/shelter, as required.
- Arrange for private transportation firms (i.e. School Board bus lines, commercial bus lines, trains, taxis, etc.) to assist, as required, through prearranged agreements, contracts, or memoranda of understanding.
- Designate pick-up locations.
- Re-route public transportation as required and re-organize the bus service in order to ensure that service to areas outside of the emergency perimeter is not interrupted.
- Restore normal service outside of the evacuation area as soon as possible in order to minimize disruption.
- Dispatch buses to evacuation centres at the termination of the emergency in order to assist with the return of evacuees to their original pick-up locations.
- Restore normal transit service operations.

Chatham-Kent Emergency Medical Services (when available and upon direction from the Fire Paramedic Chief) will assist in transporting bed-ridden persons from homes and institutions such as hospitals. Other contracted medical transport providers and other transport providers may also be requested to provide medical transport assistance. The Erie St. Clair LHINS may also be able to assist with transportation coordination and finding temporary accommodations for non-ambulatory residents.

10. Potential Evacuation Challenges

The following problems may be encountered during evacuation situations:

- Access and exiting challenges due to congestion in densely populated urban areas that may be the result of: narrow or discontinuous streets, blocked streets due to debris, downed trees and power lines, and increased motor vehicle accidents.
- Transportation out of the area may be difficult for some (i.e. public transit users, non-ambulatory, etc.).
- Families may be separated during the work/school day, possibly resulting in emotional trauma and/or reunification issues.

- Individuals may refuse to leave due to the following reasons:
 - 1) There is failure to perceive the potential threat.
 - 2) There is fear for the security of property.
 - 3) There is concern for absent family members or pets.

In such instances, police or designates will instruct these individuals as to the severity of the problem and the need for evacuation. It should be stressed that these inhabitants may not expect emergency responders to provide future rescue services if they refuse to leave.

- If inhabitants still refuse to leave, police or designates will record their essential information, including next of kin. There is currently no power or authority to force someone to evacuate except the authority granted to the Medical Officer of Health and to an Assistant to the Fire Marshal under certain specific conditions (i.e., immediate danger to life from fire).
- Adverse weather conditions, especially in combination with rough terrain, may negatively affect evacuation procedures.
- People unfamiliar with the area (i.e., tourists, visitors) may have difficulty evacuating and should be provided with direction.
- Evacuated buildings may be searched for persons remaining on the premises. In addition, all potential utility hazards must be addressed by the utility agencies in the evacuated buildings (i.e. turn off gas, water and electricity).

11. Evacuation Routes

The Police are responsible for identifying the best evacuation routes that will allow evacuees to leave the area expeditiously and safely. Methods such as traffic light control, use of traffic barricades, and converting two-way roads into one-way roads out of the area may be used as required, if such changes from the norm do not increase confusion and congestion.

In selecting routes, emphasis should be placed on those routes providing the most direct removal of evacuees from the affected area. Care should be taken to direct evacuation traffic to upwind locations from the emergency.

Contracted tow trucks may be used to remove any disabled vehicles that may block or congest traffic. As well, specific routes should be kept clear to allow emergency vehicles access into and out of the emergency site.

12. Reception Centres

The Health and Family Services (H&FS) Department, in consultation with the CCG is responsible for selecting, opening and staffing reception centres. The following activities may be performed by H&FS:

In the event of an evacuation order, H&FS shall gather information from Police regarding

the approximate number of evacuees.

The appropriate reception centres shall be selected in consultation with the Community Control Group. The media and the public should be provided with information about the location of the reception centres through the Emergency Information Officer.

The appropriate number of trained staff shall be assigned to open the facilities. In an immediate evacuation where time is of the essence, the CKPS or CKFES may be required to select the most suitable nearby reception centre(s). These centres shall preferably be located as close to the evacuation area as is feasibly possible with the safety of the evacuees in mind (for example, a safe distance away from the incident that is upwind and uphill from any hazardous materials situation).

H&FS shall be notified as to any temporary emergency arrangements that have been made. Under less time constrictive circumstances (i.e. flood warning), H&FS will consult with Police to select the most appropriate reception centre(s).

With adequate advanced notice, H&FS shall make every effort to ensure that reception centres are prepared to receive evacuees. Some options for other agencies that may be able to assist include: the Canadian Red Cross, the Salvation Army, local community service clubs etc.

Arrangements for the use of outside volunteer agencies shall be made through the Administration Section Chief.

Provisions may be made that would allow those evacuees who are located at reception centres or temporary shelters to contact friends or relatives and to provide enquiry services. The IT Division may be enlisted to assist with this.

Whenever possible, arrangements should be facilitated with evacuees to stay with friends or relatives. Staying at an emergency shelter should be a last choice option.

H&FS shall liaise with Police and the Logistics Section Chief regarding the transportation and accommodation of evacuees. Every effort shall be made to prevent overcrowding in any one location.

At the discretion of H&FS, the Canadian Red Cross or other assisting agencies may be enlisted establish a registration service for arriving evacuees and an enquiry service where the public can obtain information on the status of family and friends affected by the emergency (i.e. information on the status of evacuees). The Police shall be responsible for informing the next-of-kin of any injuries or fatalities.

The Public Health Division of H&FS is responsible for monitoring health-related conditions in reception and evacuation centres.

All participating agencies operating at reception centres and at evacuation centres will assist in returning the facility to as close to pre-emergency conditions as possible upon termination of the emergency.

13. Re-entry of Evacuees

At the termination of an emergency and where an evacuation has occurred, Incident Command shall arrange for an assessment of each evacuated building and the area surrounding the evacuated building to determine it is safe for the evacuees to return. A Task force comprised of staff from CKFES, CKPS, Building, and the servicing utilities should be appointed to make the assessments and provide recommendations to Incident Command.

Every effort will be made to repatriate evacuees as quickly as possible. Once it is determined that it is safe to return, various approved methods of communications will be used to inform evacuees that they can return to their homes.

- H&FS shall oversee the signing-out and discharging of evacuees from reception centres.
- The Logistics Section Chief will arrange for public transportation to assist in the return of seniors, the disabled, non-ambulatory persons and those without vehicles in returning to their homes.
- C-K Police Services shall be responsible for securing the evacuated areas and for access control, and ensuring that there is an orderly re-entry to the evacuated area.
- Only residents (upon providing proof of residency) will initially be permitted back into the evacuated area.
- The Administration Section Chief may maintain enquiry services for a reasonable period of time after the emergency has ended to provide people with information and advice regarding post-emergency impacts.
- Once evacuees have vacated the reception centres, H&FS shall arrange for the facilities will be cleaned, restored and any supplies used replenished to their pre-emergency state.

14. Sheltering

In the event that the evacuation of an area would expose the population to a greater safety risk, Incident Command may decide that sheltering-in-place may be the best option.

Inhabitants of the affected areas will be notified to remain in their homes or place of employment and should be instructed to carry out the following steps for sheltering-in-place:

- Close all windows and doors.
- Turn off furnaces (or the lower temperature 15°C during the winter), air-conditioning and fans.
- Close all drapes and curtains.
- Put moist towels at base of door to act as an air seal.

- Have portable lights and a battery-operated radio at hand.
- Listen to local radio stations for more information on the emergency.
- Obtain tap water for future use - fill pails, tubs, etc.
- Move to the central basement part of the building to minimize any impacts of the emergency.
- After the danger has passed and the outside air is determined to be safe, increase the ventilation rate.

15. Pets and Livestock

An emergency situation can create several challenges when pets and livestock are involved. In most cases, it is best to contain animals in a safe place that can be sealed off from the inflow of outside air.

When an evacuation is ordered, pets may remain with their owners whenever possible.

Pets left in the evacuated homes should be contained within the home with sufficient food and water for several days unless other arrangements can be made. If possible, animal-friendly shelters, temporary holding facilities, animal transportation, and veterinary services should form part of a municipal pre-emergency animal plan drafted in consultation with local Chatham-Kent animal welfare agencies.

Where it is safe to do so, farmers will periodically be escorted back to their farms for such husbandry tasks as the milking of cattle, the feeding of chickens, hogs and other livestock, and ensuring that an adequate and accessible water supply is left for unattended animals.

Cattle and poultry barns that are computer-controlled should be programmed for maintaining adequate conditions for both day- and night-time (provided that there is a source of electricity).

16. Evacuation Zones

Incident Command or the CCG may consider dividing designated areas into a number of zones to assist with either a search or an evacuation. The criteria for zoning will be determined at the time of the emergency and may be based on population or designated area size. Considerations such as reception centre size, traffic patterns, and the ability to provide search and rescue services will all be considered. During the week, day-time populations may be less in urban areas, static in rural areas and greater in industrial/job centred areas. Incremental evacuation based on a grid or a designated area may be implemented at the discretion of Incident Command in consultation with the CCG.

ANNEX D: EMERGENCY COMMUNICATIONS PLAN

Upon implementation of the Emergency Response Plan, it will be necessary to effectively coordinate the release of accurate information to the public through traditional media, social media, municipal call-in centres and designated information lines. Information provided to the public must be timely, consistent and accurate.

The release of information shall be coordinated by the Emergency Information Officer (EIO) and shall be approved by either the CCG Chair or Incident Command.

The Emergency Information/Media Centre (EIC) may be established near the Emergency Operations Centre. Depending on the nature of the emergency, it may be necessary to establish a media information area, both near the EOC (as determined by the CCG) and adjacent to the emergency site as determined by Incident Command. These areas, if established, will be staffed as determined by the Emergency Information Officer.

The Citizen Enquiry Section will initially be located in the Civic Centre and will be staffed by customer service representatives. Assistance may be provided by other municipal business units or other entities as deemed necessary.

Social media challenges (for example Twitter limitations) shall be addressed by the Emergency Information Officer.

1. Emergency Information Officer

During an emergency, the EIO reports to Incident Command (regarding messaging emanating from the emergency site) and the Chair of the Community Control Group (regarding messaging from the Corporation). It shall be the responsibility of the EIO to coordinate all information that is provided to the media so that it is accurate, timely and consistent.

2. Citizen Enquiry Supervisor (Call Centre Manager)

The Citizen Enquiry Supervisor shall report to the Administration Section Chief and shall be responsible for the following:

- a) Establishing a Citizen Enquiry Service, including adequate staffing, telephone lines, and administrative support/resources.
- b) Informing the CCG regarding the establishment of a Citizen Enquiry Service and the designated telephone numbers.
- c) Ensuring that there is liaison with the Emergency Information Officer to obtain current information and approved messaging regarding the emergency.
- d) Responding to and redirecting enquiries and reports from the public based upon information received from the Emergency Information Officer (such as school closings, host schools, access and evacuation routes, location of evacuation centres or community shelters, etc.).

- e) Responding to and redirecting enquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- f) Responding to and redirecting enquiries pertaining to persons who may be located in evacuation and reception centres to the appropriate registration and enquiry telephone numbers. The enquiry services offered at reception centres shall be established in partnership with Health and Family Services staff.
- g) Acquiring additional staff and resources to address citizen enquiries as required.

ANNEX E: RESTORATION AND RECOVERY PLAN

The CCG and Incident Command must shift their focus from mitigation to recovery as soon as possible. The goal of the “recovery phase” is to quickly return the Municipality to as close to normal pre-emergency conditions as possible.

The CCG in consultation with Incident Command will determine when the emergency has entered the recovery phase.

A Recovery Committee shall be established by the CCG to address all aspects of the recovery phase of the emergency.

To facilitate a smooth transition from operations to recovery, the CCG will continue to address all matters related to recovery until such time as a hand-over is formally made to a Recovery Committee.

An emergency declaration may or may not still be in place when recovery operations begin.

1. Organization

Once major mitigation efforts are at or near conclusion, and at the discretion of the CCG, a smooth transition to the recovery phase shall occur. The CCG may pass the responsibility for further operations in connection with the emergency to a Recovery Committee.

The Recovery Committee may consist of the following positions and/or their designates, along with the required support staff:

- Chief Administrative Officer
- Municipal Engineer
- Municipal Treasurer
- General Manager, Health and Family Services (Directors of Housing, Public Health, and Employment and Social Services).
- Municipal Human Resources Manager
- Insurance Industry Representative
- Canadian Red Cross, Salvation Army
- Community Emergency Management Coordinator

Additional positions may be added to the Recovery Committee to provide expert advice and/or assistance as required. Sub-committees may be established to deal with specific areas of concern.

2. Recovery Strategy

During its initial and subsequent meetings, the Recovery Committee shall develop a strategy which includes goals, objectives and a timeline for the recovery process. This strategy will be used to guide the work of the Recovery Committee and should

incorporate any specific community needs or identified tasks. The strategy will also need to be periodically adjusted to reflect changing/evolving concerns and issues.

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

3. Recovery Committee Responsibilities

The following shall be responsibilities undertaken by the Recovery Committee:

- a) Ensuring that the essential services and utilities (electricity, water, sewers and waste water) are returned to service as soon as possible.
- b) Ensuring that critical infrastructure (example- hospitals, long term care facilities etc.) are returned to normal as soon as possible.
- c) Ensuring that other essential public infrastructure, including roads, bridges, traffic lights and signs, etc. are repaired or replaced as soon as possible.
- d) Ensuring that all structures and buildings within the Municipality are in a safe condition and are able to be re-inhabited. Those that are deemed to be unsafe, shall be secured from entry and signage posted warning of the danger.
- e) Ensuring that any remedial actions that are required are taken to rectify any unsafe building, property or environmental conditions.
- f) Ensuring that the health standards are met throughout the Municipality.
- g) Providing assistance in the relocation and establishment of temporary housing for affected persons.
- h) Providing assistance and support for the public in addressing insurance issues.
- i) Providing special clean-up and debris removal assistance.
- j) Assisting in the provision of counseling sessions (victims' counseling services, critical incident stress debriefing for emergency personnel and volunteers, as well as for the general population).
- k) Coordinating requests for funding support with other levels of government.
- l) Ensuring that information on the recovery process and support activities are disseminated in a clear and timely manner to the public.
- m) Developing damage assessment reports.
- n) Provide other services as required in order to facilitate the recovery.

ANNEX F: SEVERE WEATHER PLAN/FLOOD PLAN

The Chatham-Kent Weather Plan is designed to accompany the Chatham-Kent Emergency Response Plan (the Plan), the St. Clair Region Conservation Authority and Lower Thames Conservation Authority Flood Warning Plans. In the event of a weather emergency, this plan is intended to provide a guidance to departments, divisions and personnel.

In addition to the provisions found within the Municipal Act and the Emergency Management and Civil Protection Act, the aforementioned plans outline the municipality's responsibility for ensuring the safety and welfare of its residents. The municipality will therefore be responsible for emergency operations and for the alerting and evacuation of residents from weather prone areas. In addition, it will be responsible for obtaining the equipment and supplies necessary to deal with weather emergencies.

To supplement municipal operations, the respective conservation authorities may assist with weather forecasts, flood watches, for providing flood and stream flow data and for securing additional resources through the Ministry of Natural Resources and Forestry as required.

The Province of Ontario, through the Ministry of Natural Resources and Forestry will be responsible for providing meteorological and hydro-meteorological analysis and forecasts; determining when a provincial weather emergency exists and taking the appropriate actions.

Critical Weather Evacuation Strategy

A successful weather evacuation strategy relies on six (6) key elements. These elements include but are not limited to the following:

- 1) The development of an effective and tested weather evacuation plan.
- 2) Notification of those who are at risk.
- 3) Transportation of those at risk to a safe area and the ability to effectively address the needs of those residents with mobility impairments.
- 4) Clearly identified egress routes out of the weather affected zone and the erection of easily understood signage to direct evacuees.
- 5) The establishment of a reception centre and if necessary, an approved shelter.
- 6) A plan to deal with pets and other animals (people may decide to place their safety in jeopardy and not leave their animals).

The Plan

1) The development of an effective and tested severe weather/flood evacuation plan

- Each department/division within the municipality of should develop a weather contingency plan. This plan would provide specific direction to staff in the event of a weather emergency.

- Personnel should actively participate in the pre-planning of buildings, occupancies and neighbourhoods that are at risk for weather events. They shall also participate in regular exercises established for the purpose of testing the weather response plan.
- The level of weather response training provided to personnel will be based on operational expectations during a weather emergency. It will be up to the individual departments/divisions to determine the type and level of training provided.
- A resource book should be developed with a list of approved suppliers that can be utilized during a weather event, for example: dewatering pumps, generators, personal floatation devices, boats and other water craft.
- Proper mapping of weather prone areas (example flood plains) will be secured through the Chatham-Kent GIS Department, and placed at the disposal of the CCG and Incident Command. These maps will include designated grids or divisions that could be utilized to organize an evacuation strategy during an emergency.
- Each department/division should develop operating guidelines that are specific to weather events, mitigation strategies and evacuation procedures.
- A list of volunteers and a specialized skills inventory list should be developed for those who are willing and can be placed into service during a weather emergency.
- The EIO will assist the municipality with the development and implementation of an emergency communications strategy that will include traditional media outlets as well as social media. The EIO will also assist with the development of public safety education programming and messaging that relate to flood emergencies.

2) Notification of those at risk

- The Municipality will utilize an emergency notification procedure to notify residents of a pending weather emergency. This notification procedure may include one or all of the following: special television alerts, strategically placed electronic signs, computer-aided automatic messages, the use of media partners, social media (Twitter, Facebook) and the Chatham-Kent municipal website.
- It is assumed that the municipal call centre will be activated in the event of a severe weather emergency. Stakeholders will be directed to call the centre to a) confirm that a weather emergency exists and b) that their property lies within the zone that may be potentially affected is at risk for flooding.
- Upon notification that a weather emergency exists, designated personnel will take whatever steps are necessary to ensure that all department/division resources are secure and if necessary, able to respond or assist with any weather related emergency event within the municipality.
- Consideration for the redeployment of personnel, equipment and supplies should be considered for those areas of the municipality that are considered “at risk” for

the specific imminent weather event. Redeployment locations may be selected as part of the emergency continuity of operations planning process.

- Upon notification that a weather emergency is pending, members of the Community Control Group or the CEMC may initiate the emergency notification system and activation of the EOC. Departments/divisions shall address their own internal staff communication needs.
- Departments/divisions may also chose to establish their own department/division specific emergency operating centres.
- A direct communications link will be established between the EOC and the Chatham-Kent Police Emergency Communications Centre (ECC).
- Once established, the EOC will serve as the Coordination Centre for the weather event. Specific priority attention will focus on life safety and the protection of critical infrastructure (see EOC Manual).
- An IMS Command and Control structure will be established to directly manage the emergency and the areas affected by the weather event. The appointment of several “Area Commanders” may be required to manage multiple areas adversely affected by the weather event.
- The following issues shall be considered when formulating the Incident Action Plan:
 - The declaration of the emergency.
 - Providing important emergency related information to the public.
 - Provisions for non-ambulatory members of the public (shelter-in-place, evacuation)
 - Providing important emergency related information to staff located in all outlying municipal buildings.
 - Providing information to other levels of government and neighbouring municipalities.
 - Activation of department/division specific continuity of operations plans.
 - The notification and call-in of staff, the activation community volunteers and maintaining staff/volunteer accountability (Administration Section Chief).
 - Activation of mutual aid or fee for service agreements
 - Securing back-up radio communications (consider amateur radio club, satellite phones etc.).
 - The procurement of internal resources (Logistics Section Chief).
 - The procurement of resources from outside agencies (Logistics Section Chief)
 - The tracking of municipal resources.
 - First responder access to those areas of the municipality that have been affected by the weather event (clear access routes of snow, ice, flood waters, debris).
 - Assisting with the communication of alternate emergency access routing to emergency personnel, resulting from road closures due to weather.
 - The development of staff shift rotations.

- The relocating or collocating municipal resources for protection and to enhance response efficiency.
- Maintaining staff accountability.
- Developing a damage assessment protocol for those areas adversely affected by the weather emergency.
- The completion of the appropriate forms and the maintenance of appropriate records.
- The provision of detailed resource status information to the Logistics Section Chief.
- The review and implementation of operating guidelines, plans and procedures for specialized responses such as hazardous materials, technical rescue and search and rescue.
- Ensuring that decontamination facilities are set up for those exposed to flood waters and other contaminants resulting from the weather emergency.
- Ensuring that staff receive medical follow-up if they have been exposed to contaminants.
- The development of an Incident Action Plan for each operational period (Planning Section Chief).
- Initiating the Recovery Plan and consider extraordinary measures to facilitate the clearing of debris.
- Ensuring that there is access to essential operating supplies such as fuel, back-up power generation etc. (Logistics Section Chief)
- Establishing temporary reception centres or shelters.
- Staying in contact and providing updates to the family members of on-duty staff and acting as an internal communications conduit.
- Municipal personnel may be required to assist with the public notification process, either via door to door visits, through the use of truck PA systems or through the use of bull horns (example water advisories).
- It should be noted that most vehicles are not designed to withstand water intrusion into vital component areas such as: the air intake, the electrical components, the drive train etc.

3) Transportation of evacuees to a safe area and addressing the needs of citizens with mobility impairments.

- This plan makes the assumption that the municipality will have enough warning time to notify weather “at risk” residents and businesses to allow time for a self-evacuation. Those weather events with little or no warning time must also be considered.
- Municipal personnel will conduct all operations according to approved operating guidelines. At all times the safety of personnel shall be the priority. Staff will not be directed to engage in operations that go beyond their level of training.
- Those being transported to safe areas will be taken to the nearest reception centre to be processed, and then moved to the appropriate shelter via an approved method of transportation.

4) Clear egress routes out of the flood zone and the erection of easily understood signage

- Designated evacuation routes will be determined by Incident Command and then communicated to emergency responders and the community. The CCG will determine if a staggered system of evacuation is appropriate to avoid overcrowding of evacuation routes, or if an all point's immediate evacuation is required.
- Public Works will post appropriate signage that designates the proper evacuation route and will supply barricades for designated locations. Other municipal staff may be requested to assist with the posting of signage that designates the evacuation route.
- Police will ensure that the designated evacuation routes are followed. The designated evacuation routes will lead to the designated reception centre. If needed there will be a subsequent emergency routes established to facilitate travel to the designated shelter.

5) The establishment of a reception centre and evacuation shelter

- As determined by the CCG a call-in centre may be opened to provide information to residents regarding the flood emergency.
- The Municipality may also designate and staff a reception centre to process and to provide accountability for all evacuees. All designated evacuation routes should lead to the reception centre.
- A designated shelter may be opened to evacuees. It shall be equipped with all of the required amenities, inspected by the appropriate agencies and staffed by H&FS or other approved agencies.

6) Plan to deal with pets and other animals

- The involvement of municipal staff with pets and other animals will be limited to assisting those persons trained in dealing with animals in getting to a specific site, facilitating radio communications and providing for the safety of animal rescue personnel. Municipal personnel who are not trained to deal with animals and will not engage in direct contact with animals.

7) Other Operational Considerations

- Water/rescue operations will be in accordance with NFPA 1952 standards and department/division operating guidelines.

- The CCG will determine the priority weather affected areas that will: present a life-safety risk, require assistance with evacuation, require diking and dyke patrols (sandbagging, other containment operations).
- Priority operations will be established by Incident Command and will most likely be directed toward the following:
 - Priority # 1 - occupancies with a life-safety risk or that house non-ambulatory residents.
 - Priority # 2 - the protection of critical municipal infrastructure as identified by the EOC.
 - Priority # 3 - the protection of other critical occupancies as determined by the EOC.
 - Priority # 4 - other residential occupancies based on an assigned level of risk and priority level.
- One or more Incident Command Posts may be set-up at a strategic location(s) throughout the municipality to provide site command and control.
- Incident Command will be assigned to each command post.
- One or more resource staging locations will be established at strategic locations throughout the municipality, and placed under the direction of a staging officer.
- All municipal resources assigned to a specific area shall first report to the designated staging area.
- CKFES personnel may be assigned to assist with evacuation efforts. Evacuation operations will be conducted according to the appropriate flood evacuation guideline. In general operations shall include the following:
 - a hazard-risk analysis of each assigned evacuation area shall be conducted prior to staff entry,
 - each evacuation group will assign a stationary accountability officer,
 - the assignment of a specific and defined search (grid) area and the use of a systematic approach for search, rescue and evacuation that shall be coordinated with other agencies,
 - a size-up of each occupancy visited shall be recorded,
 - the facilitation of utility shutdown, coordinated with the occupancy owner and the utility agency,

- the use of the appropriate materials, equipment and protective devices and may include: boats, PFD, lights and flashlights, door chocks, electricity lockout kits, forcible entry tools, key box keys, portable radios, thermal imaging cameras, $\frac{3}{4}$ rubber boots, gas shut-off tool, voltmeter or night lights (to determine if a source is energized),
- boat evacuations shall be according to approved operating procedures,
- all persons on board the boat must be assigned and must don an approved PFD,
- staff evacuating residents must complete the appropriate forms and records,
- residents who can self-evacuate will be directed to follow the designated evacuation route and report to the designated reception centre.
- Occupancies shall be marked at the main entrance or on the front door with a coloured piece of plastic, based on the following colour system:

8) Sample Evacuation and Utility Shut-down Colour Marking System:

- Blue - a completed evacuation,
- Yellow - unable to contact (include a note to call the public information centre)
- Orange - refusal to evacuate
- Green – all utilities shut-down
- Red – unable to confirm the shutdown of utilities
- White – only one utility shutdown (make a note of the utility that has been shut down on the plastic colour marker)
- Municipal personnel shall work, whenever possible, to mitigate any hazards that develop during the emergency
- Police will be responsible for the establishment of area security and area shutdown. Area access passes may be issued to residents.
- Police will be responsible to ensure that there is enough on-duty staff working in the Emergency Communications Centre (ECC) to address the emergency and to ensure that there is adequate technical and administrative support is available.
- The Logistics Section Chief will be responsible for maintaining active vehicles and ensuring that, if there is any disruption in fuel supplies that alternate fueling arrangements are made.
- The EIO will work to: develop a communications strategy, assist with the community alerting protocol, guide residents and monitor media and social

outlets during the emergency. All media releases and communication will be approved at the CCG.

- A Reinhabitation Task Force comprised of resources from Building Services, By-law Services, Fire Prevention, Planning Services, Chatham-Kent Hydro and Ontario Hydro will work together to ensure the safety of all buildings during the emergency and during the recovery/energization/re-inhabitation phases. Reinhabitation will not be permitted until this task force approves the re-entry.
- Administrative support staff will be deployed to assist the CCG in the EOC and Incident Command.
- Medical triage and treatment centres may be established.

9) Recovery

- CKFES may be asked to assist with the remediation and recovery efforts.
- CKFES may be requested to set-up decontamination centres for those exposed to flood waters. This should be accompanied by medical follow-up.
- Priority recovery efforts such as the establishment of safe drinking water sources, the remediation of cisterns, buildings and materials exposed to flood waters will be directed through the EOC. A plan for the removal and disposal of materials damaged by the flood shall be included in the recovery plan.
- A re-energization and re-inhabitation plan will be coordinated through the EOC and based on successful inspections by the Reinhabitation Task Force. Structural damage assessment and utility safety will be a part of the Task Force's mandate.
- Industry and businesses exposed to flooding may require assistance during the recovery phase.
- The CKFES Operations Group may be asked to assist with debris management, pumping out basements, and providing other public assistance as required.

10) Assumptions

- The Chatham-Kent Emergency Response Plan will be implemented.
- The CCG operating in the EOC will be activated.
- If applicable, both conservation authorities will implement their flood emergency plans.
- There will be sufficient warning for most residents and businesses to evacuate weather prone areas prior to an emergency being declared.
- The Municipality will look to establish one or more of: call centres, reception centres and shelters.

ANNEX G: PROVINCIAL DISASTER RELIEF ASSISTANCE PLAN

Disaster Declarations and Disaster Relief Assistance

The declaration of a “State of Local Emergency” is made in part, in order to receive financial and resource support from other levels of government.

Once a declaration has been made, the request is sent to the Province to determine the level of assistance that can be provided.

The various types of Disaster Relief Assistance generally include:

- 1) Funding assistance with restrictions.
- 2) The Ontario Municipal Disaster Recovery Assistance Program.
- 3) The Municipality can also request Federal Government support through the proper channels.
- 4) For homeowners, the Disaster Recovery Assistance for Ontarians Program Guidelines have been placed on the www.ckfes.ca; website.

Municipal Disaster Recovery Assistance Program

Municipalities are advised to carefully read the Municipal Disaster Recovery Assistance guidelines for important information pertaining to eligibility and application requirements. For step-by-step technical instructions regarding organizing documentation and inputting data into these claim forms, please refer to the Claim Forms

Claimant:	<input type="text" value="Municipality of Gold Standard"/> <small>Enter the legal name of the municipality</small>	Mailing Address
Type of Event	<input type="text" value="E.g. tornado, severe flood, landslide"/>	Street Address: <input type="text"/>
Municipal treasurer:	<input type="text"/> <small>Name (Last, First)</small>	City/Town: <input type="text"/>
	<input type="text"/> <small>Email</small>	Postal Code: <input type="text"/>
	<input type="text"/> <small>Telephone</small>	Date Submitted: <input type="text"/> <small>(YYYYMM/DD)</small>
Secondary Contact:	<input type="text"/> <small>Name (Last, First)</small>	
	<input type="text"/> <small>Position title</small>	
	<input type="text"/> <small>Email</small>	
	<input type="text"/> <small>Telephone</small>	

Show All Tabs
(Must be opened to print entire workbook)

Hide All Tabs

This Excel Workbook contains the following claim form components:

-
-
-
-
-
-
-
-
-
-

[Go Back to Home Page](#)

Claimant: Municipality of Gold Standard

Instructions: This **Attestation form** must be completed, printed and hand-signed by the municipal treasurer or the person who has been delegated authority. Refer to **Chapter 10** of the Claim Forms User Guide for detailed instructions on filling out this form, and refer to **Chapter 12** for claim form submission instructions.

Attestation:

I have reviewed the claim and the attached supporting documentation, and have personally verified that any copies are a true and accurate representation of the originals. Expenses and revenues noted in the claim submission accurately reflect incremental costs incurred as a result of a natural disaster. I have verified and attest that estimated costs and supporting documentation noted in the claim submission accurately reflect estimated future costs that will be incurred as a result of a natural disaster.

I also confirm that, to the best of my knowledge and understanding, expenses submitted meet the eligibility criteria outlined in the Municipal Disaster Recovery Assistance guidelines. I have been authorized by municipal council to submit this claim.

Please check this box to confirm attestation

Name:

Position Title:

Legal Name of Claimant Municipality:

Signature:

* A hand-written signature is required. Once signed, please scan this attestation to an electronic format (e.g. PDF) and include it with your claim submission. Typed or electronic signatures will not be accepted. Please ensure that the claims forms are submitted electronically in Excel (not PDF).

Date:

ANNEX H: EOC ACTIVATION CHECKLIST

1. Activation Phase:

- Upon arrival, check in with EOC Security or EOC Support staff. Log in on the designated sign-in sheet.
- If you are a representative from an outside (non-municipal) agency: register with the administrative support person assigned to EOC check-in.
- Report to the CEMC regarding a situation update.
- Set up your workstation, review your position checklist and relevant plans
- Establish and maintain an activity/position log.
- Determine if any additional resources are needed (stationery, phone, computer, reference documents, etc.) not already provided, advise EOC Support Staff.
- Consider whether relief will be needed (when, who) and then notify them well in advance of the end of the operational period.

2. Relief Handover Phase:

- Describe the emergency situation and evolution to incoming staff members
- Review the workstation, resources available, and position log
- Review tasks in progress, tasks pending, and upcoming priorities
- Try to finish short-duration tasks before leaving
- Document the departure of out-going staff and the arrival of incoming staff

3. Demobilization Phase:

- Deactivate your assigned position and close out the position log when authorized by the CEMC.
- Complete all required forms and reports, submit to the CEMC prior to your departure.
- Note any supplies that need replenishing.
- Clean up the work area. Return any materials specifically issued for your use during this emergency, place the rest back in your EOC Kit
- Leave a forwarding number where you can be reached
- Sign out at the Check-in/Check-out location.

ANNEX I: DECLARATION AND TERMINATION FORMS

Declaration of A Municipal Emergency

To: Minister of Community Safety and Correctional Services
Attention: Office of the Ontario Fire Marshal & Emergency Services

Fax: (416) 314-0474
Phone: (866) 314-0472 (Provincial Operations Centre)

I,

- Mayor of the Municipality of Chatham-Kent, or
- Acting Mayor of the Municipality of Chatham-Kent

hereby declare a state of local emergency in the Municipality of Chatham-Kent, in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, c E.9 s.4.(1) due to the emergency described herein:

for an Emergency Area or part thereof bounded by the following location(s):

1. _____
2. _____
3. _____
4. _____
5. _____

As of _____ am/pm, _____ (Date)

Head of Council

“Sample” Emergency Termination Format

Termination of Declared Municipal Emergency

To: Minister of Community Safety and Correctional Services
Attention: Ontario Fire Marshal and Emergency Management

Fax: (416) 314-0474
Phone: (866) 314-0472 (Provincial Operations Centre)

I,

- Mayor of the Municipality of Chatham-Kent, or
- Acting Mayor of the Municipality of Chatham-Kent

hereby declare a state of local emergency terminated in the Municipality of Chatham-Kent, in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, c E.9 s.4.(1) due to the emergency described herein:

for an Emergency Area or part thereof bounded by the following location(s):

1. _____
2. _____
3. _____
4. _____
5. _____

As of _____ am/pm _____ (Date)

Head of Council

ANNEX J: IMS APPOINTED OR ASSIGNED POSITIONS

Incident Command/Unified Command Team Responsibilities (General)

- Establish site Command Post and if necessary, a Department Operating Centre,
- Develop strategies and tactics to mitigate the emergency incident,
- Develop a regular meeting cycle with all stakeholder organizations,
- Ensure that an Incident Action Plan (IAP) is developed for the operational period,
- Develop an organization to address the emergency that includes the following staff positions: planning, logistics, operations and safety site organizational components along with division, branch, group or sector officers/leaders as required to maintain a realistic span of control and frontline staff,
- Develop site safety procedures – accountability, rapid intervention, safety officer, employee rehabilitation, critical incident stress debriefs etc.,
- Establish resource staging locations,
- Ensure that an interoperable communications system is in place if possible,
- Establish an emergency site perimeter, isolate the scene and determine the emergency site layout,
- Participate in the Planning Cycle,
- Establish evacuation priorities, routing and transportation resources,
- Request additional resources through the EOC.

Incident Commander or Unified Command Team

The Incident Commander or Unified Command Team is responsible for the overall management of the incident, including the establishment of: the emergency site perimeter, the incident objectives/strategies and the overall coordination of all incident activities.

For most incidents, a single individual will fulfill the function of Incident Command. However under certain unique conditions, a Unified Command Team may be established to assist in the Incident Command role.

Unless otherwise delegated, all emergency site activities fall under the responsibility of Incident Command. The Incident Commander may have a Deputy IC from the same organization/jurisdiction, or from another assisting organization or jurisdiction.

Activation:

- Incident Command (at a site or at the EOC)

Reports to:

- EOC - CCG

a. Activation Actions

- Determine appropriate level of activation based on situational factors.
- Mobilize the appropriate number of personnel for the initial activation.
- Obtain a briefing from current Incident Commander using the **Incident Briefing Form (IMS 201)** and/or **Incident Status Summary Form (IMS 209)** as applicable.
- Assess the incident situation:
 - Review the status of the current situation and the initial incident objectives.
 - Obtain information from other agencies and organizations.
 - Ensure that all stakeholders impacted by the incident have been notified.
- Determine the need for a Unified Command Team and advise the EOC.
- Ensure that the Incident Command Post (ICP) is properly set up and ready to assume operations and ensure that there is a communications link to the EOC.
- Ensure that an incident check-in procedure is established immediately and that the initial incident perimeter and the emergency site layout is established.
- Determine which IMS sections are needed. Assign Section Chiefs or Sector/Division/Group Officers as appropriate and ensure that they are staffing their sections and obtaining the needed resources as required.

- Determine which Command Staff (Deputy IC, Safety Officer, Emergency Information Officer, Liaison Officer) positions are required and ensure they are filled as soon as possible.
- Establish the level of planning that is required (follow the Planning P):
 - Written Incident Action Plan (IAP).
 - Contingency Planning.
 - Formal Planning Meetings.
- Schedule meetings, as required (see Operational Planning Cycle):
 - Incident Briefing.
 - Initial Command Meeting.
 - Objectives/Strategies Meeting.
- Establish the Operational Period and briefing schedule.
- Confer with the General Staff (Section Chiefs) to determine what representation is needed at the ICP from other organizations/jurisdictions.
- Ensure that email capability, cell phones, or radio communications within the EOC is established and functioning.
- Ensure that the **Incident Organization Chart Form (IMS 207)** is completed and posted.

b. Operational Actions

- Ensure that the welfare and safety of all first responders is addressed.
- Monitor Command Staff activities to ensure that the appropriate actions are being taken.
- Authorize protective action statements as necessary.
- Determine the status of the emergency declaration and delegation of authority from the EOC/CCG. Work with the CCG to determine if a declaration a local state of emergency should be declared in accordance with organizational protocols.
- Establish parameters for resource requests and releases:
 - Review requests for critical resources.
 - Confirm who has ordering authority within the organization.
 - Confirm those orders that require Command authorization.
- Authorize the release of emergency information to the public and media in consultation with the CCG and obtain advice from the EIO (Site and EOC):

- Establish and maintain liaison with supporting or assisting organizations (this may be delegated to the Liaison Officer).
- Provide information and briefings to senior and elected officials as required.
- Establish or activate additional IMS facilities as needed.
- Ensure that Planning Meetings are taking place.
- Approve and authorize the implementation of the IAP including:
 - Reviewing the IAP for completeness and accuracy.
 - Verifying that incident objectives are being incorporated into the IAP and are being prioritized.
 - Sign the IAP.
- Ensure that Command and General Staff are progressing as required.
- Keep the EOC and partner organizations informed of incident-related problems, progress or lack of progress.
- Order the demobilization of the incident when appropriate.

c. Demobilization Actions:

- Follow the Demobilization Checklist.
- Authorize the demobilization of sections, branches and units when they are no longer required.
- Notify stakeholder organizations and jurisdictions of the expected planned demobilization time.
- Ensure that any open actions not yet completed will be handled after the demobilization.
- Ensure that all required forms or reports have been completed prior to demobilization.
- Be prepared to provide input into the after action report.
- Demobilize incident facilities and operations at the designated time, as appropriate.

Common Responsibilities – All Personnel

This list provides an overview of the common responsibilities applicable to all personnel operating within an Incident Management System. Some assigned tasks require one-time only actions, while other assigned tasks are repetitive and will require that these actions be taken for

the duration of the incident.

Activation:

This section applies to all staff who have been assigned roles within an Incident Management System.

a. Activation Actions

Receive the assignment from your organization, including:

- Job assignment (e.g. Situation Unit Leader, etc.).
- Consult the Position Checklist (if applicable).
- Report to the designated location at the designated reporting time.
- Request travel/routing instructions (if applicable).
- Make note of any safety instructions (if applicable).
- Make note of any special instructions (e.g., designated radio frequency, contact information etc.).

Upon incident arrival, check-in at designated Check-in Location, using the **Incident Check-in List (IMS 211 Form)** or **EOC Check-in List (IMS 2011-B Form)**. Check-in may be found at the following locations:

- Emergency Operations Centre (EOC).
- Incident Command Post (ICP).
- Staging Areas.
- Normal report for work locations.
- Note: If you are instructed to report directly to a line assignment, check in with the Sector/Division/Group Supervisor.

Receive a briefing note from the immediate supervisor. Clarify any questions.

- Note: representatives from other assisting or supporting organizations should report to the Liaison Officer at the EOC or ICP, after check-in.

Set up your workstation, review your position responsibilities and acquire any required work materials.

Establish and maintain an **Activity Log Form (IMS 214)** that chronologically describes all of your actions and any decisions taken during your shift.

If you are a supervisor, organize and brief your direct reports (if applicable) on the following:

- Specific job responsibilities.
- Co-workers within the job function.

- Defining functional work areas.
- Eating/sleeping/rehabilitation arrangements.
- Procedural instructions for obtaining additional supplies, services and personnel.
- Identification of operational period work shifts.
- Clarification of any important points pertaining to assignments.
- Provisions for specific debriefings/handover at the end of the operational period.
- Account for all assigned personnel and ensure their personal at all times.
- The current **Incident Action Plan Form (IMS 1001/202)** or **Incident Briefing Form (IMS 201)**, if an Incident Action Plan has not yet been developed.

Know the assigned contact information requirements for your area of responsibility (e.g. phone number, radio frequency, etc.) and ensure that communication equipment is operating properly.

b. Operational Actions:

Use clear text and IMS terminology (no codes) in all communications.

Complete the forms and reports required for the assigned position and send them through the supervisor to the Planning Section (Documentation Unit, if activated). Most large incidents rely heavily on the use of IMS forms to manage information/resources and maintain accountability. Ensure all forms are dated using the YYYY/MM/DD format.

Maintain an **Activity Log (IMS 214)**.

At the end of the shift, provide a detailed handover briefing to the relieving shift. Ensure that all in-progress activities, outstanding issues, and follow-up requirements are identified during the briefing.

c. Demobilization Actions:

Respond to demobilization orders and brief subordinates regarding demobilization procedures. Ensure that the Supervisor provides for a debriefing.

Deactivate your assigned position and close out logs when authorized by the Supervisor.

Complete all required forms, reports and other documentation. All forms should be submitted through the Supervisor to the Planning Section, as appropriate, prior to departure.

Be prepared to provide input into the after-action report.

If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation. Note any outstanding issues or unusual events.

- Clean up the work area before leaving.
- If de-activating email accounts or telephones, set required notifications (e.g. out-of-office email or voicemail notification).
- Leave forwarding contact information where you can be reached.
- Turn in assigned equipment.
- Complete a **Demobilization Checkout Form (IMS 221)**.
- Send all completed forms and reports through the supervisor to the Planning Section (Documentation Unit, if activated).

Command Staff: Liaison Officer

The Liaison Officer (LO) serves as the primary contact for all assisting and supporting organizations and advises the Incident Commander on issues related to outside assistance and support, including current or potential inter-organizational needs.

The Liaison Officer may be assigned assistants from other organizations who are also involved in the incident response. Tasks may be delegated to the appropriate assistant, if applicable.

Activation:

- May be activated/located at the both the EOC and/or the Incident Command Post (there may be two Liaison Officers)

Reports To:

- Incident Commander

a. Activation Actions

- Follow the Activation Checklist.
- Obtain a briefing from the Incident Commander:
 - Determine current status of the Incident using the **Incident Status Summary Form (IMS 209)**.
 - **Identify the current organizations involved in the Incident by referencing the Incident Organization Chart (IMS 207) form, Organization Assignment List (IMS 203) form, Resource Assignment List (IMS 204) form etc.**
 - Determine whether these organizations are:

- 1) Assisting (providing personnel, services, or other direct assistance/resources to the organization) , or
- 2) Supporting (providing support services to the organization with direct responsibility for parts of IMS, but not providing any direct support or input to the incident itself).

Obtain information on assisting/supporting organizations, including:

- Contact person(s).
- Email/Pin/Phone numbers.
- Radio frequencies.
- Cooperative agreements.
- Resource type and availability.
- Number of personnel.
- Condition of personnel and equipment.
- Organizational constraints or Limitations.

b. Operational Actions

- Establish a workspace for the liaison function and notify the organization's representatives of the location.
- Contact and brief assisting/supporting organizations and mutual aid partners.
- Interview representatives concerning resources, capabilities, and restrictions on use. Provide this information at Planning Meetings as needed.
- Work with Emergency Information Officer and Command Staff to coordinate media releases associated with inter-organizational cooperation issues.
- Monitor incident operations to identify potential inter-organizational problems. Keep Command apprised of problems as they arise.
- Bring complaints to the attention of the Incident Commander.
- Attend Planning Meetings and provide briefing information.

c. Demobilization Actions

- Follow Common Responsibilities in the Demobilization Checklist

Emergency Information Officer

The Emergency Information Officer (EIO) is responsible for the development and release of approved emergency information to the public, for monitoring traditional and social media and for addressing and correcting any misinformation.

Command must approve all emergency information that the EIO releases. During a complex incident, assistants may be assigned to the EIO as required.

Activation:

- Activated at the EOC, an assistant may be appointed to work at the emergency site

Reports to:

- CCG or the Incident Commander

a. **Activation Actions**

- Follow the Activation Checklist.
- Obtain a briefing from Command:
 - Determine current status of the Incident by referencing the **Incident Status Summary (IMS 209) form**.
 - Identify the current organizational structure by referencing the **Incident Organization Chart (IMS 207) form, Organization Assignment List (IMS 203), Resource Assignment List (IMS 204)** etc.
 - Determine facility/location for the media to gather (Emergency Information Centre, Incident Command Post, EOC, or other).
 - Determine the current level of media presence, either at the site or near the EOC.

b. **Operational Actions**

- Obtain policy guidance from Command with regard to media releases.
- Establish a workspace for the Emergency Information function and notify organizational representatives of the location.
- Determine any staffing requirements and make the required personnel assignments as they relate to the Emergency Information Centre (EIC).
- Contact and correspond with local organizations, stakeholders and other jurisdictions to coordinate emergency information activities.
- Participate in briefings to senior official(s):

- Determine what constraints are in place regarding the sharing of information.
- Assess the need for issuing special alerts and warnings
- Coordinate the development of protective action statements with the Operations Section.
- Prepare an initial information summary as soon as possible after activation. If no other information is available, consider the use of the following general statement:
- Sample Initial Information Summary:
 - We are aware that an [accident/incident] involving [type of incident] occurred at approximately [time], in the vicinity of [general location]. [Organization personnel] are responding, and we will have additional information available as we are able to confirm it. We will hold a briefing at [location], and will notify the press at least mins/hrs prior to the briefing. At this time, this briefing is the only place where officials authorized to speak about the incident and confirmed information will be available. Thank you for your assistance.
- Arrange for necessary work space, materials, telephones, and staff. Consider assigning an assistant Emergency Information Officer for remote locations.
- Establish contact with local, provincial and/or national media representatives, as appropriate.
- Establish a schedule for news briefings (this should be linked to the operational period). Monitor any misinformation that may be circulating and inform the EOC and the IC.
- Coordinate with the Administration Chief regarding the activation and staffing of a message centre to receive requests and answer questions from the public. Provide statement sheets to the Message Centre staff.
- Obtain current incident status reports from the Planning Section. Establish a schedule for updates.
- Observe constraints on the release of information imposed by Command or the CCG in the EOC.
- Obtain approval for information releases from Command:
- Confirm details to ensure there is no conflicting information that is released.
 - Identify the emergency site and the time for press briefings, and confirm participation by other members of the Incident Management Team.
- Release approved emergency information to media, and post information at the Incident Command Post, EOC and other appropriate locations.

- Record all interviews and copy all news releases:
 - Contact media to correct any erroneous or misleading information that is being circulated.
- Coordinate information releases with personnel from other impacted organizations and jurisdictions.
- Attend Planning Meetings and brief the participants as required.
- Respond to special requests for information.
- Provide all news releases, bulletins, and summaries to the Documentation Unit to be included in the final incident package.
- Confirm with all stakeholders that they understand the process for the release of information concerning incident-related injuries or deaths.

c. Demobilization Actions

- Follow the Demobilization Checklist.

Safety Officer

The Safety Officer (SO) monitors safety conditions and develops safety measures to ensure that the health and safety of all emergency responders is maintained. 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, safety and wellness of all incident responders. This is accomplished through communication with Incident Command, the Operations Section Chief and the Planning Section Chief.

The Safety Officer must have the knowledge and the experience to be able to control or reduce occupational hazards and exposures. Tasks may be delegated to the appropriate assistant Safety Officer if required.

Activation:

- Must be activated and reports to the emergency site
- Another Safety Officer may also be appointed in the EOC to liaise with the site Safety Officer

Reports To:

- Incident Commander

a. Activation Actions

- Follow the Activation Checklist.
- Obtain briefing from Command and/or the on-scene or in-place Safety Officer.

b. Operational Actions

- Establish a workspace for the Safety Officer function and inform the organization of the location.
- Identify hazardous situations associated with the incident.
- Ensure that adequate levels of protective equipment are available and are being used. Ensure that staff are properly trained on the use of all protective equipment that applies to them.
- Staff and organize the safety function as appropriate:
 - In multi-discipline incidents, consider the use of an Assistant Safety Officer from each discipline.
 - Multiple high-risk operations may require an Assistant Safety Officer at each site.

- Identify and correct or terminate potentially unsafe acts.
- Identify corrective actions and ensure that safety measures are implemented. When necessary, coordinate corrective actions with Incident Command and the Operations staff.
- Ensure that there is adequate sanitation and safety in food preparation (if required) at the site in consultation with the appropriate Section Chief.
- Obtain updates from Assistant Safety Officers prior to Planning Meetings and as frequently as necessary.
- Prepare **Incident Safety Analysis (IMS Form 215-A)**.
- Participate in Planning and Tactics Meetings:
 - Listen to tactical options being considered. If potentially unsafe, assist in identifying options, protective actions, or alternate tactics.
 - Discuss accidents/injuries to date. Make recommendations on preventative or corrective actions.
- Participate in the development of Incident Action Plan (IAP):
 - Review and approve the **Incident Medical Plan (IMS Form 206)**.
 - Provide a Safety Message and/or develop a Safety Plan (as required), using: **Incident Objectives (IMS 202 form)** (complete safety-related blocks #8, #9). **Safety Message/Plan (IMS 208 form)** (if required).
 - Assist in the development of the “Special Instructions” block of the **Resource Assignment List (IMS 204)**, as requested by the Planning Section.
- Investigate accidents that have occurred within the emergency incident areas:
 - Ensure that the accident scene is preserved for an investigation.
 - Ensure that the details of the accident are properly documented.
 - Coordinate with the Incident Compensation and Claims Unit Leader, organization risk manager, Ministry of Labour, WSIB, and relevant officials, etc.
 - Prepare accident reports as per organization policy, procedures, and direction.
 - Recommend corrective actions to Incident Commander and organization.
- Coordinate critical incident stress, hazardous materials exposure, and other debriefings, as necessary.

c. Demobilization

Follow the Demobilization Checklist.

General Staff: Operations Section Chief

The Operations Section Chief (OSC) is responsible for providing overall supervision and leadership to the Operations Section, including assisting in the development of the Incident Action Plan, implementing the Incident Action Plan and organizing, assigning and supervising all resources assigned operational tasks that are related to the emergency incident.

The Operations Section Chief must work closely with other members of the Incident Command Team and General Staff to coordinate operational activities. Tasks may be delegated to the appropriate levels (Sectors, Divisions, Groups, Branches)

Activation:

- Activated at the EOC

Reports To:

- Incident Command

Direct Reports:

- Operations Branch Director
- Division, Group or Sector Leaders
- Strike Team/Task Force Leader
- Air Operations

Suggested Operations Section Chief Division Leads:

- CKFES
- CKPS
- Public Works
- Health & Family Services

a) Activation Actions

Follow the Activation Checklist.

Obtain briefing from Incident Command:

- Obtain and/or assist Command in determining objectives and recommended strategies.
- Determine the status of current tactical assignments.
- Identify the current organizational structure, the location of resources, and assignments.
- Confirm the resource ordering process.
- Determine the location of the current Staging Areas and resources assigned there.

- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place. Ensure operational efficiency, personnel safety and adequate span of control.
- Meet with Planning Section Chief and obtain a preliminary situation briefing.
- Establish the operational period in conjunction with Incident Command.
- Coordinate and conduct the Operations Briefing and assign operations personnel in accordance with Incident Action Plan (IAP):
 - Based on the situation, activate the appropriate branches within the section. Designate Branch Directors and Groups as necessary.
 - Brief the Staging Area Manager on the types/numbers of resources to be maintained in Staging.
 - Brief direct reports (Branches, Divisions/Groups, and Task Force/Strike-Team Leaders) on their assignments, the ordering process, required protective equipment, and tactical assignments.
- Obtain a communications status briefing from the Telecommunications Unit (IT - if assigned) in Logistics. Ensure that there is adequate communications equipment and frequencies available for the section.
- Determine estimated times of arrival of Section staff from the Resource Unit.
- Confer with Incident Command to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Organization Representatives in the Operations Section.
- Determine activation status of other Incident Command Posts ICPs or EOC's involved in the incident(s) and establish communication links with them.
- Based on the situation (known or forecasted), determine likely future needs of Operations Section.
- Identify key issues currently affecting the Operations Section. Meet with section personnel and determine appropriate section objectives for the first operational period.
- Review the responsibilities of Branches/Units within the Section. Develop an Operations Plan detailing the strategies for carrying out operational objectives.

b. Operational Actions

- Ensure that all section personnel are maintaining their individual position logs.

- Ensure that situational information is provided to the Planning Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports.
- Ensure that all media contacts are referred to the Emergency Information Officer.
- Establish and demobilize Staging Areas (if required).
- Develop and manage tactical operations to meet the incident objectives:
 - Complete **Operational Planning Worksheet (IMS 215-G form) or EOC Tactics Worksheet (IMS 215-E form)**, as required.
- Assess life safety. Implement and enforce the appropriate safety precautions.
- Evaluate the situation and provide an update to Command and the Planning Section:
 - Location, status, and assignment of resources.
 - Effectiveness of tactics.
 - Desired contingency plans.
 - Need for any additional resources.
- Determine need for additional resources. Transmit resource orders to Logistics (using the **Resource Request Form (IMS 260-RR) or Incident Message Form (IMS 213)**).
- Notify the Resources Unit (Planning Section) of Section Branches, Divisions, Groups, Strike Teams, Task Forces, and single resources which are staffed, including location and names of leaders. Keep the Resources Unit up to date on the changes in resource status.
- Write the formal Operations portion of the IAP with the Planning Section Chief:
 - Identify assignments by Division, Group or Sector.
 - Identify specific tactical assignments.
 - Identify the resources needed to accomplish the required assignments.
- Ensure that there is coordination between the Operations Section with other Command and General Staff:
 - Ensure that Operations Section time-keeping, activity logs, and equipment use documents are maintained and passed to Planning, Logistics, and Finance/Administration Sections
 - Ensure that resource ordering and logistical support needs are passed on to the Logistics Section in a timely fashion. Notify Logistics of any communications problems.
 - Keep the Planning Section up-to-date on resource and situational status.

- Notify the Liaison Officer of issues concerning cooperating and assisting organizations.
- Keep the Safety Officer involved in tactical decision-making.
- Keep the Incident Commander apprised of the status of operational efforts.
- Coordinate media field visits with the Emergency Information Officer.

Attend the Tactics Meeting with the Planning Section Chief, the Safety Officer, and the Incident Commander prior to the Planning Meeting to review strategy, discuss tactics, and outline organization assignments.

Attend Planning Meetings

c. Demobilization Actions

Follow the Demobilization Checklist.

Planning Section Chief

The Planning Section Chief (PSC) is responsible for providing overall supervision and leadership to the Planning Section. The Planning Section is responsible for the developing the Incident Action Plan and for overseeing the collection, evaluation, processing, dissemination, and use of information regarding the evolution of the incident and the status of resources. This information is needed to understand the current situation, predict the probable course of incident events and to lead the incident planning process. Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all Planning activities are the responsibility of the Planning Section Chief.

Activation:

- Activated at the EOC

Reports To:

- Incident Command

Direct Reports:

- Resource Unit Leader
- Situation Unit Leader
- Demobilization Unit Leader
- Documentation Unit Leader

Suggested Division Leads:

- Planning
- CKFES
- CKPS

a. **Activation Actions**

- Follow the Activation Checklist.
- Check-in upon arrival at the ICP or the EOC.
- Obtain a briefing from Incident Command:
 - Determine current resource status, referencing the Incident **Briefing Form (IMS 201)**, **Incident Status Summary Form (IMS 209)** or **Resource Assignment List (IMS 204)**.
 - Determine current situation status/intelligence, referencing the **Incident Briefing (IMS 201)** and/or **Incident Status Summary (IMS 209)**.
 - Determine current incident objectives and strategy.
 - Determine whether Command initially requires a written or oral IAP.

- Determine time and location of planning cycle meetings.
- Determine desired contingency plans.

- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Based on the situation, activate the required units and designate Unit Leaders.
- Meet with all Unit Leaders and ensure that all designated responsibilities are clearly understood.
- Notify the Resources Unit of positions activated.
- Ensure that sufficient staff are available for a 24-hour schedule, or as required.
- Meet with the Operations Section Chief. Obtain and review any major incident reports or documents.
- Ensure the Incident Briefing Form (IMS 201) is completed and provide copies to Command, Command Staff, and General Staff
- Establish and maintain a resource tracking system.
- Identify key issues to be addressed by the Planning Section in consultation with Planning Section Staff. Identify objectives to be accomplished during the initial operational period.

b. Operational Actions

- Exercise overall responsibility for the coordination of unit activities within the Section.
- Keep Command and the Operations Section Chief informed of significant issues affecting planning.
- Advise the Incident Command Post (ICP) and/or Emergency Operations Centre (EOC) staff of any significant changes in incident status.
- Compile and display incident status summary information. Document on **IMS Form 209 Incident Status Summary** (or other approved organization forms).
- Obtain/develop incident maps.
- Provide periodic predictions on incident potential. Establish a weather data collection system, when necessary.
- Prepare contingency plans:

- Review current and projected incident and resource status.
 - Develop alternative strategies.
 - Identify resources required to implement contingency plans.
 - Document alternatives for presentation to Incident Command and Operations, and if required, for inclusion in the written IAP.
- Establish information requirements and reporting schedules for staff.
- Meet with the Operations Section Chief and Incident Commander, prior to planning meetings, to discuss proposed strategy and tactics and diagram incident organization and resource location.
- Conduct planning meetings.
- Supervise the preparation and the distribution of the written IAP.
- Coordinate IAP Sections/Reports with relevant sections:
- Coordinate the Incident Traffic Plan with Operations and Ground Support Unit Leader (if appointed).
 - Coordinate the Safety Message with the Safety Officer.
 - Coordinate the Incident Telecommunications Plan and Medical Plan with the Logistics Section Chief
- Ensure that the Planning Section is sharing information:
- Instruct Units in on information distribution methods/needs.
 - Ensure the Information Officer has immediate access to status reports and displays.
- Identify the need for any specialized resources; discuss the need with Operations and Command; facilitate resource requests with the Logistics Section.
- Hold Planning Section meetings as necessary to ensure that communication and coordination takes place among Planning Section Units.

c. Demobilization Actions

- Follow the Demobilization Checklist.
- Ensure preparation of demobilization checkout form(s), if appropriate.

Logistics Section Chief

The Logistics Section Chief (LSC) is responsible for providing facilities, services and materials in support of the incident. The LSC participates in the development of the Incident Action Plan and activates and supervises the branches and units within the Logistics Section. Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all Logistics activities are the responsibility of the Planning Section Chief.

Activation:

- Activated at the EOC

Reports To:

- Incident Command

Direct Reports:

- Service Branch Director
- Telecommunications Unit Leader
- Medical Unit leader
- Food Unit Leader
- Support Branch Director
- Supply Unit Leader
- Facilities Unit Leader
- Ground Unit Leader

a. Activation Actions

- Follow the Common Activation Checklist.
- Obtain a briefing from the Incident Commander:
 - Review the situation and the resource status for the number of personnel assigned to the incident.
 - Review current organization.
 - Determine which incident facilities have been/should be activated.
- Ensure that the Logistics Section is set up properly and that the appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.
- Based on the situation, activate branches/units within the section as needed and designate Branch Supervisors/ Unit Leaders for each element.
- Assemble, brief, and assign work locations and preliminary work tasks to Logistics Section personnel.

b. Operational Actions

- Meet with Incident Command and the Command/General Staff to identify immediate resource needs.
- Notify the Resources Unit of other Units activated, including the names and their assignment locations.
- Advise the Logistics Section Branches and Units to coordinate with the appropriate Groups in the Operations Section to prioritize and validate resource requests.
- Assist Branch/Unit Leaders in developing objectives for the Section and in developing plans to accomplish objectives within the first operational period (or in accordance with the action plan).
- Ensure that incident facilities are physically activated, as appropriate.
- Provide periodic Logistics Section Status Reports to Command.
- Confirm resource ordering process.
- Assess the adequacy of current Incident **Telecommunications Plan (IMS Form 205)**.
- Attend planning meetings and contribute, as required.
- Participate in the preparation of the Incident Action Plan (IAP):
 - Provide input on resource availability, support needs, identified shortages, and estimated time of arrival for key resources.
 - Identify future operational needs (both current and contingency), in order to anticipate logistical requirements.
 - Ensure that the **Incident Telecommunications Plan (IMS Form 205)** is prepared.
 - Ensure that the **Incident Medical Plan (IMS Form 206)** is prepared.
 - Assist in the preparation of the transportation plan, if required.
- Review the IAP and determine the Section's needs for the next operational period; order relief personnel if necessary.
- Research the availability of additional resources that may be required for incident response.
- Hold regular Logistics Section meetings to ensure that there is communication and coordination among Logistics Branches and Units.
- Ensure that there is coordination between the Logistics and other Command and General Staff.

- Ensure that all personnel observe the established level of operational security.
- Ensure that all Logistics functions are documenting actions on **Activity Log (IMS Form 214)**.
- Submit all Section documentation to the Documentation Unit.

c. Demobilization Actions

- Follow the Demobilization Checklist.

Finance Section Chief

The Finance Section Chief (FSC) is responsible for the financial administration and support to an incident, including all business processes, cost analysis, and financial matters. The Finance Section Chief provides direction and supervision to the Finance Section staff and ensures that there is compliance with all financial policies and procedures.

Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all finance activities are the responsibility of the Finance Section Chief.

Activation:

- Activated at the EOC

Reports To:

- EOC - CCG

Suggested Division Leads:

- Finance

Direct Reports:

- Procurement Unit Leader
- Cost Unit leader
- Must work closely with the Logistics Section Chief

a. Activation Actions

Follow the Activation Checklist.

Obtain a briefing from Incident Command including:

- Incident objectives.
- Participating/coordinating agencies.
- Anticipated duration/complexity of incident.
- Possibility of cost sharing.

Obtain briefing from appropriate organization official:

- Determine level of fiscal processing required.
- Delegate the level of purchasing authority to Command and Logistics regarding financial processes, authorization and exemption from normal procurement processes.
- Assess potential for legal claims arising out of incident activities.
- Identify applicable financial guidelines and policies, constraints and limitations.

- Identify the financial requirements for both planned and expected operational needs.
- Determine what agreements are in place for land use, facilities, equipment, and utilities.
- Confirm/establish procurement guidelines.
- Determine the procedure for establishing charge codes.
- Obtain copies of all incident-related agreements, whether activated or not.
- Determine the potential for rental or contract services.
- Determine if an Incident Business Advisor or Financial Support Unit is available, and maintain contact information.
- Ensure that the proper tax documentation is completed.
- Determine who will maintain time records and what forms will be used.

Ensure that the Finance Section is set up properly and that appropriate personnel, equipment, and supplies are in place.

Based on the situation, activate units within the finance section as needed and designate unit leaders for each element:

- Procurement Unit
- Time Unit
- Cost Unit
- Compensation/Claims Unit
- Technical Specialists

Ensure that there is coordination with all activated organizations/bodies within the Province for the purposes of gathering and consolidating response cost estimates and other related information.

Meet with the Logistics Section Chief and review the financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.

Meet with all Unit leaders and ensure that responsibilities are clearly understood.

In conjunction with Unit leaders, determine the initial action planning objectives for the first operational period.

b. Operational Actions

Ensure that finance section position logs and other necessary files are maintained.

Ensure that displays associated with the Finance Section are current, and that information is posted in a legible and concise manner.

Ensure that all Sections and the Supply Unit are aware of the required account codes (as applicable).

- Attend planning meetings and contribute as required.
 - Provide financial and cost-analysis input.
 - Provide financial summary on labour, materials, and services.
 - Prepare forecasts on costs to complete operations.
 - Provide cost benefit analysis, as requested.
 - Obtain information on the status of the incident; planned operations; changes in objectives, use of personnel, equipment, aircraft; and local organizational /political concerns.

- Gather continuing information.

- Meet with assisting and supporting organizations as required to determine any cost sharing agreements or financial obligations.

Administration Section Chief

The Administration Section Chief is responsible for all administrative support staff, the establishment of call-in centres, all Human Resource Management functions (time keeping, Check-in, Check-out, WSIB claims, salary & benefits, Critical Incident Stress issues, and use of volunteers-skills inventory, labour relations, training etc.) related to the emergency incident.

Activation:

- Activated at the EOC

Reports To:

- EOC - CCG

Suggested Division Leads:

- Human Resource & Organizational Development

Direct Reports:

- Compensation/Claims Unit Leader
- Time Unit Leader

a. Activation Actions

- Follow the Activation Check List.
- Obtain a briefing from Incident Command.
- Establish the procedure for tracking personnel work time.
- Establish an accident reporting procedure in consultation with the Safety Officer, the Ground Support Unit Leader, and the Operations Section Chief.
- Document all potential and existing injury claims.
- Keep track of the arrival and demobilization of all personnel and equipment.
- Keep a daily incident status report in consultation with the Planning Section.
- Log injury reports through the Safety Officer, Medical Unit Leader, and Compensation or Claims Unit Leader.
- Follow the guidelines for the organization.
- Use agreements – Procurement Unit Leader and local administrative personnel.

Coordinate with all assisting and supporting organizations and specifically administrative personnel from the hosting organization.

- Initiate, maintain, and ensure the completeness of all documentation needed to support claims for emergency funds, including auditing and documenting.
- Labour costs – include the breakdown of work locations, hours and rates for response personnel, contract personnel, volunteers, and consultants.

Initiate, maintain, and ensure the completeness of all documentation needed to support claims for injury and property damage. (Injury information should be also be retained for all contracted personnel formally assigned to the incident, as well as paid employees and mutual aid personnel).

Ensure that all personnel time records reflect incident activity and that the records for non-organizational personnel are transmitted in accordance with policy.

Ensure that all documents initiated by the incident are properly prepared and completed.

Assist the Logistics Section in resource procurement.

- Identify vendors for which open purchase orders or contracts must be established.
- Negotiate ad hoc contracts.

Ensure that there is coordination between Finance/Administration and other Command and General Staff.

Coordinate the Finance/Administration demobilization.

Provide a briefing to relief staff on current activities and unusual events.

Submit all Section documentation to Documentation Unit.

b. Demobilization Actions

Follow the Demobilization Checklist.

ANNEX K: USE OF VOLUNTEERS

The Municipality of Chatham-Kent considers community volunteers as a vital resource to be called upon in the event of an emergency and are an integral part of this plan.

The Workplace Safety and Insurance Act deems those volunteers who are assisting the Municipality during a declared emergency to be employees. The volunteer also has the same entitlements to personal protective equipment and appropriate training as other employees. The Administration Section Chief will be responsible for the registration of such volunteers. A full police check will be required for any volunteer tasked with assisting members of a vulnerable population.

Workplace Safety and Insurance Act, 1997, S.O. 1997. C.16. Sched. A. s. 69 (6)

Deemed employer, emergency workers

71 (1) An authority who summons a person to assist in controlling or extinguishing a fire shall be deemed to be the person's employer. 1997, c. 16, Sched. A, s. 71 (1).

Same, search and rescue operation

(2) The Crown shall be deemed to be the employer of a person who assists in a search and rescue operation at the request of and under the direction of a member of the Ontario Provincial Police. 1997, c. 16, Sched. A, s. 71 (2).

Same, declaration of emergency

(3) The Crown shall be deemed to be the employer of a person who assists in connection with an emergency declared by the Lieutenant Governor in Council or the Premier under section 7.0.1 of the *Emergency Management and Civil Protection Act*. 2006, c. 13, s. 4 (2).

Same

(4) The municipality shall be deemed to be the employer of a person who assists in connection with an emergency declared by the head of the municipal council to exist. 1997, c. 16, Sched. A, s. 71 (4); 2006, c. 13, s. 4 (3).

ANNEX L: STAFF NOTIFICATION LIST

THIS PAGE IS INTENTIONALLY LEFT BLANK

ANNEX M: AIRPORT EMERGENCY PLAN

Refer to the separate Airport Emergency Plan document



**Municipality of Chatham-Kent
Emergency Response Plan
Bylaw # 124-2017 - Schedule A**

Contents

Part 1: DEFINITIONS..... 6

Part 2: ACRONYMS..... 8

Part 3: INTRODUCTION10

Part 4: SCOPE, AIM AND PLAN ACTIVATION.....11

EMERGENCY MANAGEMENT RESPONSE CHART.....13

Part 5: AUTHORITY.....14

 Emergency Management Program Committee.....15

Part 6: EMERGENCY NOTIFICATION PROCEDURES.....15

Part 7: DECLARATION/TERMINATION “LOCAL STATE OF EMERGENCY”17

Part 8: PROVINCIAL/FEDERAL ASSISTANCE20

Part 9: COMMUNITY CONTROL GROUP (CCG).....21

 CCG - Introduction21

 Community Control Group (CCG) Composition.....21

 Community Control Group Responsibilities:22

Part 10: INDIVIDUAL RESPONSIBILITIES, COMMUNITY CONTROL GROUP26

 1. The Mayor/Head of Council (Acting Mayor) or Designate26

 2. Chief Administrative Officer or Designate27

 3. Chief Administrative Officer (CAO) Administrative Support.....28

 4. Fire Paramedic Chief or Designate.....29

 5. Police Chief or Designate31

 6. Medical Officer of Health/ or Designate32

 7. General Manager, Health and Family Services.....33

 8. General Manager of Infrastructure and Engineering Services.....35

 9. General Manager of Community Development.....37

10. Chief Financial Officer.....	38
11. Chief, Human Resources & Organizational Development	39
12. Chief Legal Officer	40
Part 11: OTHER STAFF POSITIONS WITHIN THE EOC	41
1. Community Emergency Management Coordinator (CEMC).....	41
2. Emergency Information Officer (EIO) or Designate:.....	42
3. General Manager of the Public Utilities Commission or Designate	43
4. Representative - Entegrus Inc.	44
5. Chatham-Kent Health Alliance and the Erie St. Clair LHINs	44
Part 12: COMMUNITY SUPPORT GROUP (CSG)	46
1. General	46
2. Community Support Group Composition	46
Part 13: OTHER AGENCIES.....	47
1. Telecommunications.....	47
2. Canadian Red Cross Society Representative	47
3. Salvation Army	47
4. Chatham Kent Amateur Radio Club and Other I.T. Resources	47
5. Coroner	48
6. Private Sector Incident Representatives	48
7. Provincial Government Representatives.....	48
8. Media	48
9. The Boards of Education	48
10. Union Gas Representative	49
11. Victim Services	49
12. Federal Government Agencies.....	49
Part 14: RECOVERY AND DEPARTMENT PLANS	51

1. Recovery	51
2. Department Plans.....	51
3. Debris Removal.....	51
INCIDENT MANAGEMENT SYSTEM CHART	52
CHAIN OF COMMAND CHART – EMERGENCY SITE	53
ANNEX A: EMERGENCY RESPONSE ACTIVATION.....	54
ANNEX B: EMERGENCY OPERATIONS CENTRE.....	55
1. EOC Staff Activities	55
2. EOC Logistics.....	56
3. CIVIC CENTRE EOC: SAMPLE ROOM CONFIGURATION.....	57
4. EOC: ALTERNATE SITES	58
ANNEX C: EVACUATION PLAN.....	59
ANNEX D: EMERGENCY COMMUNICATIONS PLAN.....	67
ANNEX E: RESTORATION AND RECOVERY PLAN	69
ANNEX F: SEVERE WEATHER PLAN/FLOOD PLAN.....	71
Critical Weather Evacuation Strategy	71
The Plan	71
ANNEX G: PROVINCIAL DISASTER RELIEF ASSISTANCE PLAN.....	79
ANNEX H: EOC ACTIVATION CHECKLIST	81
ANNEX I: DECLARATION AND TERMINATION FORMS.....	82
ANNEX J: IMS APPOINTED OR ASSIGNED POSITIONS	84
Incident Command/Unified Command Team Responsibilities (General)	84
Incident Commander or Unified Command Team.....	85
Common Responsibilities – All Personnel	87
Command Staff: Liaison Officer.....	90
Emergency Information Officer.....	92

Safety Officer	95
General Staff: Operations Section Chief.....	98
Planning Section Chief	102
Logistics Section Chief	105
Finance Section Chief	108
Administration Section Chief	111
ANNEX K: USE OF VOLUNTEERS.....	113
ANNEX L: STAFF NOTIFICATION LIST	114
ANNEX M: AIRPORT EMERGENCY PLAN.....	115

Part 1: DEFINITIONS

CAN Report

An acronym for Conditions, Actions, Needs, Report.

Example – The Operations Section Chief requests a CAN Report from a Sector Officer responsible for evacuating a geographical area. The Sector Officer replies – We are having difficulty accessing Grid Area A (Conditions), we are currently trying to clear downed trees from the roadway (Actions), we require a public works crew equipped with two chainsaws for assistance (Needs).

CBRNE

An acronym that stands for Chemical, Biological, Radiological, Nuclear and Explosive.

Citizen Enquiry Service

A service established by the Municipality to respond to enquiries from the public.

Community Control Group (CCG)

A group of senior municipal staff members responsible for directing those services necessary for mitigating the emergency and for maintaining services outside the designated emergency area. The CAO or designate shall chair all meetings and is responsible for the overall actions and decisions taken by the Emergency Operations Centre.

Community Emergency Management Coordinator (CEMC)

Community Emergency Management Coordinator. The Emergency Management and Civil Protection Act (the Act) requires the establishment of a CEMC in every municipality. This position is responsible for coordinating the Emergency Management Program within the Municipality and for facilitating activities within the Emergency Operations Centre (EOC).

Continuity of Operations Program

An ongoing process designed to ensure that the necessary steps have been taken to ensure that there is continuity of services and to ensure that each municipal business unit quickly recovers in the event of a major emergency.

Critical Infrastructure

A network of institutions, services and systems designed to provide for vital human needs, sustain vital services and the economy, protect public safety and security, and maintain government functions.

Declared Emergency

A signed declaration made in writing by the Head of Council (or designate) or the Premier of Ontario (or designate) in accordance with the provisions of the Emergency Management and

Civil Protection Act.

Emergency

A situation or an impending situation caused by the forces of nature, an accident, an intentional act, or an infectious/contagious disease that constitutes a danger of major proportions to life, property, the economy or the environment.

Emergency Management Program

A program that is based on a hazard identification and risk management process and that includes: mitigation, prevention, preparedness, response and recovery.

Emergency Management Program Committee

A committee comprised of representatives from key areas of the municipality and other outside organizations that have been tasked with overseeing the development, implementation, revision and maintenance of the Emergency Management Program within Chatham-Kent.

Emergency Operations Centre (EOC)

A location designated for the use of the Emergency Control Group.

Incident Commander (IC) or Unified Command Team

The person or persons appointed by the CCG to develop: an emergency command organizational structure, strategies, tactics, the Incident Action Plan and to ensure that the health and wellbeing of first responders and the public is maintained.

Reception Centre

A reception centre is a facility designated by the CCG and is used to register persons who have been displaced by an emergency.

Shelters

Facilities designated by the CCG to temporarily house persons displaced during an emergency.

Part 2: ACRONYMS

ASC – Administration Section Chief

CACC – Central Ambulance Communications Centre

CAN – Conditions, Actions, Needs

CAO – Chief Administrative Officer

CBRNE - Chemical, Biological, Radiological, Nuclear and Explosive

CCG – Community Control Group

CEMC – Community Emergency Management Coordinator

CFO – Chief Financial Officer

CKHA – Chatham-Kent Health Alliance

CKPS – Chatham-Kent Police Services

CKVS – Victim Services

CSG – Community Support Group

DOC – Department Operating Centre

ECC – Emergency Communications Centre

EIO – Emergency Information Officer

EMPC – Emergency Management Program Committee

EMCPA – Emergency Management and Civil Protection Act

EMS – Emergency Medical Services

EOC – Emergency Operations Centre

ERP – Emergency Response Plan

FSC – Finance Section Chief

H&FS – Health and Family Services

HIRA – Hazard Identification and Risk Assessment

HUSAR – Heavy Urban Search and Rescue

IC – Incident Commander

IAP – Incident Action Plan

IMS – Incident Management System

ISO – Incident Safety Officer

LHIN – Local Health Integration Network

LSC – Logistics Section Chief

NTSB – National Transportation Safety Board

OFMEM – Office of the Fire Marshal and Emergency Management

OSC – Operations Section Chief

PEOC – Provincial Emergency Operations Centre

PFD – Personal Floatation Device

PIAR – Post Incident Analysis and Review

PUC – Public Utilities Commission

PSC - Planning Section Chief

PPSAP – Primary Public Service Answering Point (911)

UC – Unified Command

Part 3: INTRODUCTION

The Province of Ontario, in enacting the Emergency Management and Civil Protection Act, has legislated that all municipalities must be prepared to respond to any emergency and must also develop an emergency management program. Included within the program are annual requirements for: training, planning, public education, regular exercises, analysis of risk, identification of critical infrastructure, the appointment key emergency management officials and the annual review of the Bylaw and the Emergency Response Plan (ERP).

The intent of the ERP is to provide key officials, with guidance and direction regarding: municipal emergency response, inter-agency interaction during an emergency, and the planning for emergency mitigation and recovery efforts. For the ERP to be successful, municipal officials and response partner agencies must be aware of their emergency roles and responsibilities.

Emergencies are defined as those situations or impending situations caused by: the forces of nature, an accident, an intentional act or an infectious disease (for example a pandemic) that constitutes a danger of major proportions to life, and that may have significant adverse effects on property, the environment and the economy.

In order to protect residents, businesses and visitors, the Municipality of Chatham-Kent will require a coordinated emergency response effort by a number of different agencies, organizations and stakeholders. Emergency response duties, responsibilities and efforts should be regarded as separate and distinct from the normal day-to-day operations carried out by the Municipality and its partner organizations.

The Municipal Emergency Management Program Committee (EMPC) has developed, reviewed and revised this ERP. All municipal departments, divisions, business units and partner agencies must be prepared to carry out their assigned roles and responsibilities in an emergency in accordance with this plan. The ERP has been prepared to provide key officials, agencies and departments of the Municipality of Chatham-Kent with important emergency response information and guidance related to arrangements, services and equipment, and duties during a major emergency.

In addition, it is also important that the residents, businesses and stakeholders in Chatham-Kent be familiar with and understand its provisions. Copies of the Municipality's ERP may be viewed at the Civic Centre, Service Centres and Libraries and is available on the municipal web site.

For more information, please contact:

Community Emergency Management Coordinator
Municipality of Chatham-Kent
519-360-1998

Part 4: SCOPE, AIM AND PLAN ACTIVATION

Scope

The scope of this ERP includes all of the provisions required for the Municipality to effectively respond to a major emergency. It does not include normal day to day emergency responses and operations provided by Police, Fire, EMS, Public Works, PUC, Public Health or other public or private resources.

Aim

The aim of this plan is to make provisions for the extraordinary arrangements and measures that will be required to address large scale and/or prolonged major emergency events. The aim of the plan is also to provide a guideline for the CCG members to follow when immediate action is required to protect: the health, safety and welfare of residents, property, the environment and the economy. The plan includes provisions for the restoration of essential services and the initiation of recovery efforts.

It is essential that the Municipality have the ability to rapidly assemble an emergency response structure that can quickly be put in place and that, at the same time, creates a coordinated and effective means for the deployment of resources, agencies, and volunteers.

The Municipality not only has the responsibility for providing the initial response to all major emergencies, but also to provide longer term response and recovery operations that can be sustained over many operational periods (perhaps days, weeks, or months). It may call upon other levels of governments and other agencies to assist in the mitigation of the emergency event. The ERP provides for a coordinated response to all major emergencies and meets all of the legislated requirements of the Emergency Management and Civil Protection Act.

The plan is designed to be flexible in nature, to provide a method for staff notification, and to identify members of the Community Control Group. It is also must be reviewed annually by the Emergency Management Program Committee.

A Hazard Identification/Risk Assessment (HIRA) for the municipality has been completed and according to the Act, must also be reviewed annually. The HIRA provides a list of potential community hazards that are prioritized in order of probability, consequence and the largest number of people affected.

Any emergency can occur within the municipality, however the those types of emergencies that have been identified through the HIRA process as having either the highest probability of occurring or the most significant consequences if they do occur are listed as follows:

- Tornadoes
- Floods
- Major Structural Fires including arson
- Road and Rail Transportation Incidents/Hazardous Materials
- Electrical Power Outage
- Drinking Water System Issues
- Severe Weather Events

- Pandemic
- Gas Wells

In addition, the Chatham-Kent Police Service (CKPS) has specific plans to address terrorism or acts of civil unrest within the Municipality. In the future, generic portions of these plans may be included in the annex portion of this plan.

Activation

The Emergency Response Plan (ERP) is intended to be activated when:

1. There is the need or the potential need to evacuate residents.
2. There is the potential for significant, critical damage to the environment, to property, to the economy or to services and/or utilities.
3. The incident requires more resources than are available locally or through mutual aid or other service agreements.
4. Triggers are initiated/activated for department specific emergency plans, and other emergency plans, for example the pandemic plan.
5. The emergency event will likely attract media attention that is beyond just local media involvement or that may require the dispersal of important information to the public
6. The immediate activation of the Community Control Group (CCG) is required for public safety.
7. There are immediate or potential threats to life, property, the environment or the economy that is beyond the ability of first responders to manage.
8. There is a real or potential threat for the disruption of key services and/or utilities or a threat to critical infrastructure.

Any member of the Community Control Group or their designate is authorized to initiate the ERP notification procedure when, in their judgement, it is required.

EMERGENCY MANAGEMENT RESPONSE CHART

EMERGENCY MANAGEMENT RESPONSE CHART



FIRST RESPONDER DECISION TO NOTIFY MUNICIPALITY OF EVENT?

1. Is there a need or potential need to evacuate residents beyond this site?
2. Is the environment/property/utility damage or potential damage critical?
3. Does the incident require more resources than are available locally or through mutual aid?
4. Will this event likely attract media beyond local media or require public information?
5. Are regulatory, government, and/or industry agencies required?

Notify the Municipal CEMC

Proceed with Standard First Response Procedures and Call for Help

DECISION TO ACTIVATE THE EOC?

1. Immediate Emergency activation for public safety?
2. Immediate or potential threat to life, environment or property beyond the ability of first responders?
3. Immediate or potential evacuation of residents beyond the site?
4. Prolonged or potentially prolonged disruption of key services and/or utilities or threat to critical infrastructure?
5. Is public information required or is media interest likely beyond local media?

Proceed with Standard First Response Procedures and call mutual aid if necessary

If YES to any one question ↓

EOC is activated through the designated notification system (text message, phone call to fan-out list, use of an App). The CAO with CEMC assistance shall:

1. Assemble the EOC team as quickly as possible.
2. Get the EOC facility operational
3. Starts coordination & support procedures
4. Identifies and assigns job responsibilities of EOC team members, considers a declaration, facilitates operations

Part 5: AUTHORITY

The Emergency Management and Civil Protection Act R.S.O. 1990. as amended (EMCPA – the Act) requires that all municipalities develop an emergency management program.

The Act states that:

2.1 (1) Every municipality shall develop and implement an emergency management program and the Council of the Municipality shall by By-law adopt the emergency management program.

(2) The emergency management program shall consist of the following:

(a) an emergency plan as required by Section 3 of the Act;

(b) training programs and exercises for employees of the Municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities;

(c) public education on risks to public safety and on public preparedness for emergencies;

(d) any other element required by the standards for emergency management programs set under section 14.

(3) In developing its emergency management program, every municipality shall identify and assess the various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

3. (1) Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency. They shall also develop the procedures in which employees of the municipality and other persons will respond to the emergency. The Council of the municipality shall by by-law adopt the emergency plan.

4. (1) The Head of Council of a municipality may declare that an emergency exists in the Municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and that are not contrary to law to implement the emergency plan of the Municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.

(5) Every municipality shall conduct training programs and exercises to ensure the readiness of employees of the municipality and other persons to act under the emergency plan.

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

As required by the Act, this emergency response plan and its elements have been issued under the authority of the Municipality of Chatham–Kent and filed with the Province of Ontario.

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

Purchasing

The provisions of the Municipality's Purchasing Bylaw are hereby waived to the extent necessary to facilitate the timely procurement of materials, supplies and equipment during an emergency.

Emergency Management Program Committee

In addition to the CEMC, the Emergency Management Program Committee shall consist of the following positions:

- Program Manager – Clinical Services
- CKPS, CKFES, EMS Representatives and the Emergency Information Officer
- Manager – Long Term Care
- Director Public Works
- Public Utilities Commission Representative
- Entegrus Representative
- Chatham-Kent Health Alliance Representative
- Program Manager – Employment and Social Services

Part 6: EMERGENCY NOTIFICATION PROCEDURES

Any member of the CCG may be contacted and consulted regarding an emergency without formally activating the Emergency Operations Centre (EOC) and the full Community Control Group (CCG). In addition, the CCG may be partially activated at the discretion of any CCG member, the Chief Administrative Officer (CAO) or designate, or the Community Emergency Management Coordinator (CEMC) to assist in determining whether or not the entire EOC should be activated.

To activate the EOC and to notify the CCG, the Chatham-Kent Police Services Dispatch Centre and/or the CEMC shall be contacted by the CCG member or designate

The Mayor or designated alternate Head of Council, Chief Administrative Officer, the Medical Officer of Health, any General Manager, Police Chief, Chief Financial Officer, Chief Human Resources and Organizational Development, the Fire Paramedic Chief or any other member of the Community Control Group or their designates may initiate the notification procedure.

When one of the designated members of the CCG receives a warning of a real or potential emergency, that member will immediately contact the Community Emergency Management Coordinator (CEMC) through the Chatham-Kent Police Services (CKPS) Dispatch Centre and direct that the notification protocol for CCG activation be implemented. The member initiating the call must work with the CEMC to provide pertinent details (e.g. - the time and place for the CCG to meet) as part of the notification procedure.

If deemed appropriate, the individual CCG members will initiate internal departmental notification procedures for their staff, associated volunteers and other stakeholders or partners.

The CEMC shall be responsible for keeping notification lists up to date. It shall be the responsibility of the CCG member or designate to notify the CEMC of any changes to staff contact information. Departmental contact lists shall form part of departmental or divisional emergency plans. A copy of all contact lists shall be kept up to date in the EOC.

Drills

In the case of drills, all call-in messaging shall be prefixed with the phrase “this is a drill” Should an actual emergency occur during a drill, all initial messaging shall be prefixed with the phrase “no duff”.

Requests for Assistance

Assistance may also be requested from the Office of the Fire Marshal and Emergency Management at any time without loss of municipal control or authority. A request for assistance should be made by contacting the Provincial Emergency Operations Centre directly, 24/7 at 1-866-314-0472.

Part 7: DECLARATION/TERMINATION “LOCAL STATE OF EMERGENCY”

Prior to an official declaration of a “**Local State of Emergency**”, municipal staff members are authorized to take whatever reasonable actions are necessary as provided for in this ERP to protect lives, property, and the environment. Such actions may include the following:

- Pre-notification of Community Control Group (CCG) members and mobilizing the Emergency Operations Centre (EOC)
- Evacuating and isolating the emergency
- Developing and implementing initial action plans, strategies and tactics
- Utilizing/deploying resources
- Acquiring resources
- Liaising with other organizations and/or levels of government
- Advising the public through use of various media platforms

The provisions provided for in this Emergency Response Plan (ERP) must be implemented when managing a bona-fide emergency as herein described.

The Mayor or designated alternate Head of Council for the Municipality of Chatham-Kent, as Head of Council, is responsible for declaring a local State of Emergency. This decision shall be made in consultation with, and upon advice from the CCG.

Upon declaring a local State of Emergency, the Mayor or designated alternate Head of Council shall ensure that the Municipal Clerk (or designate) or other designated municipal staff member is directed to notify following persons or agencies:

- The Office of the Fire Marshal and Emergency Management (the Province),
- Municipal Council and the public,
- Neighbouring municipal officials, as necessary,
- Local Member(s) of the Provincial Parliament (MPP),
- Local Member(s) of Parliament (MP).

A Local State of Emergency may be terminated at any time by:

- Mayor or designated alternate Head of Council,
- Municipal Council, or
- the Premier of Ontario.

When terminating an emergency, the Mayor or designated alternate Head of

Council shall ensure that the Municipal Clerk (or designate) is directed to notify the following persons or agencies:

- The Office of the Fire Marshal and Emergency Management (the Province),
- Municipal Council and the public,
- Neighbouring municipal officials,
- Local Member of the Provincial Parliament (MPP),
- Local Member of Parliament (MP).

Evacuation

The Community Control Group in coordination with the Incident Commander or Unified Command Team may issue evacuation notices to any portion of the Municipality as may be required. The Notification Protocol for evacuation shall be utilized and issued by the Municipal Clerk or designate and communicated through the EIO.

Determination of a Local State of Emergency

The following list is intended as a guide for decision-makers when contemplating whether or not to declare a Local State of Emergency. Any one factor may be cause for “declaring” the emergency:

1. Is the situation an extraordinary event that requires extraordinary measures? (Section 4 of the Act)
2. Does the situation pose a danger of major proportions to life and property? (Section 1 of the Act-Definitions)
3. Does the situation pose a threat to the provision of essential services? (May allow for the spending of funds that are outside the normal approval process)
4. Does the situation threaten social order and the ability to govern? (Section 4 of the Act and Section 55 of the Police Services Act)
5. Is the situation attracting significant media attention and public interest?
6. Has another level of government declared an emergency?
7. Is there the potential for legal action to be taken against employees or members of Council as a result of their actions during the emergency event? (Section 11 of the Act)
8. Are volunteers assisting in either the response or the recovery phases of the emergency? (Pre-registration of volunteers, Workplace Safety and Insurance Act considerations)
9. Does the situation require a response that exceeds the municipal response capability or does it impact certain areas of the Municipality where a lack of services endangers life and/or property?

10. Will the municipal response to the situation take place over multiple operational periods?
11. Has there been a structural collapse? (Specialized teams may be obtained through the PEOC if available)
12. Is the situation a large-scale or complex Chemical, Biological, Radiological, Nuclear and Explosive (CBRNE) event? (requiring specialized teams through the PEOC)
13. Does the situation require the evacuation and sheltering of people or animals?
14. Will the Municipality be receiving evacuees from another community?
15. Does the situation pose the potential for a large-scale disruption to routine patterns of transportation or the re-routing of large numbers of people and vehicles? (Sections 4 and 11 of the Act)
16. Is the event likely to have a long-term negative impact on a community's economic viability/sustainability, including unemployment or lack of available banking services?
17. Are restorative measures necessary to re-establish commercial activity?
18. Is it possible that a specific person, corporation or other party has caused the situation?
19. Will it be necessary to apply for funding to assist with the recovery after the emergency?

Note - The conditions for approval of a funding application are more easily met after the declaration of a local emergency.

Part 8: PROVINCIAL/FEDERAL ASSISTANCE

Request Procedure

All requests for provincial assistance (resources, advice, materials) during a defined emergency shall be made through the Emergency Operations Centre (EOC) to the Provincial Emergency Operations Centre (PEOC). This shall exclude routine requests, for example: the Ontario Fire Marshal and Emergency Management (OFMEM) for fire investigations. A request for provincial assistance shall not be construed as the Municipality relinquishing its authority for the management of the emergency. Requests for the provincial assumption of management authority for the emergency shall be made by the Community Control Group (CCG) in consultation with the Head of Council or designate.

The Role of the Office of the Ontario Fire Marshal and Emergency Management (OFMEM)

The role of the Provincial OFMEM is to monitor and provide guidance in the event of a major emergency. They are also responsible for enforcing the provisions of the Emergency Management and Civil Protection Act. During an emergency they are likely to provide a field officer to attend at the EOC to advise the CCG and to provide liaison with the Province. The OFMEM shall always be advised prior to the declaration of a Local State of Emergency.

Requests for Federal Assistance

All requests for federal government assistance shall be made through the PEOC and must be made after the declaration of a Local State of Emergency.

Declaration of a Provincial State of Emergency

The Act provides that the Premier may declare that an emergency exists throughout Ontario or any part thereof. Such a declaration may only occur if sufficient municipalities are in turn declaring their own local states of emergency, or in the case of a wide-spread emergency, such as a pandemic.

Part 9: COMMUNITY CONTROL GROUP (CCG)

CCG - Introduction

Once the Emergency Response Plan (ERP) has been activated and the Community Control Group (CCG) has been notified to attend at the Emergency Operations Centre (EOC), the overall coordination and deployment of the resources required to mitigate the effects of the emergency shall become the responsibility of the EOC, operating under the provisions of this plan.

Decisions taken by the EOC shall be based on the best information received. In all cases the CCG will attempt to make decisions based on consensus, however if consensus cannot be achieved the majority opinion of the group shall prevail. In the event of a deadlock the CCG Chair (CAO or designate) shall make the decision.

The Incident Commander/Unified Command Team shall be responsible for all decisions rendered at the emergency site (should one exist) and for establishing the emergency response strategy and tactics as outlined in the Incident Action Plan. Reporting to the Incident Commander/Unified Command Team shall be General Staff (Section Chiefs) and Command Staff (Emergency Information Officer, Liaison Officer, Safety Officer, etc.).

Community Control Group (CCG) Composition

The CCG shall consist of the following positions or their designates (this list may be modified as required):

- The Mayor or designated alternate Head of Council,
- C.A.O., acting as the CCG Chair,
- Fire Paramedic Chief,
- Police Chief,
- Chief Medical Officer of Health/ or designate (Director of Public Health),
- Chief Legal Officer,
- Chief, HROD,
- Chief, Financial Officer ,
- General Manager, Health & Family Services,
- General Manager, Infrastructure & Engineering Services,
- General Manager, Community Development,
- General Manager, PUC,
- C.E.O., Entegrus.

The Community Emergency Management Coordinator (CEMC) acts as the EOC Facilitator and coordinates activities in the EOC.

The Emergency Information Officer (EIO) works with Incident Command, the CEMC, and the CCG Chair to disseminate information to the public and to monitor media reports concerning the incident.

Community Control Group Responsibilities:

1. General

- Order the activation of the EOC,
- Appoint an Incident Commander or a Unified Command Team,
- Appoint an Emergency Information Officer,
- Maintain all municipal services outside of the designated emergency site perimeter,
- Order the setup of communications with the emergency site command post,
- Order the establishment of reception centres and shelters as required,
- Order the provision of Logistics, Planning, Finance, Operations resources to the Command Team,
- Provide advice to the Head of Council or designate on an emergency declaration,
- Order the provision of transportation resources for evacuees,
- Prioritize the multiple needs for resources and assign in order of priority,
- Order the provision of resources to the emergency site (if there is one),
- Establish a business/meeting cycle that is contra to meetings held at the emergency site/command post location,
- Order that the required notifications and communications be sent (for example, to the Province),
- Ensure that the Recovery Plan has been activated and that the Recovery Committee has been appointed,
- Address the media and provide timely information to the public through the EIO,
- Order the development a communications strategy – for example, call-in centre, social media, websites, traditional media etc.,
- Provide advice to the emergency site,
- Establish a transportation strategy,
- Liaise with hospitals, long term care facilities, retirement homes and the Erie St. Clair LHINS,
- Implement department specific emergency plans and operational continuity plans,
- Ensure the provision of GIS modelling is provided,
- Plan for a long duration emergency with trained relief staff that are ready to take positions at a moment's notice,
- Ensure that all of the required forms are completed,
- Liaise with other levels of government and neighbouring municipalities,
- Engage local utility services,
- Activate mutual aid, automatic aid or fee for service agreements.

The Community Control Group may fulfill its role, even if not all members or designates are in attendance. Notwithstanding, all members shall be notified to attend at the EOC when a full notification is requested. The CCG Chair (CAO or designate) may request that a partial opening of the EOC occurs where only select members of the CCG are requested to attend.

The CAO or designate shall chair all meetings of the CCG. The CEMC shall be responsible for

facilitating the operation of the EOC.

The members of the CCG, both individually and collectively, have the following priority responsibilities:

a. Declarations

- Advise the Head of Council or designate on whether or not to declare a Local State of Emergency and when to terminate an already declared Local State of Emergency.
- Ensure that there is provision for initial mandatory notifications to neighbouring municipalities, the Province and other designated persons or agencies as required under the Act.
- Designate specific or all areas of the Municipality as an emergency area.

b. Communications

- Appoint an Emergency Information Officer (EIO).
- Order that timely information be provided to Council and the public.
- Approve information releases.

c. Decision Making

- All EOC decisions shall be made by the CCG.
- The CCG Chair shall establish the frequency of CCG business cycle meetings during the emergency.
- Business cycle meetings shall include a brief summary of the primary actions taken in each area and the future needs for each department/division (CAN Report – Conditions, Actions, Needs).
- The CCG shall determine how decisions are made in the EOC.
- Business cycle meetings shall be kept as brief as possible and shall be contra to business cycle meeting times held at the emergency site.

d. Record-Keeping

- The CAO's Office shall arrange for initial administrative support for both the EOC and the Incident Command location(s).
- All appointed Section Chiefs (Logistics, Planning, Finance/Administration, Operations and the Incident Commander) will establish a procedure for accurate record-keeping throughout the emergency event.

- An Activity Log for the EOC and the Incident Command Post shall be established.
- Records of all meetings, decisions, actions and directions shall be kept as per municipal policy.
- All expenditures regarding the emergency shall be tracked and authorized through the Finance Section.
- The drafting of provincial funding applications shall be completed by the Finance Section.
- Staff time regarding the emergency shall be accurately recorded by the Administration Section.

e. Managing Resources

- Appointing an Incident Commander or a Unified Command Team.
- Ensuring that there is adequate resource support for the emergency site.
- Ordering each municipal department to mobilize their department/division resources in accordance with department/division emergency response plans.
- Working through an appointed Logistics Section Chief regarding the acquisition of resources, including resources obtained through both the public and private sector.
- Working through an appointed Finance Section Chief regarding the payment for resources.
- Working through an appointed Administration Section Chief regarding staff check-in, check-out procedures, use of volunteers, payroll, WSIB claims etc.
- Determining the need for staff and then tracking and managing the staff deployed as requested by Incident Command.
- Ordering the provision of transportation services, reception centres, and shelters for affected residents as required.
- Providing support staff for the EOC.
- Ordering the continuation or discontinuation of utilities and other services
- Requesting resources and other assistance from other neighbouring municipalities through mutual aid agreements or fee for service agreements.
- Liaising with other levels of government through the Provincial EOC regarding the acquisition of other needed resources.

f. Recovery

- Ensuring that either the EOC stays activated or a Recovery Committee is established to manage recovery efforts.
- Ordering the development of a recovery plan for the emergency.
- Ensuring that staff critical incident stress issues are addressed.
- Ensuring that a Post Incident Analysis and Review (PIAR) occurs in a timely manner.
- Ordering the development of department/division specific “After Action” Reports.
- Ordering the development of an After Action Report for Council.

2. Emergency Operations Centre (EOC)

The emergency response will be directed and controlled by the Community Control Group (CCG) operating out of a designated Emergency Operations Centre (EOC).

3. Operating/Business Cycle

Members of the CCG shall gather at regular intervals (at contra times to the Incident Command Team Business Cycle Meetings) to provide information on: actions taken, problems encountered, progress made, and resources needed. The CCG (Chair) shall establish the frequency of meetings and the meeting agenda. Meetings will be kept as brief as possible, thus allowing members to carry out their individual responsibilities. The CCG assigned administrative support person shall maintain an Activity/Decision Log for the group.

Part 10: INDIVIDUAL RESPONSIBILITIES, COMMUNITY CONTROL GROUP

1. The Mayor/Head of Council (Acting Mayor) or Designate

The Mayor/Head of Council (Acting Mayor in the Mayor's absence) or designate shall be responsible for the following:

- Activating the Emergency Notification System through Chatham-Kent Police Services (CKPS) Dispatch Centre and the CEMC if required.
- Declaring a Local State of Emergency upon advice from the CCG.
- Declaring the termination of a Local State of Emergency.
- Participating as a member of the CCG.
- Ensuring that Council members are informed of the status of the emergency in a timely manner.
- Liaising with MPs and MPPs regarding the emergency situation.
- Liaising with the Mayors from other municipalities.
- Working with the EIO to prepare and make announcements to the public through the media.
- Making authorizations on behalf of Council as required throughout the emergency.
- Providing overall municipal political leadership throughout the emergency.
- Terminating the declared emergency upon advice from the CCG and informing Council, other municipalities and other levels of government.
- Maintaining a position log and recording all decisions and relevant actions

2. Chief Administrative Officer or Designate

The Chief Administrative Officer or designate shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Confirming and approving the appointment of the Incident Commander or Unified Command Team.
- Confirming the appointment of the Emergency Information Officer (EIO).
- Chairing the CCG and business cycle meetings.
- Scheduling CCG meetings at regular intervals and at times contra to business cycle meetings at the emergency site.
- Inviting Community Support Group (CSG) members and subject matter specialists to assist the CCG with the decision making process.
- Ensuring that there is liaison with the Logistics Section Chief regarding security arrangements for the EOC.
- Ensuring that there are provisions made for the deployment of initial administrative support staff for the EOC and at the Emergency Site.
- Confirming with the CEMC that mandatory notifications (as required under the Act) have been completed.
- Ensuring that a communications link is in place between the EOC and the emergency site.
- Informing other stakeholders regarding the emergency as required.
- Advising the Mayor or designate on matters related to the emergency.
- Maintaining a position log and recording all decisions and relevant actions

3. Chief Administrative Officer (CAO) Administrative Support

The CAO's Administrative Support Team shall be responsible for the following:

- Assisting the Chief Administrative Officer, CCG and CEMC as required.
- Ensuring that all important decisions that are made and actions that are taken in the EOC are recorded.
- Coordinating with IT to ensure that all required maps and status boards are kept operational and up to date.
- Providing supervision and leadership to administrative support staff working in the EOC.
- Providing a process for registering CCG members and maintaining a CCG member list.
- Notifying the required support and advisory staff of the emergency and the location of both the EOC and the emergency site.
- Coordinating the provision of clerical staff to assist in the EOC and at the emergency site as required.
- Completing other duties as assigned by the CCG.
- Ensuring that all CCG members maintain a personal log of all actions taken.

4. Fire Paramedic Chief or Designate

The Fire Paramedic Chief or designate shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Fulfilling provincially mandated responsibilities.
- Providing an Incident Commander or a Chatham-Kent Fire and Emergency Services (CKFES) member for the Unified Command Team at the emergency site, when requested.
- Ensuring that all staff members are operating under the provisions of the Provincial Incident Management System.
- Ordering the establishment an emergency site command post if available.
- Providing assistance to other municipal departments as requested.
- Ensuring that there is a communications link with the emergency site if applicable through the Information Technology Division (IT).
- Assisting in the development of Fire and EMS (Emergency Medical Services) related Strategic and Tactical Plans in consultation with the Operations Section Chief and the Incident Commander or Unified Command Team.
- Advising the CCG on all matters related to Fire, EMS, Rescue or specialized emergency response service provision.
- Liaising with the Chief Building Official regarding the demolition of unsafe structures.
- Liaising with hospitals regarding the transport and distribution of injured persons.
- Liaising with the EMS contractor (if applicable) regarding staffing and emergency transportation services and with the Central Ambulance Communications Centre (CACC) regarding the deployment of resources.
- Liaising with agencies, officials and stakeholders on all matters related to Fire, EMS, Rescue or other specialized emergency response service provision.
- Assuming the role of Regional Fire Coordinator to obtain resources, either through direct contact or through the Provincial EOC (PEOC).
- Providing administrative support staff when requested to assist in the EOC, at the emergency site, in the CKFES Department Operating Centre (DOC) or at other designated locations.
- Activating the CKFES Department Operating Centre when appropriate to assist in managing the emergency.
- Assessing the available Emergency Medical Service resources (equipment, vehicles, staff) and patient transfer services and determining the need for additional resources.
- Providing notification to the Province through the OFMEM-PEOC, Ministry of Health and Long Term Care, etc.

- Liaising with the Province regarding resource issues, for example: air-ambulance/helicopters, Heavy Urban Search and Rescue (HUSAR) and other specialized resources.
- Assisting Public Health and the Local Health Integration Network (LHIN) regarding the transportation of bed-ridden and disabled members of the public in residences and facilities located within the emergency evacuation areas.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

5. Police Chief or Designate

The Police Chief or designate shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Fulfilling provincially and federally mandated responsibilities.
- Providing an Incident Commander or a member for the Unified Command Team at the emergency site when requested.
- Ensuring that all staff are operating under the Provincial Incident Management System.
- Establishing an emergency site command post if requested and if available.
- Providing temporary security to both the EOC and the emergency site upon request.
- Developing and providing a policing/security plan for the continued protection of life and property and for the provision of law and order both within the emergency site perimeter and throughout the unaffected areas of the Municipality.
- Providing additional assistance to the Municipality as requested.
- Evacuating designated areas upon request from the CCG or Incident Command.
- Advising the CCG regarding all matters related to police responsibilities, resources and requirements.
- Establishing and maintaining an emergency site perimeter upon direction from the CCG, or upon request from Incident Command.
- Establishing security at evacuation centres, reception or registration centres, shelters, morgues, and evacuated areas upon direction from the CCG.
- Enforcing evacuation orders as required.
- Ensuring that investigations are conducted as required.
- Providing notification to the Coroner, the National Transportation Safety Board (NTSB) or other stakeholder agencies as required and acting as their designate.
- Providing traffic control in specified areas when requested.
- Liaising with other police services as is necessary and arranging for police resources from other jurisdictions if required.
- Maintaining a centralized radio communications system that includes a 911 Primary Public Service Answering Point (PPSAP) and an Emergency Dispatch Centre.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

6. Medical Officer of Health/ or Designate

The Medical Officer of Health or designate shall be responsible for the following:

- Activating the Emergency Notification System through the Chatham-Kent Police Service (CKPS) Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Fulfilling the provincially mandated responsibilities of the Medical Officer of Health.
- Coordinating with the General Manager of Health and Family Services regarding the emergency and all matters that may adversely affect public health.
- Acting as an expert in the EOC.
- Providing advice on the municipal response to disease related emergencies, epidemics, pandemics, water advisories, and other emergencies in accordance with provincial policies and guidelines.
- Providing advice and coordination on all efforts to prevent and control the spread of disease.
- Working with the Chatham Kent Health Alliance (CKHA) to ensure that quality health care is provided to all persons in need during an emergency and liaising with the Province to ensure that enough resources are available to address the local public health needs.
- Providing liaison with non-profit and private agencies as required for augmenting and coordinating public health resources.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

7. General Manager, Health and Family Services

The General Manager of Health & Family Services shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG and providing advice on matters relating to Health and Family Services.
- Fulfilling provincially mandated responsibilities.
- Notifying the Logistics Section Chief regarding the need for potable water supplies, sanitation facilities and other resources as required to maintain the health of the public.
- Coordinating with the Medical Officer of Health regarding all matters related to the health of the public.
- Ensuring the development of an Incident Action Plan and Continuity of Operations Plans for reporting divisions and providing coordination regarding any measures required to fulfill the responsibilities of the Health and Family Services Department.
- Upon request from the CCG, appointing an Incident Commander or a member for the Unified Command Team.
- Liaising with provincial officials, hospitals, community groups, social service agencies and housing groups etc., on all matters related to Health and Family Services.
- Coordinating the operation and staffing of all shelters, reception centres, and the registration of evacuees and the provision of enquiry services at these facilities.
- Co-ordinating the establishment and operation of one or more victim assistance centres as directed by the CCG.
- Ensuring that the well-being of residents who have been displaced from their homes has been addressed.
- Ensuring that there is liaison with the General Manager of Community Development regarding a plan for the pre-designation of emergency shelters which can be opened on short notice.
- Ensuring that there is a pre-emergency transportation plan in place for those residents in need at long term care facilities, retirement homes, and group homes.
- Liaising with representatives of the St. Clair Catholic District School Board and/or the Lambton-Kent District School Board and developing a plan/agreement for the emergency use of school board controlled facilities.
- Maintaining liaison with the Erie St. Clair LHINS, the Chatham-Kent Health Alliance, Long Term Care facilities, the Hospice and other occupancies housing vulnerable residents during the emergency.
- Coordinating with the Logistics Section Chief regarding the purchase of materials and supplies to address the basic needs of the displaced.
- Coordinating with the Logistics Section Chief and other agencies (for example the Canadian Red Cross) regarding the provision of meals, beds, etc. at temporary shelters and other temporary facilities.

- Providing professional health care staff when required.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

8. General Manager of Infrastructure and Engineering Services

The General Manager of Infrastructure and Engineering Services shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Providing advice on those areas of concern related to engineering, infrastructure, public works, vehicles and equipment.
- Providing Section Chief Officers (for example Logistics Section Chief or Operations Section Chief) if requested.
- Providing staffing as requested.
- Liaising with the Logistics Section Chief and IT to establish a communications link with municipal officials at the emergency site.
- When required, providing an Incident Commander or a member for the Unified Command Team.
- Developing a plan for the continued operation and maintenance of transportation services, road infrastructure, drainage, waste management, fleet services and the C-K Airport.
- Arranging for snow and debris clearance and removal for access to the emergency by first responders.
- Developing creative ways to assist with clean-up during the recovery phase of the emergency.
- Liaising with the Logistics Section Chief to arrange for special waste removal during the recovery phase of the emergency.
- Liaising with Conservation Authorities regarding flood and drainage issues.
- Liaising with neighbouring communities and other levels of government regarding engineering, transportation and infrastructure issues.
- Developing a plan for the continued operation of municipal vehicles.
- Liaising with the Logistics Section Chief to provide road/traffic barriers upon request and supporting emergency evacuation and perimeter control as requested.
- Providing temporary transportation services for emergency site evacuees.
- Providing Public Works resources as requested.
- Liaising with the Logistics Section Chief to provide equipment for emergency pumping and dewatering.
- Developing a plan to provide heavy equipment as required.
- Providing security services for the EOC and the Media Centre.
- Providing a back-up EOC, should the primary EOC become non-operational.

- Liaising with the Logistics Section Chief to arrange for the procurement of other resources not found in the existing municipal equipment inventory.
- Liaising with other agencies and levels of government as required.
- Discontinuing and/or reactivating related services as required.
- Liaising with the Logistics Section Chief to maintain a fuel supply for emergency vehicles, generators and other equipment.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

9. General Manager of Community Development

The General Manager of Community Development shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC.
- Participating as a member of the CCG.
- Providing advice on all areas of concern related to the Community Development Department and its respective divisions.
- Providing Section Chief Officers (Logistics Planning, Finance, Operations) if requested.
 - Providing resources such as staff, materials and equipment as requested.
- Ensuring that support staff are provided to assist in the mitigation of the emergency.
- Coordinating and facilitating the use of any municipal buildings or facilities under the care and control of the Community Development Department to assist with mitigating the emergency.
- Providing facilities to assist with the establishment of emergency reception centres and shelters in those buildings under the management and control of the Community Development Department.
- Liaising with other agencies and levels of government as required.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

10. Chief Financial Officer

The Chief Financial Officer shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Providing advice on those areas of concern related to financial analysis, information technology, and procurement.
- Providing Section Chief Officers (for example Planning Section Chief or Finance Section Chief) as requested.
- Providing staffing resources as requested.
- Liaising with Information Technology Services to ensure that all communications, computer/technology, and the GIS needs of the EOC/CCG are in place and ensuring that there is a reliable communications link between the EOC and the Incident Command Post(s) at the emergency site(s).
- Providing information, advice and tracking regarding financial matters.
- Issuing funds to assist departments and divisions (for example, Employment and Social Services) in the fulfilling their responsibilities under this plan.
 - Ensuring that the Planning Department is trained and prepared to develop an Incident Action Plan for each operational period and providing a planning process (for example: the Planning “P”) for the emergency.
- Establishing an approvals and tracking process for the emergency event.
- Issuing funds and authorizing expenditures that are outside of the normal purchase/acquisition process.
- Ensuring that there is prompt payment of legitimate invoices and claims incurred during the emergency as determined by policy.
- Ensuring that expense records are adequately kept for future claims purposes.
- Liaising with the Province regarding possible emergency relief funds and other provincial grant applications.
- Establishing a mechanism for receiving and paying claims for financial assistance.
- Liaising with other agencies as required.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

11. Chief, Human Resources & Organizational Development

The Chief of Human Resources and Organizational Development shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC.
- Participating as a member of the CCG.
- Providing advice on those areas of concern related to human resource management, labour relations, recruitment of volunteers, staff training and workplace safety.
- Providing Sector Chief Officers as requested (for example, Administrative Section Chief).
- Developing a plan for the health, safety and well-being of all employees during the emergency and assigning a Safety Officer if requested.
- Assisting with the establishment of a citizen's enquiry service and coordinating the opening of the municipal call-in centre/public information line.
 - Authorizing the opening, staffing and utilization of Municipal Service Centres and the establishment of information lines.
- Providing a workplace safety specialist in support of the CCG or the emergency site.
- Coordinating Critical Incident Stress Debriefing sessions for all staff members and coordinating the needed professional counselling services as required.
- Developing a payroll process for all staff and volunteers who are actively participating in the mitigation of and recovery from the emergency.
- Coordinating, registering and tracking the use of volunteers at the emergency.
- Developing a community volunteer registry, skills inventory list and a volunteer contact/call out procedure.
- Establishing a check-in/check-out procedure for all staff and volunteers.
- Establishing a procedure to track injury claims during the emergency.
- Providing specific instructions for staff and volunteers regarding any matter related to human resources management.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

12. Chief Legal Officer

The Chief Legal Officer shall be responsible for the following:

- Activating the Emergency Notification System through the CKPS Dispatch Centre and the CEMC if required.
- Participating as a member of the CCG.
- Ensure municipal compliance with all provincial and federal legislation.
- Providing advice on those areas of concern related to legal matters, legislation, by-laws, municipal procedures, procurement, risk management, contracts, access to information, the Ontario Building Code and building integrity.
- Liaising with other municipal and provincial officials with respect to legal matters.
- Ensuring the completion of the following duties:
 1. Overseeing the creation of a permanent record of all events related to the emergency through the Municipal Clerk.
 2. Taking the lead in creating a post-emergency “After Action Report” for Council.
 3. Communicating on behalf of the CCG with other municipal organizations and the Province.
- Ensuring that building and property damage is assessed, that for safety reasons the required demolition occurs and that those buildings and property adversely affected by the emergency are quarantined until remediated, as required.
- Performing official notifications to staff and Council as directed by the EOC.
- Completing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

Part 11: OTHER STAFF POSITIONS WITHIN THE EOC

1. Community Emergency Management Coordinator (CEMC)

The CEMC shall be responsible for the following:

- Activating the Emergency Notification System, either manually or through the CKPS Dispatch Centre and/or utilizing the designated personnel notification software.
- Participating as a non-voting member in the CCG and providing advice regarding emergency management topics, the Incident Management System, the development of the Incident Action Plan (IAP) and through the proper channels, addressing conditions and concerns at the emergency site(s).
- Coordinating the development and the implementation of the C-K Emergency Management Program.
- Liaising with other municipalities and the Province regarding the C-K Emergency Management Program.
- Maintaining the C-K Emergency Response Plan, chairing the Emergency Program Committee meetings and ensuring that the Municipality is compliant with the Emergency Management and Civil Protection Act.
- Developing an EOC Manual and ensuring that the most up-to-date C-K Emergency Response Plan is placed in the manual.
- Developing training courses related to IMS and Emergency Management for all C-K staff.
- Coordinating the Emergency Management Program Committee's review and revision of the Emergency Response Plan and the Community Hazard Identification and Risk Assessment and Critical Infrastructure.
- Coordinating emergency exercises within the community.
- Acting as the EOC facilitator and preparing the EOC for activation.
- Providing emergency management advice to the CCG, CSG, and other personnel as required.
- Contacting neighbouring municipalities and the Province to advise them of the local emergency situation.
- Assisting in the development of the Incident Action Plan.
- Monitoring the well-being of personnel working in the EOC and ensuring that CCG and Section Chiefs arrange for relief or rest as needed.
- Confirming that accurate records are kept of all activities within the EOC.

- Collecting information during the emergency to prepare for the PIAR (Post Incident Analysis and Review).
- Assisting the Municipal Clerk in the preparation of an “After Action Report.”
- Assisting the Incident Commander or Unified Command Team when requested.
- At the end of the emergency, restoring the EOC to normal status.
- Ensuring that all members of the CCG and the Incident Commander have the necessary plans, resources, supplies, maps, and equipment available for use.
- Providing advice and clarification regarding the implementation details of the Emergency Plan.
- Ensuring that CCG Business Cycle meetings occur on time.
- Initiating the necessary actions to ensure that the EOC functions as effectively as possible, and as the situation dictates.
- Maintaining a position log & completing other duties as assigned by the CCG.

2. Emergency Information Officer (EIO) or Designate:

The Emergency Information Officer shall be responsible for the following:

- Participating as a member of the Community Support Group in support of the CCG.
- Ensuring that there is a designated EIO on duty at all times during the emergency.
- Assisting the Logistics Section Chief with the preparation of a Communications Plan to be included as an attachment to the Incident Action Plan for the emergency operational period.
- Appointing an EIO designate for the emergency site and coordinating emergency messaging originating from the CCG in the EOC with emergency messaging originating at the emergency site to ensure message consistency.
- Arranging for and chairing press conferences at the designated Media Centre.
- Assisting the Mayor, CAO, and Incident Command with message content and speaking notes.
- Monitoring all media outlets during the emergency to provide advice to the CCG regarding information that is being received by the public.
- Utilizing social media to provide emergency messaging and providing counter-measures to false information that may be circulating regarding the emergency at the direction of the CCG.
- Overcoming any social media challenges (example Twitter limitations) to ensure that there is a clear and consistent message provided to the public.
- Providing traditional media releases for circulation to all media outlets.

- Receiving an incident status briefing from the CAO or the CEMC.
- Arranging for information about the emergency to be posted to the Municipality's official web-site and ensuring that all other websites associated with the Municipality provide the same consistent messaging.
- In conjunction with the Mayor or designate, arranging for a regular briefing for Council, Provincial and Federal government representatives and representatives from other neighbouring municipalities.
- Coordinating visits of news media to the emergency site with the site EIO and coordinating with IC to establish a media area at the emergency site.
- Performing other duties as assigned by IC or the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

3. General Manager of the Public Utilities Commission or Designate

The General Manager of the Public Utilities Commission or designate shall be responsible for the following:

- Providing assistance to the CCG or participating as a member of the CCG.
- Arranging to discontinue water/wastewater services where it is considered necessary in the interest of public safety.
- Prioritizing the restoration of water/wastewater services for essential users and for the emergency needs of municipal services.
- Establishing procedures and plans for the emergency response to drinking water contamination.
- Ensuring that CKFES has working water pressure and water volume to address fires within the community.
- Assisting with the post-disaster clean-up and the restoration of utility services.
- Maintaining plans for the provision of alternative water supplies.
- Monitoring the status of water disruptions and addressing the concerns of those areas of the community without water/sewer services.
- Accounting for water usage with the Ministry of the Environment.
- Providing updates on water disruptions, as required.
- Ensuring that there is liaison with the GM, IES.
- Providing assistance with accessing generators for essential services.
- Performing other duties as assigned by the CCG.
- Maintaining a position log and recording all decisions and relevant actions.

4. Representative - Entegrus Inc.

The Representative for Entegrus Inc. shall be responsible for the following:

- Providing assistance to the CCG or participating as a member of the CCG.
- Arranging to continue or discontinue electrical services to any consumer where it is considered necessary in the interest of public safety.
- Prioritizing the restoration of electrical power for essential users and fulfilling the emergency power needs of the Municipality.
- Arranging for the clearance of power lines and fallen trees on emergency routes in order to allow for emergency access to affected areas.
- Establishing procedures and maintaining plans for emergency response to electrical emergencies, including the temporary acquisition of additional resources as required.
- Assisting with post-disaster cleanup and the restoration of services.
- Maintaining plans for alternative suppliers of electrical power.
- Monitoring the status of power outages and customers without services.
- Providing updates on power outages, as required.
- Ensuring liaison with other agencies and the EOC.
- Providing assistance in accessing generators for essential services, or other temporary power measures.
- Maintaining a position log and recording all decisions and relevant actions.

5. Chatham-Kent Health Alliance and the Erie St. Clair LHINs

The Chatham-Kent Health Alliance Representative and the representative for the Erie St. Clair LHINs shall be responsible for the following:

- Providing assistance to the CCG.
- Implementing the hospital emergency plan and coordinating provincial health care assistance.
- Ensuring that there is hospital and long term care facility liaison with the Medical Officer of Health, the Fire Paramedic Chief (EMS provider) regarding the transportation, care and treatment of the sick and/or injured.
- Evaluating requests for the provision of medical site team resources or on-site triage teams.
- Ensuring that there is liaison with the Ministry of Health and Long Term Care as appropriate regarding relevant issues.
- Ensuring that all active treatment hospitals and long term care facilities servicing Chatham-Kent are prepared to implement their respective emergency plans as required.

- Assisting with the transportation of non-ambulatory residents or patients.
- Maintaining a position/activity log, recording all decisions and relevant actions.

Part 12: COMMUNITY SUPPORT GROUP (CSG)

1. General

The Community Support Group (CSG) is comprised of senior staff that may be required to:

- Provide support and advice to the CCG.
- Assist in managing the emergency and replace CCG members during long duration incidents.
- Operate in Section Chief Positions (Operations, Logistics, Planning, Finance, Administration, and Intelligence/Information) that may be appointed.

2. Community Support Group Composition

The following additional personnel (and others as determined by the CCG) will serve as the Community Support Group for the CCG and may also fill CCG positions:

- Municipal Clerk,
- Purchasing Officer,
- Additional Finance Division personnel,
- Additional HROD resources,
- Director, Information Technology Services,
- Director, Engineering & Traffic,
- Manager, Building & Enforcement,
- Director, Public Works,
- Directors of Senior Services, Social Housing
- Directors of Children Services, Public Health
- Director Planning,
- Director, Employment and Social Services,
- Chatham-Kent Health Alliance and the Erie St. Clair LHINS,
- Ontario Provincial Ministry Representatives eg. OPP, MTO,
- Representative - Union Gas Limited,
- Assistant Chief CKFES,
- Police Command Officer,
- Other Stakeholder Representatives.

Part 13: OTHER AGENCIES

During an emergency, many agencies may be required to work with the CCG. Some agencies are listed below. Other agencies that are not listed might include Emergency Management Ontario, the Ontario Provincial Police, and the Office of the Fire Marshal and Emergency Management, Ministry of the Environment and Climate Change, Ministry of Natural Resources and Forestry, Ministry of Health and Long term Care, local industry and other private sector representatives, non-profit organizations and volunteer groups, local conservation authorities, and other agencies and organizations.

All agencies participating in assisting the Municipality shall be required to maintain a position/activity log and record all decisions and relevant actions provided by their agency during the emergency event.

1. Telecommunications

It is anticipated that the Municipal IT Division will work with those companies providing telecommunications services within Chatham-Kent to ensure that emergency telecommunications services to emergency responders and the EOC are given priority attention, including both the maintenance and the restoration of service during the emergency.

Should this not occur, the Municipality must plan through the Logistics Section Chief and the I.T. Group to use other forms of communications such as the internet, radio, ham radio, or satellite radio.

2. Canadian Red Cross Society Representative

The Chatham-Kent Branch of the Canadian Red Cross has the resources available to assist with reception/registration centres, shelters, emergency housing, enquiry services, providing certain supplies, tracking evacuees and assisting with communication to the friends and relatives of evacuees.

3. Salvation Army

The Salvation Army has an emergency response capability to address some social welfare issues such as short-term accommodation, clothing, food and emergency reception centre support and are prepared to respond when requested by the CCG. The Salvation Army also has the capability to arrange for clergy assistance at a disaster site or at temporary reception centre(s) when called upon by Fire or Police authorities, by the General Manager, Health & Family Services or by the CCG.

4. Chatham Kent Amateur Radio Club and Other I.T. Resources

The Chatham Kent Amateur Radio Club is a volunteer group which co-ordinates Amateur radio initiatives within the Chatham-Kent area. They are prepared to establish back-up emergency radio communications at various sites across the Municipality. This may be an alternative if traditional forms of communications become inoperable. Their priority is to provide the necessary link between the EOC, the Incident Command Post(s) and/or Evacuation/Reception Centre(s). Other I.T. Resources may also fill this role.

5. Coroner

The Chatham-Kent Police Service acts as the representative for the Office of the Chief Coroner at all emergency incidents. In the event of fatalities during an emergency, the Coroner or designates shall have the responsibilities outlined in the Ontario Coroner's Act.

6. Private Sector Incident Representatives

When a major emergency has been caused by an industrial accident, the CCG may request that private sector organizations with special expertise, provide expertise. There may also be other occasions/circumstances where private sector resources are required by the Municipality.

7. Provincial Government Representatives

The OFMEM field advisor shall serve as the primary initial provincial contact to the CCG operating in the EOC, and shall facilitate contact with other provincial ministries and agencies.

8. Media

The appointed EIO shall be responsible for fulfilling the responsibilities of:

- Providing communications with the media.
- Monitoring the media.
- Facilitating media briefings by the Head of Council.
- Developing information releases.

Communications and messaging between the CCG in the EOC and the emergency site shall be consistent. For the purposes of this plan, the media shall consist of both traditional media and social media.

Official releases may contain information on the following:

- Actions for the public to take during an emergency.
- Detailed information on the status of utilities and other services.
- General safety precautions.
- Social service messaging.
- Information from both Incident Command and the CCG in the EOC.

This information may be contained in one or more media releases. In addition, interviews, briefings and media scrums should stay "on message" and focus on public safety information.

The CCG shall make priority decisions based on facts and real-time information and not on information received through social media. The EIO may provide message countermeasures to misinformation discovered on social media.

9. The Boards of Education

The respective Boards of Education will have their own emergency response plans. During those times when the Boards of Education are called upon to assist the Municipality, it is

anticipated that the respective Boards, Incident Command and the Community Control Group will work together to ensure:

- That the CCG is provided with information with respect to the respective Board's actions to ensure the safety and wellbeing of their students.
- That there is a liaison between the Boards of Education and the CCG regarding decisions that may impact both groups.
- That proper protocol is followed when resources are requested during the emergency.
- That the schools continue to operate whenever possible.
- That there is liaison between the Boards and the CCG in the EOC regarding student and staff protective actions to be taken (example "Shelter in Place" procedures or implementing the school lockdown or evacuation procedures).

10. Union Gas Representative

Union Gas Limited will have its own emergency plans in place and personnel and equipment available to handle the restoration of gas services during an emergency. Union Gas or designates shall be the agency that Incident Command initially requests to address the following issues:

- Arranging to discontinue gas services to any consumer where it is considered necessary in the interest of public safety.
- Activating plans that are in place for alternative gas supplies, and for the priority restoration of natural gas services.
- Establishing procedures and maintaining plans for the emergency response to gas leaks.
- Co-ordinating response efforts with other agencies and providing expertise when requested.
- Assisting with post-disaster recovery, clean-up and restoration of natural gas services.

11. Victim Services

Upon request, Chatham-Kent Victim Services (CKVS) has been identified as a community partner agency that is affiliated with the CKPS and typically provides initial short term crisis assistance. Trained crisis response personnel are usually available twenty-four (24) hours a day, seven (7) days per week to respond to emergency situations.

It is expected that a coordinated and systematic assistance approach will be provided to those in need during an emergency event. CKVS has their own plan to identify potential persons in need, provide the appropriate response, and to partner with other community agencies that are most able to provide short-term, intermediate, and long-term solutions to social service needs.

12. Federal Government Agencies

a) Industry Canada

The Western Ontario District Office of Industry Canada provides advice and assistance on communications matters during an emergency. This might include the authorization to temporarily acquire special emergency communications equipment, emergency actions to take in addressing portable or mobile radio interference and other assistance as may be required to manage the emergency.

b) Environment Canada

The Toronto Weather Office of Environment Canada's Atmospheric Environment Service provides information on upcoming weather conditions and how they may affect emergency operations.

c) Transportation Safety Board of Canada

The National Transportation Safety Board has the legislated responsibility to investigate emergency incidents involving federally regulated activities such as railway and aviation related incidents.

Part 14: RECOVERY AND DEPARTMENT PLANS

1. Recovery

The CCG shall initiate recovery efforts and activate a recovery plan as soon as possible. This often occurs while the emergency continues to be ongoing and usually before the emergency declaration has been terminated. The CCG shall continue to operate the EOC at its discretion throughout the recovery phase of the emergency. The emergency plan must also continue to guide all operations throughout all phases of the emergency.

2. Department Plans

All municipal departments and divisions should prepare departmental and divisional emergency response and continuity of operations plans.

Each plan should/may consist of the following elements:

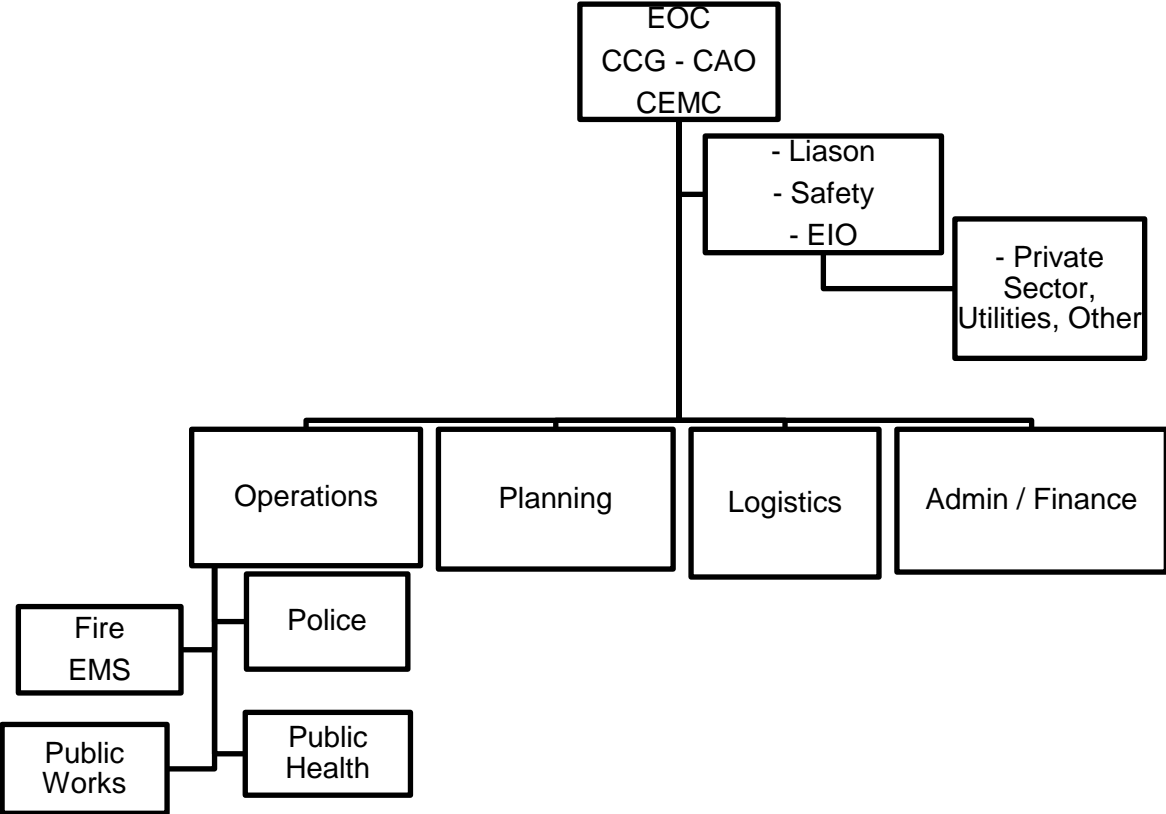
1. An organizational chart that would apply during an emergency that includes any connections to other departments
2. A list of duties/responsibilities that are required to be completed during an emergency.
3. A staff contact and notification list.
4. A resources plan that identifies back-up facilities, stand-by power sources, available equipment and the provision for maintenance.
5. Upstream/downstream dependencies including cross departmental impacts and impacts on stakeholders.
6. Communications/accountability – how the department/division will stay in contact with staff (phone, radio, SMS, social media, etc., any back-up communications strategy, anticipated scheduling of staff to cover a 24/7 long duration emergencies, food and accommodations, check-in/check-out/tracking procedures and locations, which facilities will be staffed and addressing staff family needs.
7. Record-keeping/forms – logging significant decisions, events and activities, and ensuring that all staff are trained on the use of standardized IMS forms.
8. Recovery – how does the Department/Division plan to restore services and return to normal operations?

3. Debris Removal

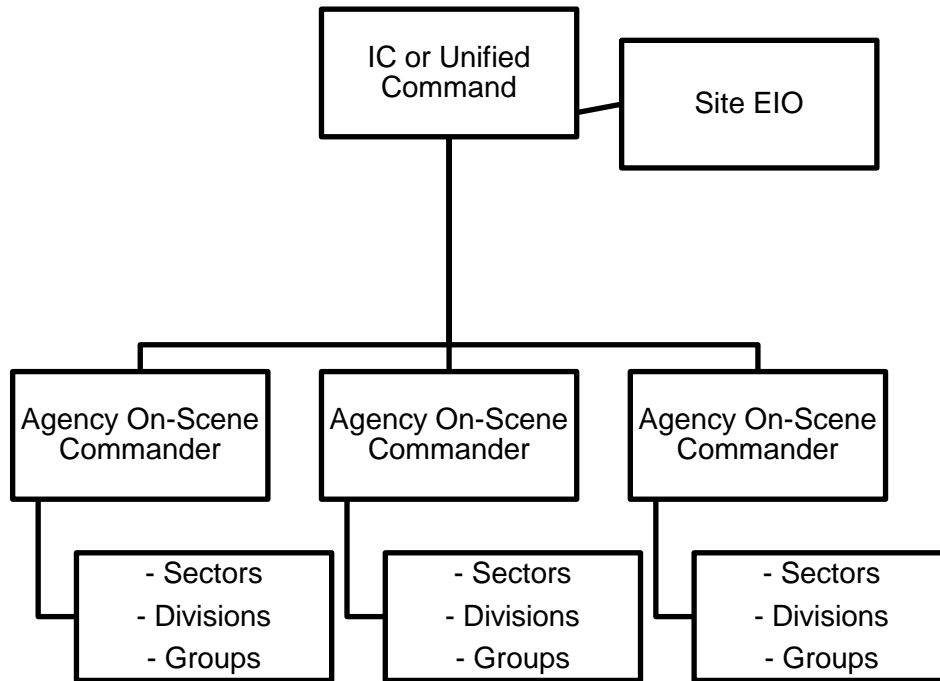
The Municipality may develop a plan or a systematic approach for the clearance, removal, transport, temporary storage, segregation, reduction and ultimate disposal of debris generated by an emergency.

The plan should also include the management of those contractors and in-house resources designated to collect the debris, mutual aid agreements, debris estimation capabilities, recycling when possible, a public information plan and compliance with legislation (Ministry of Environment & Climate Change, Ministry of Agriculture, Food and Rural Affairs, Ministry of Natural Resources and Forestry).

INCIDENT MANAGEMENT SYSTEM CHART



CHAIN OF COMMAND CHART – EMERGENCY SITE



ANNEX A: EMERGENCY RESPONSE ACTIVATION

Activation of the EOC shall occur through the emergency notification process established by the Municipality. Currently emergency notifications are provided by the CKPS Dispatch Centre utilizing the notification software provided for this purpose. Those receiving these messages will note the details of the message (e.g. description of the emergency, instructions to remain on stand-by or assemble at the EOC, etc.). Persons on the notification list will be called in the designated order.

If a manual notification is required, the following format shall be used:

1. Message Notification Format

a. Sample Script

I am (*your name and position*), and I am calling to inform you that the Emergency Operations Centre will be activated at (*date and time*) due to (*state the nature of the emergency*). As a member of the Community Control Group you should report to (*location: primary / alternate EOC or other location*) at (*time and date*) and report to the CEMC.

Thank you:

Note: The caller delivering this message MUST record the date and that time EACH member (or alternate) of the CCG was contacted.

Chatham-Kent Directory

The Directory, maintained by Economic Development Services, provides up-to-date information on the industries and agricultural businesses located in the Municipality of Chatham-Kent such as addresses, telephone numbers and contact names.

Tel: 519-351-7700 during regular business hours.

Web Site: www.ckforbusiness.com

ANNEX B: EMERGENCY OPERATIONS CENTRE

The Emergency Operations Centre (EOC) is a designated facility from which the Community Control Group (CCG) can support emergency response, select the Incident Commander or Unified Command Team, protect critical infrastructure, determine if the emergency should be declared as a “Local State of Emergency,” maintain services outside the designated emergency site perimeter and take the lead in recovery efforts.

The EOC facility should be secure and adequate for long term operations, familiar to all staff, equipped with the fundamental tools needed to administer complex, cascading emergency events that require a constant adjustment in response priorities. Staff operating out of the EOC should be prepared to support the many requirements of Incident Command.

Copies of all emergency plans, mutual or automatic aid agreements, key personnel telephone numbers, etc., must also be maintained within the EOC.

EOCs are a vital part of the Incident Management System (IMS) and its unified command component. The CCG operating within the EOC must be able to: conduct information gathering sessions, develop situational analysis, provide concise and timely information to the public, assess response requirements, identify needed resources and prioritize needs, address media relations and acquire coordinate and allocate local resources.

The EOC is the municipal emergency management focal point and must be able to expand or contract based on current needs and circumstances. It is also responsible with liaising with other levels of government and other agencies or organizations.

The CCG operates in the EOC and as an integral part of the Incident Management System. It performs the duties of senior policy advisors for the command team. It may make recommendations about any aspect of emergency operations, including: personnel and equipment deployment, staffing, safety issues, and other operational considerations such as establishing reception centres or shelters.

Also operating within the EOC are Command Staff (Liaison, Safety, Emergency Information Officer), and General Staff (Operations, Planning, Logistics, Finance, Administration Section Chiefs) and other support staff.

With proper planning and exercises the decisions emanating from the CCG will enhance emergency survivability, the continuity of operations, and the overall success of incident commanders and their emergency responders.

1. EOC Staff Activities

a) Authority

Orders and directions issued by the CCG at the EOC are authorized under the provisions of Emergency Management and Civil Protection Act and is delegated by Council through the Emergency Management Program Bylaw and the Delegate Authority Bylaw.

The Mayor or designated Head of Council has the authority to declare or terminate a "Local State of Emergency." Staff on duty at the EOC have the authority to carry out their delegated responsibilities under the Act. It is important that all community stakeholders understand this authority.

b) Sustainability of the Emergency Organization

It is the responsibility of each municipal department and/or division operating within the EOC to ensure that there is organizational sustainability during an emergency. This is accomplished by ensuring that there are suitably trained staff members fulfilling their designated roles and areas of responsibility. There must also be a trained contingent of personnel that are able to relieve on-duty staff at the end of each operational period.

A typical operational period lasts from 8 to 12 hours as determined by Incident Command and documented in the Incident Action Plan.

In order to ensure that there is a smooth transition between off-going and in-coming staff members, proper briefings must take place at the beginning of each operational period. This is in addition to more formal briefings regarding the Incident Action Plan and other Operational Plans.

In-coming relief staff shall report at least thirty (30) minutes before the scheduled shift changeover time and off-going staff shall remain for at least (30) minutes after being relieved to ensure that there is a smooth transition of duties and a thorough exchange of information.

Off-going staff members will be responsible for the completion of required IMS forms, including their own activity/decision logs prior to going off duty.

2. EOC Logistics

a) Food

The Municipality is responsible for the feeding of staff who are working at the EOC and at the emergency site(s) during a major emergency. Meals and drinks shall be arranged by the Logistics Section.

Bottled water should be available in the EOC at all times whenever possible.

The Logistics Section shall also be responsible for the establishment of all EOC security measures.

b) Accommodation

The Logistics Section shall also be responsible for making arrangements for all staff accommodations, including designating rooms for staff accommodation near the EOC. The Staff Lunch Area may be designated as a food preparation area or a food/supply storage area.

Staff may choose to travel home or to stay at arranged accommodations close to the EOC. This decision should be made with safety and existing travel conditions in mind.

c) Personal Hygiene

It is recommended that all staff keep a “go-bag” of personal items and work supplies in their work area that may be needed in order to self-sustain for a period of 72 hours.

The Municipality does not provide personal toiletries for staff. If necessary, additional hygiene items may be obtained through the Logistics Section.

Showers shall be made available whenever possible.

Note - In the event that the EOC is activated, certain areas of the Chatham-Kent Civic Centre shall go into a secured state where access to designated areas may be limited to approved staff members only.

3. CIVIC CENTRE EOC: SAMPLE ROOM CONFIGURATION

Boardrooms, Council Lounge, Room 212, Council Chambers, 1st Floor Technical Room and 3rd Floor Boardroom may be designated as emergency break-out rooms. Other specific offices may be commandeered for emergency management functions during an emergency.

Sample Only Plan - Room Designations (Subject to Change)

- i) First Floor Designated as the Reception/Media Area (Sample Only)**
- ii) Second Floor Room Designation**

Emergency Operations Centre (Sample Only – Configuration may change))

The following list is for those persons or representatives of the Community Control Group for the Municipality of Chatham-Kent Emergency Operations Centre and is intended as a sample only of how rooms could be assigned at the Civic Centre.

- IES Boardroom – Logistics Section
- Boardroom B - Planning Section
- Boardroom C - Finance Section
- Room 212 - Community Control Group
- Council Lounge – IC (if no site) & Operations Section
- 1st Floor Technical Boardroom – Administration Section
- Building, Enforcement & Licensing Boardroom – Command Staff (EIO, Safety, Liaison)
- Council Chambers – Community Support Group and Briefings
- Media Centre – Civic Centre First Floor Lobby
- Other Available Boardrooms – Fire Paramedic Chief Office, CAO Office, Police Boardrooms, Fire Training Room, Chief Finance Officer
- 2nd Floor Waiting Area – Available breakout area or security area

Equipment Required For Each Designated Room

- Desktop Computer – Laptop Terminal – Intranet / Internet capable

- Designated Phone Line (Extension Numbers)
- List of all Contact numbers (Cell, Pagers, Blackberry) – Resource List
- Checklist of duties
- Note paper / pens

4. EOC: ALTERNATE SITES

In the event that the Civic Centre EOC has to be de-activated the following locations may considered as alternate EOC sites:

Park Ave Business Centre (PABC) Building located at 25 Creek Road in Chatham

- 1) Entegrus Building located at 320 Queen Street, Chatham (with permission of Entegrus)
- 2) Wallaceburg Service Centre, 786 Dufferin Avenue, Wallaceburg

Other sites may be designated by the CAO as back-up emergency operations centres.

ANNEX C: EVACUATION PLAN

1. Introduction

In this plan contains two types of evacuations:

- a) Pre-emergency: a pre-cautionary evacuation that should occur only when “sheltering in place” is not the preferred option and the time remaining before an emergency actually occurs can be confidently predicted.
- b) Post-emergency: an evacuation that should take inhabitants out of the hazard area only if it is safe to do so. In some instances sheltering in place - staying or going indoors and properly securing the premise can provide substantial protection against short or medium-term releases of hazardous materials.

2. Aim

The aim of the Evacuation Plan is to efficiently and effectively evacuate, transport and then shelter the inhabitants in safe designated locations.

3. Procedures and Responsibilities

The responsibility for the actual evacuation and for the security and protection of the evacuated area shall usually reside with the Chatham-Kent Police Service, assisted by other agencies. This may not always be the case as smaller areas that require immediate evacuation or areas that may be exposed to severe conditions may be evacuated by the Chatham-Kent Fire and Emergency Services or other municipal employees. All available provincial and municipal personnel may be requested to assist Police with the evacuation, as required.

There are eleven considerations involved in an evacuation:

1. Threat assessment
2. Establishment of an Outer Perimeter
3. Traffic Control and Security
4. Access Control
5. Public Alerting
6. Evacuation process
7. Evacuation Routes
8. Reception Centres
9. Re-entry of Evacuees
10. Sheltering
11. Pets and Livestock

4. Threat Assessment

Incident Command is responsible for conducting a threat assessment at an emergency site and determining the need for an evacuation. The following are factors to consider prior to an evacuation:

- The protection options available, i.e. - evacuation, sheltering-in place, or other protective measures.
- Factors that may make an evacuation difficult such as severe weather, topography, density of persons in evacuation area, non-ambulatory residents e.g. hospitals, etc., large number of inhabitants who are unfamiliar with the area such as tourists, and language barriers.
- The time required to safely evacuate inhabitants.
- The availability, suitability and capacity of reception centres and shelters to handle the expected number of evacuees.

5. Establishment of an Outer Perimeter

When determining the area to be evacuated, the following factors should be considered:

- The estimated area of potential danger given the emergency situation (dependent on factors such as material involved, explosive characteristics, wind direction, topography, etc.).
- The approximate number of persons to be evacuated.
- Special assistance requirements (sick, aged, infirm, hospital and nursing home residents).
- Transportation assistance required (buses).
- The estimated duration of the evacuation.

Incident Command is responsible for determining the outer perimeter of the emergency site and the area to be evacuated. If necessary, outside expertise and special software may be requested to help determine the emergency site perimeter.

Evacuees shall be guided as to how, when and by what route they shall take to evacuate and shall only be permitted to return into the evacuated area when the area is deemed to be safe, as determined by Incident Command in consultation with the CCG.

6. Traffic Control and Security

The evacuation process depends on the establishment of traffic control to ensure that there is an orderly free flowing movement of pedestrian and vehicle traffic out of the affected area.

The traffic control process utilizes strategically placed:

- police and other control officers,
- road barriers,
- emergency designation of one-way streets,
- signs and other traffic control aids at critical points.

The Operations Section Chief will oversee coordination of traffic control operations. Police shall assume responsibility for this operation.

7. Access Control

Unauthorized entry into the emergency scene perimeter shall not be permitted. This is in order to ensure that public safety is maintained, a safe evacuation is expedited and individuals are not necessarily exposed to contaminated areas.

Access/entry control into the hazard area for emergency responders, implemented through internal operating guidelines, ensures accountability, prevents unnecessary access and ensures that personnel making entry are wearing proper personal protective equipment.

Access control for the public shall be established immediately around the inner and outer perimeter zones at the emergency site and is usually established prior to the authorization of an evacuation, but is not limited to those situations requiring evacuation.

Incident Command shall oversee the coordination of hazard zone access through the Operations Section Chief and Chatham-Kent Police Services.

8. Public Alerting

Emergency responders will alert the public, with priority given to those persons located immediately within the vicinity of the hazard, about the need to shelter-in-place or to evacuate.

The Emergency Information Officer (EIO) or Public Information Officer (PIO - at the CAO or designate's discretion) is responsible for alerting the public through traditional media platforms, social media, the website and other communication platforms of an existing or an impending emergency. The EIO will also follow-up with messaging regarding evacuations, reception and sheltering.

Emergency notification may encompass an alert that "an emergency exists" followed by instructions on the appropriate actions to take (i.e. evacuation, sheltering, etc.). The initial alert may advise inhabitants where additional information can be obtained, i.e. traditional media, social media, the municipal website, an established citizen enquiry service, etc.

9. Evacuation Process

Private motor vehicles or walking routes are normally the primary means of initial evacuation. During the “alerting stage”, those persons with vehicles will be encouraged to provide rides to those without access to a vehicle.

For those transit-dependent evacuees who cannot arrange their own transportation or cannot arrange for ride-sharing, arrangements will be made for the provision of public transportation (i.e. buses) to assist evacuees with vacating the area. The Logistics Section Chief will be responsible for making transport arrangements as follows:

- Provide a bus shuttle service from the evacuation area to evacuation reception centres/shelter, as required.
- Arrange for private transportation firms (i.e. School Board bus lines, commercial bus lines, trains, taxis, etc.) to assist, as required, through prearranged agreements, contracts, or memoranda of understanding.
- Designate pick-up locations.
- Re-route public transportation as required and re-organize the bus service in order to ensure that service to areas outside of the emergency perimeter is not interrupted.
- Restore normal service outside of the evacuation area as soon as possible in order to minimize disruption.
- Dispatch buses to evacuation centres at the termination of the emergency in order to assist with the return of evacuees to their original pick-up locations.
- Restore normal transit service operations.

Chatham-Kent Emergency Medical Services (when available and upon direction from the Fire Paramedic Chief) will assist in transporting bed-ridden persons from homes and institutions such as hospitals. Other contracted medical transport providers and other transport providers may also be requested to provide medical transport assistance. The Erie St. Clair LHINS may also be able to assist with transportation coordination and finding temporary accommodations for non-ambulatory residents.

10. Potential Evacuation Challenges

The following problems may be encountered during evacuation situations:

- Access and exiting challenges due to congestion in densely populated urban areas that may be the result of: narrow or discontinuous streets, blocked streets due to debris, downed trees and power lines, and increased motor vehicle accidents.
- Transportation out of the area may be difficult for some (i.e. public transit users, non-ambulatory, etc.).
- Families may be separated during the work/school day, possibly resulting in emotional trauma and/or reunification issues.

- Individuals may refuse to leave due to the following reasons:
 - 1) There is failure to perceive the potential threat.
 - 2) There is fear for the security of property.
 - 3) There is concern for absent family members or pets.

In such instances, police or designates will instruct these individuals as to the severity of the problem and the need for evacuation. It should be stressed that these inhabitants may not expect emergency responders to provide future rescue services if they refuse to leave.

- If inhabitants still refuse to leave, police or designates will record their essential information, including next of kin. There is currently no power or authority to force someone to evacuate except the authority granted to the Medical Officer of Health and to an Assistant to the Fire Marshal under certain specific conditions (i.e., immediate danger to life from fire).
- Adverse weather conditions, especially in combination with rough terrain, may negatively affect evacuation procedures.
- People unfamiliar with the area (i.e., tourists, visitors) may have difficulty evacuating and should be provided with direction.
- Evacuated buildings may be searched for persons remaining on the premises. In addition, all potential utility hazards must be addressed by the utility agencies in the evacuated buildings (i.e. turn off gas, water and electricity).

11. Evacuation Routes

The Police are responsible for identifying the best evacuation routes that will allow evacuees to leave the area expeditiously and safely. Methods such as traffic light control, use of traffic barricades, and converting two-way roads into one-way roads out of the area may be used as required, if such changes from the norm do not increase confusion and congestion.

In selecting routes, emphasis should be placed on those routes providing the most direct removal of evacuees from the affected area. Care should be taken to direct evacuation traffic to upwind locations from the emergency.

Contracted tow trucks may be used to remove any disabled vehicles that may block or congest traffic. As well, specific routes should be kept clear to allow emergency vehicles access into and out of the emergency site.

12. Reception Centres

The Health and Family Services (H&FS) Department, in consultation with the CCG is responsible for selecting, opening and staffing reception centres. The following activities may be performed by H&FS:

In the event of an evacuation order, H&FS shall gather information from Police regarding

the approximate number of evacuees.

The appropriate reception centres shall be selected in consultation with the Community Control Group. The media and the public should be provided with information about the location of the reception centres through the Emergency Information Officer.

The appropriate number of trained staff shall be assigned to open the facilities. In an immediate evacuation where time is of the essence, the CKPS or CKFES may be required to select the most suitable nearby reception centre(s). These centres shall preferably be located as close to the evacuation area as is feasibly possible with the safety of the evacuees in mind (for example, a safe distance away from the incident that is upwind and uphill from any hazardous materials situation).

H&FS shall be notified as to any temporary emergency arrangements that have been made. Under less time constrictive circumstances (i.e. flood warning), H&FS will consult with Police to select the most appropriate reception centre(s).

With adequate advanced notice, H&FS shall make every effort to ensure that reception centres are prepared to receive evacuees. Some options for other agencies that may be able to assist include: the Canadian Red Cross, the Salvation Army, local community service clubs etc.

Arrangements for the use of outside volunteer agencies shall be made through the Administration Section Chief.

Provisions may be made that would allow those evacuees who are located at reception centres or temporary shelters to contact friends or relatives and to provide enquiry services. The IT Division may be enlisted to assist with this.

Whenever possible, arrangements should be facilitated with evacuees to stay with friends or relatives. Staying at an emergency shelter should be a last choice option.

H&FS shall liaise with Police and the Logistics Section Chief regarding the transportation and accommodation of evacuees. Every effort shall be made to prevent overcrowding in any one location.

At the discretion of H&FS, the Canadian Red Cross or other assisting agencies may be enlisted establish a registration service for arriving evacuees and an enquiry service where the public can obtain information on the status of family and friends affected by the emergency (i.e. information on the status of evacuees). The Police shall be responsible for informing the next-of-kin of any injuries or fatalities.

The Public Health Division of H&FS is responsible for monitoring health-related conditions in reception and evacuation centres.

All participating agencies operating at reception centres and at evacuation centres will assist in returning the facility to as close to pre-emergency conditions as possible upon termination of the emergency.

13. Re-entry of Evacuees

At the termination of an emergency and where an evacuation has occurred, Incident Command shall arrange for an assessment of each evacuated building and the area surrounding the evacuated building to determine it is safe for the evacuees to return. A Task force comprised of staff from CKFES, CKPS, Building, and the servicing utilities should be appointed to make the assessments and provide recommendations to Incident Command.

Every effort will be made to repatriate evacuees as quickly as possible. Once it is determined that it is safe to return, various approved methods of communications will be used to inform evacuees that they can return to their homes.

- H&FS shall oversee the signing-out and discharging of evacuees from reception centres.
- The Logistics Section Chief will arrange for public transportation to assist in the return of seniors, the disabled, non-ambulatory persons and those without vehicles in returning to their homes.
- C-K Police Services shall be responsible for securing the evacuated areas and for access control, and ensuring that there is an orderly re-entry to the evacuated area.
- Only residents (upon providing proof of residency) will initially be permitted back into the evacuated area.
- The Administration Section Chief may maintain enquiry services for a reasonable period of time after the emergency has ended to provide people with information and advice regarding post-emergency impacts.
- Once evacuees have vacated the reception centres, H&FS shall arrange for the facilities will be cleaned, restored and any supplies used replenished to their pre-emergency state.

14. Sheltering

In the event that the evacuation of an area would expose the population to a greater safety risk, Incident Command may decide that sheltering-in-place may be the best option.

Inhabitants of the affected areas will be notified to remain in their homes or place of employment and should be instructed to carry out the following steps for sheltering-in-place:

- Close all windows and doors.
- Turn off furnaces (or the lower temperature 15°C during the winter), air-conditioning and fans.
- Close all drapes and curtains.
- Put moist towels at base of door to act as an air seal.

- Have portable lights and a battery-operated radio at hand.
- Listen to local radio stations for more information on the emergency.
- Obtain tap water for future use - fill pails, tubs, etc.
- Move to the central basement part of the building to minimize any impacts of the emergency.
- After the danger has passed and the outside air is determined to be safe, increase the ventilation rate.

15. Pets and Livestock

An emergency situation can create several challenges when pets and livestock are involved. In most cases, it is best to contain animals in a safe place that can be sealed off from the inflow of outside air.

When an evacuation is ordered, pets may remain with their owners whenever possible.

Pets left in the evacuated homes should be contained within the home with sufficient food and water for several days unless other arrangements can be made. If possible, animal-friendly shelters, temporary holding facilities, animal transportation, and veterinary services should form part of a municipal pre-emergency animal plan drafted in consultation with local Chatham-Kent animal welfare agencies.

Where it is safe to do so, farmers will periodically be escorted back to their farms for such husbandry tasks as the milking of cattle, the feeding of chickens, hogs and other livestock, and ensuring that an adequate and accessible water supply is left for unattended animals.

Cattle and poultry barns that are computer-controlled should be programmed for maintaining adequate conditions for both day- and night-time (provided that there is a source of electricity).

16. Evacuation Zones

Incident Command or the CCG may consider dividing designated areas into a number of zones to assist with either a search or an evacuation. The criteria for zoning will be determined at the time of the emergency and may be based on population or designated area size. Considerations such as reception centre size, traffic patterns, and the ability to provide search and rescue services will all be considered. During the week, day-time populations may be less in urban areas, static in rural areas and greater in industrial/job centred areas. Incremental evacuation based on a grid or a designated area may be implemented at the discretion of Incident Command in consultation with the CCG.

ANNEX D: EMERGENCY COMMUNICATIONS PLAN

Upon implementation of the Emergency Response Plan, it will be necessary to effectively coordinate the release of accurate information to the public through traditional media, social media, municipal call-in centres and designated information lines. Information provided to the public must be timely, consistent and accurate.

The release of information shall be coordinated by the Emergency Information Officer (EIO) and shall be approved by either the CCG Chair or Incident Command.

The Emergency Information/Media Centre (EIC) may be established near the Emergency Operations Centre. Depending on the nature of the emergency, it may be necessary to establish a media information area, both near the EOC (as determined by the CCG) and adjacent to the emergency site as determined by Incident Command. These areas, if established, will be staffed as determined by the Emergency Information Officer.

The Citizen Enquiry Section will initially be located in the Civic Centre and will be staffed by customer service representatives. Assistance may be provided by other municipal business units or other entities as deemed necessary.

Social media challenges (for example Twitter limitations) shall be addressed by the Emergency Information Officer.

1. Emergency Information Officer

During an emergency, the EIO reports to Incident Command (regarding messaging emanating from the emergency site) and the Chair of the Community Control Group (regarding messaging from the Corporation). It shall be the responsibility of the EIO to coordinate all information that is provided to the media so that it is accurate, timely and consistent.

2. Citizen Enquiry Supervisor (Call Centre Manager)

The Citizen Enquiry Supervisor shall report to the Administration Section Chief and shall be responsible for the following:

- a) Establishing a Citizen Enquiry Service, including adequate staffing, telephone lines, and administrative support/resources.
- b) Informing the CCG regarding the establishment of a Citizen Enquiry Service and the designated telephone numbers.
- c) Ensuring that there is liaison with the Emergency Information Officer to obtain current information and approved messaging regarding the emergency.
- d) Responding to and redirecting enquiries and reports from the public based upon information received from the Emergency Information Officer (such as school closings, host schools, access and evacuation routes, location of evacuation centres or community shelters, etc.).

- e) Responding to and redirecting enquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- f) Responding to and redirecting enquiries pertaining to persons who may be located in evacuation and reception centres to the appropriate registration and enquiry telephone numbers. The enquiry services offered at reception centres shall be established in partnership with Health and Family Services staff.
- g) Acquiring additional staff and resources to address citizen enquiries as required.

ANNEX E: RESTORATION AND RECOVERY PLAN

The CCG and Incident Command must shift their focus from mitigation to recovery as soon as possible. The goal of the “recovery phase” is to quickly return the Municipality to as close to normal pre-emergency conditions as possible.

The CCG in consultation with Incident Command will determine when the emergency has entered the recovery phase.

A Recovery Committee shall be established by the CCG to address all aspects of the recovery phase of the emergency.

To facilitate a smooth transition from operations to recovery, the CCG will continue to address all matters related to recovery until such time as a hand-over is formally made to a Recovery Committee.

An emergency declaration may or may not still be in place when recovery operations begin.

1. Organization

Once major mitigation efforts are at or near conclusion, and at the discretion of the CCG, a smooth transition to the recovery phase shall occur. The CCG may pass the responsibility for further operations in connection with the emergency to a Recovery Committee.

The Recovery Committee may consist of the following positions and/or their designates, along with the required support staff:

- Chief Administrative Officer
- Municipal Engineer
- Municipal Treasurer
- General Manager, Health and Family Services (Directors of Housing, Public Health, and Employment and Social Services).
- Municipal Human Resources Manager
- Insurance Industry Representative
- Canadian Red Cross, Salvation Army
- Community Emergency Management Coordinator

Additional positions may be added to the Recovery Committee to provide expert advice and/or assistance as required. Sub-committees may be established to deal with specific areas of concern.

2. Recovery Strategy

During its initial and subsequent meetings, the Recovery Committee shall develop a strategy which includes goals, objectives and a timeline for the recovery process. This strategy will be used to guide the work of the Recovery Committee and should

incorporate any specific community needs or identified tasks. The strategy will also need to be periodically adjusted to reflect changing/evolving concerns and issues.

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

3. Recovery Committee Responsibilities

The following shall be responsibilities undertaken by the Recovery Committee:

- a) Ensuring that the essential services and utilities (electricity, water, sewers and waste water) are returned to service as soon as possible.
- b) Ensuring that critical infrastructure (example- hospitals, long term care facilities etc.) are returned to normal as soon as possible.
- c) Ensuring that other essential public infrastructure, including roads, bridges, traffic lights and signs, etc. are repaired or replaced as soon as possible.
- d) Ensuring that all structures and buildings within the Municipality are in a safe condition and are able to be re-inhabited. Those that are deemed to be unsafe, shall be secured from entry and signage posted warning of the danger.
- e) Ensuring that any remedial actions that are required are taken to rectify any unsafe building, property or environmental conditions.
- f) Ensuring that the health standards are met throughout the Municipality.
- g) Providing assistance in the relocation and establishment of temporary housing for affected persons.
- h) Providing assistance and support for the public in addressing insurance issues.
- i) Providing special clean-up and debris removal assistance.
- j) Assisting in the provision of counseling sessions (victims' counseling services, critical incident stress debriefing for emergency personnel and volunteers, as well as for the general population).
- k) Coordinating requests for funding support with other levels of government.
- l) Ensuring that information on the recovery process and support activities are disseminated in a clear and timely manner to the public.
- m) Developing damage assessment reports.
- n) Provide other services as required in order to facilitate the recovery.

ANNEX F: SEVERE WEATHER PLAN/FLOOD PLAN

The Chatham-Kent Weather Plan is designed to accompany the Chatham-Kent Emergency Response Plan (the Plan), the St. Clair Region Conservation Authority and Lower Thames Conservation Authority Flood Warning Plans. In the event of a weather emergency, this plan is intended to provide a guidance to departments, divisions and personnel.

In addition to the provisions found within the Municipal Act and the Emergency Management and Civil Protection Act, the aforementioned plans outline the municipality's responsibility for ensuring the safety and welfare of its residents. The municipality will therefore be responsible for emergency operations and for the alerting and evacuation of residents from weather prone areas. In addition, it will be responsible for obtaining the equipment and supplies necessary to deal with weather emergencies.

To supplement municipal operations, the respective conservation authorities may assist with weather forecasts, flood watches, for providing flood and stream flow data and for securing additional resources through the Ministry of Natural Resources and Forestry as required.

The Province of Ontario, through the Ministry of Natural Resources and Forestry will be responsible for providing meteorological and hydro-meteorological analysis and forecasts; determining when a provincial weather emergency exists and taking the appropriate actions.

Critical Weather Evacuation Strategy

A successful weather evacuation strategy relies on six (6) key elements. These elements include but are not limited to the following:

- 1) The development of an effective and tested weather evacuation plan.
- 2) Notification of those who are at risk.
- 3) Transportation of those at risk to a safe area and the ability to effectively address the needs of those residents with mobility impairments.
- 4) Clearly identified egress routes out of the weather affected zone and the erection of easily understood signage to direct evacuees.
- 5) The establishment of a reception centre and if necessary, an approved shelter.
- 6) A plan to deal with pets and other animals (people may decide to place their safety in jeopardy and not leave their animals).

The Plan

1) The development of an effective and tested severe weather/flood evacuation plan

- Each department/division within the municipality of should develop a weather contingency plan. This plan would provide specific direction to staff in the event of a weather emergency.

- Personnel should actively participate in the pre-planning of buildings, occupancies and neighbourhoods that are at risk for weather events. They shall also participate in regular exercises established for the purpose of testing the weather response plan.
- The level of weather response training provided to personnel will be based on operational expectations during a weather emergency. It will be up to the individual departments/divisions to determine the type and level of training provided.
- A resource book should be developed with a list of approved suppliers that can be utilized during a weather event, for example: dewatering pumps, generators, personal floatation devices, boats and other water craft.
- Proper mapping of weather prone areas (example flood plains) will be secured through the Chatham-Kent GIS Department, and placed at the disposal of the CCG and Incident Command. These maps will include designated grids or divisions that could be utilized to organize an evacuation strategy during an emergency.
- Each department/division should develop operating guidelines that are specific to weather events, mitigation strategies and evacuation procedures.
- A list of volunteers and a specialized skills inventory list should be developed for those who are willing and can be placed into service during a weather emergency.
- The EIO will assist the municipality with the development and implementation of an emergency communications strategy that will include traditional media outlets as well as social media. The EIO will also assist with the development of public safety education programming and messaging that relate to flood emergencies.

2) Notification of those at risk

- The Municipality will utilize an emergency notification procedure to notify residents of a pending weather emergency. This notification procedure may include one or all of the following: special television alerts, strategically placed electronic signs, computer-aided automatic messages, the use of media partners, social media (Twitter, Facebook) and the Chatham-Kent municipal website.
- It is assumed that the municipal call centre will be activated in the event of a severe weather emergency. Stakeholders will be directed to call the centre to a) confirm that a weather emergency exists and b) that their property lies within the zone that may be potentially affected is at risk for flooding.
- Upon notification that a weather emergency exists, designated personnel will take whatever steps are necessary to ensure that all department/division resources are secure and if necessary, able to respond or assist with any weather related emergency event within the municipality.
- Consideration for the redeployment of personnel, equipment and supplies should be considered for those areas of the municipality that are considered “at risk” for

the specific imminent weather event. Redeployment locations may be selected as part of the emergency continuity of operations planning process.

- Upon notification that a weather emergency is pending, members of the Community Control Group or the CEMC may initiate the emergency notification system and activation of the EOC. Departments/divisions shall address their own internal staff communication needs.
- Departments/divisions may also chose to establish their own department/division specific emergency operating centres.
- A direct communications link will be established between the EOC and the Chatham-Kent Police Emergency Communications Centre (ECC).
- Once established, the EOC will serve as the Coordination Centre for the weather event. Specific priority attention will focus on life safety and the protection of critical infrastructure (see EOC Manual).
- An IMS Command and Control structure will be established to directly manage the emergency and the areas affected by the weather event. The appointment of several “Area Commanders” may be required to manage multiple areas adversely affected by the weather event.
- The following issues shall be considered when formulating the Incident Action Plan:
 - The declaration of the emergency.
 - Providing important emergency related information to the public.
 - Provisions for non-ambulatory members of the public (shelter-in-place, evacuation)
 - Providing important emergency related information to staff located in all outlying municipal buildings.
 - Providing information to other levels of government and neighbouring municipalities.
 - Activation of department/division specific continuity of operations plans.
 - The notification and call-in of staff, the activation community volunteers and maintaining staff/volunteer accountability (Administration Section Chief).
 - Activation of mutual aid or fee for service agreements
 - Securing back-up radio communications (consider amateur radio club, satellite phones etc.).
 - The procurement of internal resources (Logistics Section Chief).
 - The procurement of resources from outside agencies (Logistics Section Chief)
 - The tracking of municipal resources.
 - First responder access to those areas of the municipality that have been affected by the weather event (clear access routes of snow, ice, flood waters, debris).
 - Assisting with the communication of alternate emergency access routing to emergency personnel, resulting from road closures due to weather.
 - The development of staff shift rotations.

- The relocating or collocating municipal resources for protection and to enhance response efficiency.
- Maintaining staff accountability.
- Developing a damage assessment protocol for those areas adversely affected by the weather emergency.
- The completion of the appropriate forms and the maintenance of appropriate records.
- The provision of detailed resource status information to the Logistics Section Chief.
- The review and implementation of operating guidelines, plans and procedures for specialized responses such as hazardous materials, technical rescue and search and rescue.
- Ensuring that decontamination facilities are set up for those exposed to flood waters and other contaminants resulting from the weather emergency.
- Ensuring that staff receive medical follow-up if they have been exposed to contaminants.
- The development of an Incident Action Plan for each operational period (Planning Section Chief).
- Initiating the Recovery Plan and consider extraordinary measures to facilitate the clearing of debris.
- Ensuring that there is access to essential operating supplies such as fuel, back-up power generation etc. (Logistics Section Chief)
- Establishing temporary reception centres or shelters.
- Staying in contact and providing updates to the family members of on-duty staff and acting as an internal communications conduit.
- Municipal personnel may be required to assist with the public notification process, either via door to door visits, through the use of truck PA systems or through the use of bull horns (example water advisories).
- It should be noted that most vehicles are not designed to withstand water intrusion into vital component areas such as: the air intake, the electrical components, the drive train etc.

3) Transportation of evacuees to a safe area and addressing the needs of citizens with mobility impairments.

- This plan makes the assumption that the municipality will have enough warning time to notify weather “at risk” residents and businesses to allow time for a self-evacuation. Those weather events with little or no warning time must also be considered.
- Municipal personnel will conduct all operations according to approved operating guidelines. At all times the safety of personnel shall be the priority. Staff will not be directed to engage in operations that go beyond their level of training.
- Those being transported to safe areas will be taken to the nearest reception centre to be processed, and then moved to the appropriate shelter via an approved method of transportation.

4) Clear egress routes out of the flood zone and the erection of easily understood signage

- Designated evacuation routes will be determined by Incident Command and then communicated to emergency responders and the community. The CCG will determine if a staggered system of evacuation is appropriate to avoid overcrowding of evacuation routes, or if an all point's immediate evacuation is required.
- Public Works will post appropriate signage that designates the proper evacuation route and will supply barricades for designated locations. Other municipal staff may be requested to assist with the posting of signage that designates the evacuation route.
- Police will ensure that the designated evacuation routes are followed. The designated evacuation routes will lead to the designated reception centre. If needed there will be a subsequent emergency routes established to facilitate travel to the designated shelter.

5) The establishment of a reception centre and evacuation shelter

- As determined by the CCG a call-in centre may be opened to provide information to residents regarding the flood emergency.
- The Municipality may also designate and staff a reception centre to process and to provide accountability for all evacuees. All designated evacuation routes should lead to the reception centre.
- A designated shelter may be opened to evacuees. It shall be equipped with all of the required amenities, inspected by the appropriate agencies and staffed by H&FS or other approved agencies.

6) Plan to deal with pets and other animals

- The involvement of municipal staff with pets and other animals will be limited to assisting those persons trained in dealing with animals in getting to a specific site, facilitating radio communications and providing for the safety of animal rescue personnel. Municipal personnel who are not trained to deal with animals and will not engage in direct contact with animals.

7) Other Operational Considerations

- Water/rescue operations will be in accordance with NFPA 1952 standards and department/division operating guidelines.

- The CCG will determine the priority weather affected areas that will: present a life-safety risk, require assistance with evacuation, require diking and dyke patrols (sandbagging, other containment operations).
- Priority operations will be established by Incident Command and will most likely be directed toward the following:
 - Priority # 1 - occupancies with a life-safety risk or that house non-ambulatory residents.
 - Priority # 2 - the protection of critical municipal infrastructure as identified by the EOC.
 - Priority # 3 - the protection of other critical occupancies as determined by the EOC.
 - Priority # 4 - other residential occupancies based on an assigned level of risk and priority level.
- One or more Incident Command Posts may be set-up at a strategic location(s) throughout the municipality to provide site command and control.
- Incident Command will be assigned to each command post.
- One or more resource staging locations will be established at strategic locations throughout the municipality, and placed under the direction of a staging officer.
- All municipal resources assigned to a specific area shall first report to the designated staging area.
- CKFES personnel may be assigned to assist with evacuation efforts. Evacuation operations will be conducted according to the appropriate flood evacuation guideline. In general operations shall include the following:
 - a hazard-risk analysis of each assigned evacuation area shall be conducted prior to staff entry,
 - each evacuation group will assign a stationary accountability officer,
 - the assignment of a specific and defined search (grid) area and the use of a systematic approach for search, rescue and evacuation that shall be coordinated with other agencies,
 - a size-up of each occupancy visited shall be recorded,
 - the facilitation of utility shutdown, coordinated with the occupancy owner and the utility agency,

- the use of the appropriate materials, equipment and protective devices and may include: boats, PFD, lights and flashlights, door chocks, electricity lockout kits, forcible entry tools, key box keys, portable radios, thermal imaging cameras, ¾ rubber boots, gas shut-off tool, voltmeter or night lights (to determine if a source is energized),
- boat evacuations shall be according to approved operating procedures,
- all persons on board the boat must be assigned and must don an approved PFD,
- staff evacuating residents must complete the appropriate forms and records,
- residents who can self-evacuate will be directed to follow the designated evacuation route and report to the designated reception centre.
- Occupancies shall be marked at the main entrance or on the front door with a coloured piece of plastic, based on the following colour system:

8) Sample Evacuation and Utility Shut-down Colour Marking System:

- Blue - a completed evacuation,
- Yellow - unable to contact (include a note to call the public information centre)
- Orange - refusal to evacuate
- Green – all utilities shut-down
- Red – unable to confirm the shutdown of utilities
- White – only one utility shutdown (make a note of the utility that has been shut down on the plastic colour marker)
- Municipal personnel shall work, whenever possible, to mitigate any hazards that develop during the emergency
- Police will be responsible for the establishment of area security and area shutdown. Area access passes may be issued to residents.
- Police will be responsible to ensure that there is enough on-duty staff working in the Emergency Communications Centre (ECC) to address the emergency and to ensure that there is adequate technical and administrative support is available.
- The Logistics Section Chief will be responsible for maintaining active vehicles and ensuring that, if there is any disruption in fuel supplies that alternate fueling arrangements are made.
- The EIO will work to: develop a communications strategy, assist with the community alerting protocol, guide residents and monitor media and social

outlets during the emergency. All media releases and communication will be approved at the CCG.

- A Reinhabitation Task Force comprised of resources from Building Services, By-law Services, Fire Prevention, Planning Services, Chatham-Kent Hydro and Ontario Hydro will work together to ensure the safety of all buildings during the emergency and during the recovery/energization/re-inhabitation phases. Reinhabitation will not be permitted until this task force approves the re-entry.
- Administrative support staff will be deployed to assist the CCG in the EOC and Incident Command.
- Medical triage and treatment centres may be established.

9) Recovery

- CKFES may be asked to assist with the remediation and recovery efforts.
- CKFES may be requested to set-up decontamination centres for those exposed to flood waters. This should be accompanied by medical follow-up.
- Priority recovery efforts such as the establishment of safe drinking water sources, the remediation of cisterns, buildings and materials exposed to flood waters will be directed through the EOC. A plan for the removal and disposal of materials damaged by the flood shall be included in the recovery plan.
- A re-energization and re-inhabitation plan will be coordinated through the EOC and based on successful inspections by the Reinhabitation Task Force. Structural damage assessment and utility safety will be a part of the Task Force's mandate.
- Industry and businesses exposed to flooding may require assistance during the recovery phase.
- The CKFES Operations Group may be asked to assist with debris management, pumping out basements, and providing other public assistance as required.

10) Assumptions

- The Chatham-Kent Emergency Response Plan will be implemented.
- The CCG operating in the EOC will be activated.
- If applicable, both conservation authorities will implement their flood emergency plans.
- There will be sufficient warning for most residents and businesses to evacuate weather prone areas prior to an emergency being declared.
- The Municipality will look to establish one or more of: call centres, reception centres and shelters.

ANNEX G: PROVINCIAL DISASTER RELIEF ASSISTANCE PLAN

Disaster Declarations and Disaster Relief Assistance

The declaration of a “State of Local Emergency” is made in part, in order to receive financial and resource support from other levels of government.

Once a declaration has been made, the request is sent to the Province to determine the level of assistance that can be provided.

The various types of Disaster Relief Assistance generally include:

- 1) Funding assistance with restrictions.
- 2) The Ontario Municipal Disaster Recovery Assistance Program.
- 3) The Municipality can also request Federal Government support through the proper channels.
- 4) For homeowners, the Disaster Recovery Assistance for Ontarians Program Guidelines have been placed on the www.ckfes.ca; website.

Municipal Disaster Recovery Assistance Program

Municipalities are advised to carefully read the Municipal Disaster Recovery Assistance guidelines for important information pertaining to eligibility and application requirements. For step-by-step technical instructions regarding organizing documentation and inputting data into these claim forms, please refer to the Claim Forms

Claimant:	<input type="text" value="Municipality of Gold Standard"/> <small>Enter the legal name of the municipality</small>	Mailing Address	<input type="text"/>
Type of Event	<input type="text" value="E.g. tornado, severe flood, landslide"/>	Street Address:	<input type="text"/>
Municipal treasurer:	<input type="text"/> <small>Name (Last, First)</small>	City/Town:	<input type="text"/>
	<input type="text"/> <small>Email</small>	Postal Code:	<input type="text"/>
	<input type="text"/> <small>Telephone</small>	Date Submitted:	<input type="text"/> <small>(YYYYMM/DD)</small>
Secondary Contact:	<input type="text"/> <small>Name (Last, First)</small>		
	<input type="text"/> <small>Position title</small>		
	<input type="text"/> <small>Email</small>		
	<input type="text"/> <small>Telephone</small>		

Show All Tabs
(Must be opened to print entire workbook)

Hide All Tabs

This Excel Workbook contains the following claim form components:

-
-
-
-
-
-
-
-
-
-

[Go Back to Home Page](#)

Claimant: Municipality of Gold Standard

Instructions: This **Attestation form** must be completed, printed and hand-signed by the municipal treasurer or the person who has been delegated authority. Refer to **Chapter 10** of the Claim Forms User Guide for detailed instructions on filling out this form, and refer to **Chapter 12** for claim form submission instructions.

Attestation:

I have reviewed the claim and the attached supporting documentation, and have personally verified that any copies are a true and accurate representation of the originals. Expenses and revenues noted in the claim submission accurately reflect incremental costs incurred as a result of a natural disaster. I have verified and attest that estimated costs and supporting documentation noted in the claim submission accurately reflect estimated future costs that will be incurred as a result of a natural disaster.

I also confirm that, to the best of my knowledge and understanding, expenses submitted meet the eligibility criteria outlined in the Municipal Disaster Recovery Assistance guidelines. I have been authorized by municipal council to submit this claim.

Please check this box to confirm attestation

Name:

Position Title:

Legal Name of Claimant Municipality:

Signature:

* A hand-written signature is required. Once signed, please scan this attestation to an electronic format (e.g. PDF) and include it with your claim submission. Typed or electronic signatures will not be accepted. Please ensure that the claims forms are submitted electronically in Excel (not PDF).

Date:

ANNEX H: EOC ACTIVATION CHECKLIST

1. Activation Phase:

- Upon arrival, check in with EOC Security or EOC Support staff. Log in on the designated sign-in sheet.
- If you are a representative from an outside (non-municipal) agency: register with the administrative support person assigned to EOC check-in.
- Report to the CEMC regarding a situation update.
- Set up your workstation, review your position checklist and relevant plans
- Establish and maintain an activity/position log.
- Determine if any additional resources are needed (stationery, phone, computer, reference documents, etc.) not already provided, advise EOC Support Staff.
- Consider whether relief will be needed (when, who) and then notify them well in advance of the end of the operational period.

2. Relief Handover Phase:

- Describe the emergency situation and evolution to incoming staff members
- Review the workstation, resources available, and position log
- Review tasks in progress, tasks pending, and upcoming priorities
- Try to finish short-duration tasks before leaving
- Document the departure of out-going staff and the arrival of incoming staff

3. Demobilization Phase:

- Deactivate your assigned position and close out the position log when authorized by the CEMC.
- Complete all required forms and reports, submit to the CEMC prior to your departure.
- Note any supplies that need replenishing.
- Clean up the work area. Return any materials specifically issued for your use during this emergency, place the rest back in your EOC Kit
- Leave a forwarding number where you can be reached
- Sign out at the Check-in/Check-out location.

ANNEX I: DECLARATION AND TERMINATION FORMS

Declaration of A Municipal Emergency

To: Minister of Community Safety and Correctional Services
Attention: Office of the Ontario Fire Marshal & Emergency Services

Fax: (416) 314-0474
Phone: (866) 314-0472 (Provincial Operations Centre)

I,

- Mayor of the Municipality of Chatham-Kent, or
- Acting Mayor of the Municipality of Chatham-Kent

hereby declare a state of local emergency in the Municipality of Chatham-Kent, in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, c E.9 s.4.(1) due to the emergency described herein:

for an Emergency Area or part thereof bounded by the following location(s):

1. _____
2. _____
3. _____
4. _____
5. _____

As of _____ am/pm, _____ (Date)

Head of Council

“Sample” Emergency Termination Format

Termination of Declared Municipal Emergency

To: Minister of Community Safety and Correctional Services
Attention: Ontario Fire Marshal and Emergency Management

Fax: (416) 314-0474
Phone: (866) 314-0472 (Provincial Operations Centre)

I,

- Mayor of the Municipality of Chatham-Kent, or
- Acting Mayor of the Municipality of Chatham-Kent

hereby declare a state of local emergency terminated in the Municipality of Chatham-Kent, in accordance with the Emergency Management and Civil Protection Act, R.S.O. 1990, c E.9 s.4.(1) due to the emergency described herein:

for an Emergency Area or part thereof bounded by the following location(s):

1. _____
2. _____
3. _____
4. _____
5. _____

As of _____ am/pm _____ (Date)

Head of Council

ANNEX J: IMS APPOINTED OR ASSIGNED POSITIONS

Incident Command/Unified Command Team Responsibilities (General)

- Establish site Command Post and if necessary, a Department Operating Centre,
- Develop strategies and tactics to mitigate the emergency incident,
- Develop a regular meeting cycle with all stakeholder organizations,
- Ensure that an Incident Action Plan (IAP) is developed for the operational period,
- Develop an organization to address the emergency that includes the following staff positions: planning, logistics, operations and safety site organizational components along with division, branch, group or sector officers/leaders as required to maintain a realistic span of control and frontline staff,
- Develop site safety procedures – accountability, rapid intervention, safety officer, employee rehabilitation, critical incident stress debriefs etc.,
- Establish resource staging locations,
- Ensure that an interoperable communications system is in place if possible,
- Establish an emergency site perimeter, isolate the scene and determine the emergency site layout,
- Participate in the Planning Cycle,
- Establish evacuation priorities, routing and transportation resources,
- Request additional resources through the EOC.

Incident Commander or Unified Command Team

The Incident Commander or Unified Command Team is responsible for the overall management of the incident, including the establishment of: the emergency site perimeter, the incident objectives/strategies and the overall coordination of all incident activities.

For most incidents, a single individual will fulfill the function of Incident Command. However under certain unique conditions, a Unified Command Team may be established to assist in the Incident Command role.

Unless otherwise delegated, all emergency site activities fall under the responsibility of Incident Command. The Incident Commander may have a Deputy IC from the same organization/jurisdiction, or from another assisting organization or jurisdiction.

Activation:

- Incident Command (at a site or at the EOC)

Reports to:

- EOC - CCG

a. Activation Actions

- Determine appropriate level of activation based on situational factors.
- Mobilize the appropriate number of personnel for the initial activation.
- Obtain a briefing from current Incident Commander using the **Incident Briefing Form (IMS 201)** and/or **Incident Status Summary Form (IMS 209)** as applicable.
- Assess the incident situation:
 - Review the status of the current situation and the initial incident objectives.
 - Obtain information from other agencies and organizations.
 - Ensure that all stakeholders impacted by the incident have been notified.
- Determine the need for a Unified Command Team and advise the EOC.
- Ensure that the Incident Command Post (ICP) is properly set up and ready to assume operations and ensure that there is a communications link to the EOC.
- Ensure that an incident check-in procedure is established immediately and that the initial incident perimeter and the emergency site layout is established.
- Determine which IMS sections are needed. Assign Section Chiefs or Sector/Division/Group Officers as appropriate and ensure that they are staffing their sections and obtaining the needed resources as required.

- Determine which Command Staff (Deputy IC, Safety Officer, Emergency Information Officer, Liaison Officer) positions are required and ensure they are filled as soon as possible.
- Establish the level of planning that is required (follow the Planning P):
 - Written Incident Action Plan (IAP).
 - Contingency Planning.
 - Formal Planning Meetings.
- Schedule meetings, as required (see Operational Planning Cycle):
 - Incident Briefing.
 - Initial Command Meeting.
 - Objectives/Strategies Meeting.
- Establish the Operational Period and briefing schedule.
- Confer with the General Staff (Section Chiefs) to determine what representation is needed at the ICP from other organizations/jurisdictions.
- Ensure that email capability, cell phones, or radio communications within the EOC is established and functioning.
- Ensure that the **Incident Organization Chart Form (IMS 207)** is completed and posted.

b. Operational Actions

- Ensure that the welfare and safety of all first responders is addressed.
- Monitor Command Staff activities to ensure that the appropriate actions are being taken.
- Authorize protective action statements as necessary.
- Determine the status of the emergency declaration and delegation of authority from the EOC/CCG. Work with the CCG to determine if a declaration a local state of emergency should be declared in accordance with organizational protocols.
- Establish parameters for resource requests and releases:
 - Review requests for critical resources.
 - Confirm who has ordering authority within the organization.
 - Confirm those orders that require Command authorization.
- Authorize the release of emergency information to the public and media in consultation with the CCG and obtain advice from the EIO (Site and EOC):

- Establish and maintain liaison with supporting or assisting organizations (this may be delegated to the Liaison Officer).
- Provide information and briefings to senior and elected officials as required.
- Establish or activate additional IMS facilities as needed.
- Ensure that Planning Meetings are taking place.
- Approve and authorize the implementation of the IAP including:
 - Reviewing the IAP for completeness and accuracy.
 - Verifying that incident objectives are being incorporated into the IAP and are being prioritized.
 - Sign the IAP.
- Ensure that Command and General Staff are progressing as required.
- Keep the EOC and partner organizations informed of incident-related problems, progress or lack of progress.
- Order the demobilization of the incident when appropriate.

c. Demobilization Actions:

- Follow the Demobilization Checklist.
- Authorize the demobilization of sections, branches and units when they are no longer required.
- Notify stakeholder organizations and jurisdictions of the expected planned demobilization time.
- Ensure that any open actions not yet completed will be handled after the demobilization.
- Ensure that all required forms or reports have been completed prior to demobilization.
- Be prepared to provide input into the after action report.
- Demobilize incident facilities and operations at the designated time, as appropriate.

Common Responsibilities – All Personnel

This list provides an overview of the common responsibilities applicable to all personnel operating within an Incident Management System. Some assigned tasks require one-time only actions, while other assigned tasks are repetitive and will require that these actions be taken for

the duration of the incident.

Activation:

This section applies to all staff who have been assigned roles within an Incident Management System.

a. Activation Actions

Receive the assignment from your organization, including:

- Job assignment (e.g. Situation Unit Leader, etc.).
- Consult the Position Checklist (if applicable).
- Report to the designated location at the designated reporting time.
- Request travel/routing instructions (if applicable).
- Make note of any safety instructions (if applicable).
- Make note of any special instructions (e.g., designated radio frequency, contact information etc.).

Upon incident arrival, check-in at designated Check-in Location, using the **Incident Check-in List (IMS 211 Form)** or **EOC Check-in List (IMS 2011-B Form)**. Check-in may be found at the following locations:

- Emergency Operations Centre (EOC).
- Incident Command Post (ICP).
- Staging Areas.
- Normal report for work locations.
- Note: If you are instructed to report directly to a line assignment, check in with the Sector/Division/Group Supervisor.

Receive a briefing note from the immediate supervisor. Clarify any questions.

- Note: representatives from other assisting or supporting organizations should report to the Liaison Officer at the EOC or ICP, after check-in.

Set up your workstation, review your position responsibilities and acquire any required work materials.

Establish and maintain an **Activity Log Form (IMS 214)** that chronologically describes all of your actions and any decisions taken during your shift.

If you are a supervisor, organize and brief your direct reports (if applicable) on the following:

- Specific job responsibilities.
- Co-workers within the job function.

- Defining functional work areas.
- Eating/sleeping/rehabilitation arrangements.
- Procedural instructions for obtaining additional supplies, services and personnel.
- Identification of operational period work shifts.
- Clarification of any important points pertaining to assignments.
- Provisions for specific debriefings/handover at the end of the operational period.
- Account for all assigned personnel and ensure their personal at all times.
- The current **Incident Action Plan Form (IMS 1001/202)** or **Incident Briefing Form (IMS 201)**, if an Incident Action Plan has not yet been developed.

Know the assigned contact information requirements for your area of responsibility (e.g. phone number, radio frequency, etc.) and ensure that communication equipment is operating properly.

b. Operational Actions:

Use clear text and IMS terminology (no codes) in all communications.

Complete the forms and reports required for the assigned position and send them through the supervisor to the Planning Section (Documentation Unit, if activated). Most large incidents rely heavily on the use of IMS forms to manage information/resources and maintain accountability. Ensure all forms are dated using the YYYY/MM/DD format.

Maintain an **Activity Log (IMS 214)**.

At the end of the shift, provide a detailed handover briefing to the relieving shift. Ensure that all in-progress activities, outstanding issues, and follow-up requirements are identified during the briefing.

c. Demobilization Actions:

Respond to demobilization orders and brief subordinates regarding demobilization procedures. Ensure that the Supervisor provides for a debriefing.

Deactivate your assigned position and close out logs when authorized by the Supervisor.

Complete all required forms, reports and other documentation. All forms should be submitted through the Supervisor to the Planning Section, as appropriate, prior to departure.

Be prepared to provide input into the after-action report.

If another person is relieving you, ensure they are thoroughly briefed before you leave your workstation. Note any outstanding issues or unusual events.

- Clean up the work area before leaving.
- If de-activating email accounts or telephones, set required notifications (e.g. out-of-office email or voicemail notification).
- Leave forwarding contact information where you can be reached.
- Turn in assigned equipment.
- Complete a **Demobilization Checkout Form (IMS 221)**.
- Send all completed forms and reports through the supervisor to the Planning Section (Documentation Unit, if activated).

Command Staff: Liaison Officer

The Liaison Officer (LO) serves as the primary contact for all assisting and supporting organizations and advises the Incident Commander on issues related to outside assistance and support, including current or potential inter-organizational needs.

The Liaison Officer may be assigned assistants from other organizations who are also involved in the incident response. Tasks may be delegated to the appropriate assistant, if applicable.

Activation:

- May be activated/located at the both the EOC and/or the Incident Command Post (there may be two Liaison Officers)

Reports To:

- Incident Commander

a. Activation Actions

- Follow the Activation Checklist.
- Obtain a briefing from the Incident Commander:
 - Determine current status of the Incident using the **Incident Status Summary Form (IMS 209)**.
 - **Identify the current organizations involved in the Incident by referencing the Incident Organization Chart (IMS 207) form, Organization Assignment List (IMS 203) form, Resource Assignment List (IMS 204) form etc.**
 - Determine whether these organizations are:

- 1) Assisting (providing personnel, services, or other direct assistance/resources to the organization) , or
- 2) Supporting (providing support services to the organization with direct responsibility for parts of IMS, but not providing any direct support or input to the incident itself).

Obtain information on assisting/supporting organizations, including:

- Contact person(s).
- Email/Pin/Phone numbers.
- Radio frequencies.
- Cooperative agreements.
- Resource type and availability.
- Number of personnel.
- Condition of personnel and equipment.
- Organizational constraints or Limitations.

b. Operational Actions

- Establish a workspace for the liaison function and notify the organization's representatives of the location.
- Contact and brief assisting/supporting organizations and mutual aid partners.
- Interview representatives concerning resources, capabilities, and restrictions on use. Provide this information at Planning Meetings as needed.
- Work with Emergency Information Officer and Command Staff to coordinate media releases associated with inter-organizational cooperation issues.
- Monitor incident operations to identify potential inter-organizational problems. Keep Command apprised of problems as they arise.
- Bring complaints to the attention of the Incident Commander.
- Attend Planning Meetings and provide briefing information.

c. Demobilization Actions

- Follow Common Responsibilities in the Demobilization Checklist

Emergency Information Officer

The Emergency Information Officer (EIO) is responsible for the development and release of approved emergency information to the public, for monitoring traditional and social media and for addressing and correcting any misinformation.

Command must approve all emergency information that the EIO releases. During a complex incident, assistants may be assigned to the EIO as required.

Activation:

- Activated at the EOC, an assistant may be appointed to work at the emergency site

Reports to:

- CCG or the Incident Commander

a. **Activation Actions**

Follow the Activation Checklist.

Obtain a briefing from Command:

- Determine current status of the Incident by referencing the **Incident Status Summary (IMS 209) form**.
- Identify the current organizational structure by referencing the **Incident Organization Chart (IMS 207) form, Organization Assignment List (IMS 203), Resource Assignment List (IMS 204)** etc.
- Determine facility/location for the media to gather (Emergency Information Centre, Incident Command Post, EOC, or other).
- Determine the current level of media presence, either at the site or near the EOC.

b. **Operational Actions**

Obtain policy guidance from Command with regard to media releases.

Establish a workspace for the Emergency Information function and notify organizational representatives of the location.

Determine any staffing requirements and make the required personnel assignments as they relate to the Emergency Information Centre (EIC).

Contact and correspond with local organizations, stakeholders and other jurisdictions to coordinate emergency information activities.

Participate in briefings to senior official(s):

- Determine what constraints are in place regarding the sharing of information.
- Assess the need for issuing special alerts and warnings
- Coordinate the development of protective action statements with the Operations Section.
- Prepare an initial information summary as soon as possible after activation. If no other information is available, consider the use of the following general statement:
- Sample Initial Information Summary:
 - We are aware that an [accident/incident] involving [type of incident] occurred at approximately [time], in the vicinity of [general location]. [Organization personnel] are responding, and we will have additional information available as we are able to confirm it. We will hold a briefing at [location], and will notify the press at least mins/hrs prior to the briefing. At this time, this briefing is the only place where officials authorized to speak about the incident and confirmed information will be available. Thank you for your assistance.
- Arrange for necessary work space, materials, telephones, and staff. Consider assigning an assistant Emergency Information Officer for remote locations.
- Establish contact with local, provincial and/or national media representatives, as appropriate.
- Establish a schedule for news briefings (this should be linked to the operational period). Monitor any misinformation that may be circulating and inform the EOC and the IC.
- Coordinate with the Administration Chief regarding the activation and staffing of a message centre to receive requests and answer questions from the public. Provide statement sheets to the Message Centre staff.
- Obtain current incident status reports from the Planning Section. Establish a schedule for updates.
- Observe constraints on the release of information imposed by Command or the CCG in the EOC.
- Obtain approval for information releases from Command:
- Confirm details to ensure there is no conflicting information that is released.
 - Identify the emergency site and the time for press briefings, and confirm participation by other members of the Incident Management Team.
- Release approved emergency information to media, and post information at the Incident Command Post, EOC and other appropriate locations.

- Record all interviews and copy all news releases:
 - Contact media to correct any erroneous or misleading information that is being circulated.
- Coordinate information releases with personnel from other impacted organizations and jurisdictions.
- Attend Planning Meetings and brief the participants as required.
- Respond to special requests for information.
- Provide all news releases, bulletins, and summaries to the Documentation Unit to be included in the final incident package.
- Confirm with all stakeholders that they understand the process for the release of information concerning incident-related injuries or deaths.

c. Demobilization Actions

- Follow the Demobilization Checklist.

Safety Officer

The Safety Officer (SO) monitors safety conditions and develops safety measures to ensure that the health and safety of all emergency responders is maintained. 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, safety and wellness of all incident responders. This is accomplished through communication with Incident Command, the Operations Section Chief and the Planning Section Chief.

The Safety Officer must have the knowledge and the experience to be able to control or reduce occupational hazards and exposures. Tasks may be delegated to the appropriate assistant Safety Officer if required.

Activation:

- Must be activated and reports to the emergency site
- Another Safety Officer may also be appointed in the EOC to liaise with the site Safety Officer

Reports To:

- Incident Commander

a. Activation Actions

- Follow the Activation Checklist.
- Obtain briefing from Command and/or the on-scene or in-place Safety Officer.

b. Operational Actions

- Establish a workspace for the Safety Officer function and inform the organization of the location.
- Identify hazardous situations associated with the incident.
- Ensure that adequate levels of protective equipment are available and are being used. Ensure that staff are properly trained on the use of all protective equipment that applies to them.
- Staff and organize the safety function as appropriate:
 - In multi-discipline incidents, consider the use of an Assistant Safety Officer from each discipline.
 - Multiple high-risk operations may require an Assistant Safety Officer at each site.

- Identify and correct or terminate potentially unsafe acts.
- Identify corrective actions and ensure that safety measures are implemented. When necessary, coordinate corrective actions with Incident Command and the Operations staff.
- Ensure that there is adequate sanitation and safety in food preparation (if required) at the site in consultation with the appropriate Section Chief.
- Obtain updates from Assistant Safety Officers prior to Planning Meetings and as frequently as necessary.
- Prepare **Incident Safety Analysis (IMS Form 215-A)**.
- Participate in Planning and Tactics Meetings:
 - Listen to tactical options being considered. If potentially unsafe, assist in identifying options, protective actions, or alternate tactics.
 - Discuss accidents/injuries to date. Make recommendations on preventative or corrective actions.
- Participate in the development of Incident Action Plan (IAP):
 - Review and approve the **Incident Medical Plan (IMS Form 206)**.
 - Provide a Safety Message and/or develop a Safety Plan (as required), using: **Incident Objectives (IMS 202 form)** (complete safety-related blocks #8, #9). **Safety Message/Plan (IMS 208 form)** (if required).
 - Assist in the development of the “Special Instructions” block of the **Resource Assignment List (IMS 204)**, as requested by the Planning Section.
- Investigate accidents that have occurred within the emergency incident areas:
 - Ensure that the accident scene is preserved for an investigation.
 - Ensure that the details of the accident are properly documented.
 - Coordinate with the Incident Compensation and Claims Unit Leader, organization risk manager, Ministry of Labour, WSIB, and relevant officials, etc.
 - Prepare accident reports as per organization policy, procedures, and direction.
 - Recommend corrective actions to Incident Commander and organization.
- Coordinate critical incident stress, hazardous materials exposure, and other debriefings, as necessary.

c. Demobilization

Follow the Demobilization Checklist.

General Staff: Operations Section Chief

The Operations Section Chief (OSC) is responsible for providing overall supervision and leadership to the Operations Section, including assisting in the development of the Incident Action Plan, implementing the Incident Action Plan and organizing, assigning and supervising all resources assigned operational tasks that are related to the emergency incident.

The Operations Section Chief must work closely with other members of the Incident Command Team and General Staff to coordinate operational activities. Tasks may be delegated to the appropriate levels (Sectors, Divisions, Groups, Branches)

Activation:

- Activated at the EOC

Reports To:

- Incident Command

Direct Reports:

- Operations Branch Director
- Division, Group or Sector Leaders
- Strike Team/Task Force Leader
- Air Operations

Suggested Operations Section Chief Division Leads:

- CKFES
- CKPS
- Public Works
- Health & Family Services

a) Activation Actions

Follow the Activation Checklist.

Obtain briefing from Incident Command:

- Obtain and/or assist Command in determining objectives and recommended strategies.
- Determine the status of current tactical assignments.
- Identify the current organizational structure, the location of resources, and assignments.
- Confirm the resource ordering process.
- Determine the location of the current Staging Areas and resources assigned there.

- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place. Ensure operational efficiency, personnel safety and adequate span of control.
- Meet with Planning Section Chief and obtain a preliminary situation briefing.
- Establish the operational period in conjunction with Incident Command.
- Coordinate and conduct the Operations Briefing and assign operations personnel in accordance with Incident Action Plan (IAP):
 - Based on the situation, activate the appropriate branches within the section. Designate Branch Directors and Groups as necessary.
 - Brief the Staging Area Manager on the types/numbers of resources to be maintained in Staging.
 - Brief direct reports (Branches, Divisions/Groups, and Task Force/Strike-Team Leaders) on their assignments, the ordering process, required protective equipment, and tactical assignments.
- Obtain a communications status briefing from the Telecommunications Unit (IT - if assigned) in Logistics. Ensure that there is adequate communications equipment and frequencies available for the section.
- Determine estimated times of arrival of Section staff from the Resource Unit.
- Confer with Incident Command to ensure that the Planning and Logistics Sections are staffed at levels necessary to provide adequate information and support for operations.
- Coordinate with the Liaison Officer regarding the need for Organization Representatives in the Operations Section.
- Determine activation status of other Incident Command Posts ICPs or EOC's involved in the incident(s) and establish communication links with them.
- Based on the situation (known or forecasted), determine likely future needs of Operations Section.
- Identify key issues currently affecting the Operations Section. Meet with section personnel and determine appropriate section objectives for the first operational period.
- Review the responsibilities of Branches/Units within the Section. Develop an Operations Plan detailing the strategies for carrying out operational objectives.

b. Operational Actions

- Ensure that all section personnel are maintaining their individual position logs.

- Ensure that situational information is provided to the Planning Section on a regular basis or as the situation requires, including Status Reports and Major Incident Reports.
- Ensure that all media contacts are referred to the Emergency Information Officer.
- Establish and demobilize Staging Areas (if required).
- Develop and manage tactical operations to meet the incident objectives:
 - Complete **Operational Planning Worksheet (IMS 215-G form) or EOC Tactics Worksheet (IMS 215-E form)**, as required.
- Assess life safety. Implement and enforce the appropriate safety precautions.
- Evaluate the situation and provide an update to Command and the Planning Section:
 - Location, status, and assignment of resources.
 - Effectiveness of tactics.
 - Desired contingency plans.
 - Need for any additional resources.
- Determine need for additional resources. Transmit resource orders to Logistics (using the **Resource Request Form (IMS 260-RR) or Incident Message Form (IMS 213)**).
- Notify the Resources Unit (Planning Section) of Section Branches, Divisions, Groups, Strike Teams, Task Forces, and single resources which are staffed, including location and names of leaders. Keep the Resources Unit up to date on the changes in resource status.
- Write the formal Operations portion of the IAP with the Planning Section Chief:
 - Identify assignments by Division, Group or Sector.
 - Identify specific tactical assignments.
 - Identify the resources needed to accomplish the required assignments.
- Ensure that there is coordination between the Operations Section with other Command and General Staff:
 - Ensure that Operations Section time-keeping, activity logs, and equipment use documents are maintained and passed to Planning, Logistics, and Finance/Administration Sections
 - Ensure that resource ordering and logistical support needs are passed on to the Logistics Section in a timely fashion. Notify Logistics of any communications problems.
 - Keep the Planning Section up-to-date on resource and situational status.

- Notify the Liaison Officer of issues concerning cooperating and assisting organizations.
- Keep the Safety Officer involved in tactical decision-making.
- Keep the Incident Commander apprised of the status of operational efforts.
- Coordinate media field visits with the Emergency Information Officer.

Attend the Tactics Meeting with the Planning Section Chief, the Safety Officer, and the Incident Commander prior to the Planning Meeting to review strategy, discuss tactics, and outline organization assignments.

Attend Planning Meetings

c. Demobilization Actions

Follow the Demobilization Checklist.

Planning Section Chief

The Planning Section Chief (PSC) is responsible for providing overall supervision and leadership to the Planning Section. The Planning Section is responsible for the developing the Incident Action Plan and for overseeing the collection, evaluation, processing, dissemination, and use of information regarding the evolution of the incident and the status of resources. This information is needed to understand the current situation, predict the probable course of incident events and to lead the incident planning process. Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all Planning activities are the responsibility of the Planning Section Chief.

Activation:

- Activated at the EOC

Reports To:

- Incident Command

Direct Reports:

- Resource Unit Leader
- Situation Unit Leader
- Demobilization Unit Leader
- Documentation Unit Leader

Suggested Division Leads:

- Planning
- CKFES
- CKPS

a. **Activation Actions**

- Follow the Activation Checklist.
- Check-in upon arrival at the ICP or the EOC.
- Obtain a briefing from Incident Command:
 - Determine current resource status, referencing the Incident **Briefing Form (IMS 201)**, **Incident Status Summary Form (IMS 209)** or **Resource Assignment List (IMS 204)**.
 - Determine current situation status/intelligence, referencing the **Incident Briefing (IMS 201)** and/or **Incident Status Summary (IMS 209)**.
 - Determine current incident objectives and strategy.
 - Determine whether Command initially requires a written or oral IAP.

- Determine time and location of planning cycle meetings.
- Determine desired contingency plans.

Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.

Based on the situation, activate the required units and designate Unit Leaders.

Meet with all Unit Leaders and ensure that all designated responsibilities are clearly understood.

Notify the Resources Unit of positions activated.

Ensure that sufficient staff are available for a 24-hour schedule, or as required.

Meet with the Operations Section Chief. Obtain and review any major incident reports or documents.

Ensure the Incident Briefing Form (IMS 201) is completed and provide copies to Command, Command Staff, and General Staff

Establish and maintain a resource tracking system.

Identify key issues to be addressed by the Planning Section in consultation with Planning Section Staff. Identify objectives to be accomplished during the initial operational period.

b. Operational Actions

Exercise overall responsibility for the coordination of unit activities within the Section.

Keep Command and the Operations Section Chief informed of significant issues affecting planning.

Advise the Incident Command Post (ICP) and/or Emergency Operations Centre (EOC) staff of any significant changes in incident status.

Compile and display incident status summary information. Document on **IMS Form 209 Incident Status Summary** (or other approved organization forms).

Obtain/develop incident maps.

Provide periodic predictions on incident potential. Establish a weather data collection system, when necessary.

Prepare contingency plans:

- Review current and projected incident and resource status.
- Develop alternative strategies.
- Identify resources required to implement contingency plans.
- Document alternatives for presentation to Incident Command and Operations, and if required, for inclusion in the written IAP.

Establish information requirements and reporting schedules for staff.

Meet with the Operations Section Chief and Incident Commander, prior to planning meetings, to discuss proposed strategy and tactics and diagram incident organization and resource location.

Conduct planning meetings.

Supervise the preparation and the distribution of the written IAP.

Coordinate IAP Sections/Reports with relevant sections:

- Coordinate the Incident Traffic Plan with Operations and Ground Support Unit Leader (if appointed).
- Coordinate the Safety Message with the Safety Officer.
- Coordinate the Incident Telecommunications Plan and Medical Plan with the Logistics Section Chief

Ensure that the Planning Section is sharing information:

- Instruct Units in on information distribution methods/needs.
- Ensure the Information Officer has immediate access to status reports and displays.

Identify the need for any specialized resources; discuss the need with Operations and Command; facilitate resource requests with the Logistics Section.

Hold Planning Section meetings as necessary to ensure that communication and coordination takes place among Planning Section Units.

c. Demobilization Actions

Follow the Demobilization Checklist.

Ensure preparation of demobilization checkout form(s), if appropriate.

Logistics Section Chief

The Logistics Section Chief (LSC) is responsible for providing facilities, services and materials in support of the incident. The LSC participates in the development of the Incident Action Plan and activates and supervises the branches and units within the Logistics Section. Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all Logistics activities are the responsibility of the Planning Section Chief.

Activation:

- Activated at the EOC

Reports To:

- Incident Command

Direct Reports:

- Service Branch Director
- Telecommunications Unit Leader
- Medical Unit leader
- Food Unit Leader
- Support Branch Director
- Supply Unit Leader
- Facilities Unit Leader
- Ground Unit Leader

a. Activation Actions

Follow the Common Activation Checklist.

Obtain a briefing from the Incident Commander:

Review the situation and the resource status for the number of personnel assigned to the incident.

- Review current organization.
- Determine which incident facilities have been/should be activated.

Ensure that the Logistics Section is set up properly and that the appropriate personnel, equipment, and supplies are in place, including maps, status boards, vendor references, and other resource directories.

Based on the situation, activate branches/units within the section as needed and designate Branch Supervisors/ Unit Leaders for each element.

Assemble, brief, and assign work locations and preliminary work tasks to Logistics Section personnel.

b. Operational Actions

- Meet with Incident Command and the Command/General Staff to identify immediate resource needs.
- Notify the Resources Unit of other Units activated, including the names and their assignment locations.
- Advise the Logistics Section Branches and Units to coordinate with the appropriate Groups in the Operations Section to prioritize and validate resource requests.
- Assist Branch/Unit Leaders in developing objectives for the Section and in developing plans to accomplish objectives within the first operational period (or in accordance with the action plan).
- Ensure that incident facilities are physically activated, as appropriate.
- Provide periodic Logistics Section Status Reports to Command.
- Confirm resource ordering process.
- Assess the adequacy of current Incident **Telecommunications Plan (IMS Form 205)**.
- Attend planning meetings and contribute, as required.
- Participate in the preparation of the Incident Action Plan (IAP):
 - Provide input on resource availability, support needs, identified shortages, and estimated time of arrival for key resources.
 - Identify future operational needs (both current and contingency), in order to anticipate logistical requirements.
 - Ensure that the **Incident Telecommunications Plan (IMS Form 205)** is prepared.
 - Ensure that the **Incident Medical Plan (IMS Form 206)** is prepared.
 - Assist in the preparation of the transportation plan, if required.
- Review the IAP and determine the Section's needs for the next operational period; order relief personnel if necessary.
- Research the availability of additional resources that may be required for incident response.
- Hold regular Logistics Section meetings to ensure that there is communication and coordination among Logistics Branches and Units.
- Ensure that there is coordination between the Logistics and other Command and General Staff.

- Ensure that all personnel observe the established level of operational security.
- Ensure that all Logistics functions are documenting actions on **Activity Log (IMS Form 214)**.
- Submit all Section documentation to the Documentation Unit.

c. Demobilization Actions

- Follow the Demobilization Checklist.

Finance Section Chief

The Finance Section Chief (FSC) is responsible for the financial administration and support to an incident, including all business processes, cost analysis, and financial matters. The Finance Section Chief provides direction and supervision to the Finance Section staff and ensures that there is compliance with all financial policies and procedures.

Tasks may be delegated to the appropriate Unit Leader. Unless otherwise delegated, all finance activities are the responsibility of the Finance Section Chief.

Activation:

- Activated at the EOC

Reports To:

- EOC - CCG

Suggested Division Leads:

- Finance

Direct Reports:

- Procurement Unit Leader
- Cost Unit leader
- Must work closely with the Logistics Section Chief

a. Activation Actions

Follow the Activation Checklist.

Obtain a briefing from Incident Command including:

- Incident objectives.
- Participating/coordinating agencies.
- Anticipated duration/complexity of incident.
- Possibility of cost sharing.

Obtain briefing from appropriate organization official:

- Determine level of fiscal processing required.
- Delegate the level of purchasing authority to Command and Logistics regarding financial processes, authorization and exemption from normal procurement processes.
- Assess potential for legal claims arising out of incident activities.
- Identify applicable financial guidelines and policies, constraints and limitations.

- Identify the financial requirements for both planned and expected operational needs.
- Determine what agreements are in place for land use, facilities, equipment, and utilities.
- Confirm/establish procurement guidelines.
- Determine the procedure for establishing charge codes.
- Obtain copies of all incident-related agreements, whether activated or not.
- Determine the potential for rental or contract services.
- Determine if an Incident Business Advisor or Financial Support Unit is available, and maintain contact information.
- Ensure that the proper tax documentation is completed.
- Determine who will maintain time records and what forms will be used.

Ensure that the Finance Section is set up properly and that appropriate personnel, equipment, and supplies are in place.

Based on the situation, activate units within the finance section as needed and designate unit leaders for each element:

- Procurement Unit
- Time Unit
- Cost Unit
- Compensation/Claims Unit
- Technical Specialists

Ensure that there is coordination with all activated organizations/bodies within the Province for the purposes of gathering and consolidating response cost estimates and other related information.

Meet with the Logistics Section Chief and review the financial and administrative support requirements and procedures; determine the level of purchasing authority to be delegated to the Logistics Section.

Meet with all Unit leaders and ensure that responsibilities are clearly understood.

In conjunction with Unit leaders, determine the initial action planning objectives for the first operational period.

b. Operational Actions

Ensure that finance section position logs and other necessary files are maintained.

Ensure that displays associated with the Finance Section are current, and that information is posted in a legible and concise manner.

Ensure that all Sections and the Supply Unit are aware of the required account codes (as applicable).

- Attend planning meetings and contribute as required.
 - Provide financial and cost-analysis input.
 - Provide financial summary on labour, materials, and services.
 - Prepare forecasts on costs to complete operations.
 - Provide cost benefit analysis, as requested.
 - Obtain information on the status of the incident; planned operations; changes in objectives, use of personnel, equipment, aircraft; and local organizational /political concerns.

- Gather continuing information.

- Meet with assisting and supporting organizations as required to determine any cost sharing agreements or financial obligations.

Administration Section Chief

The Administration Section Chief is responsible for all administrative support staff, the establishment of call-in centres, all Human Resource Management functions (time keeping, Check-in, Check-out, WSIB claims, salary & benefits, Critical Incident Stress issues, and use of volunteers-skills inventory, labour relations, training etc.) related to the emergency incident.

Activation:

- Activated at the EOC

Reports To:

- EOC - CCG

Suggested Division Leads:

- Human Resource & Organizational Development

Direct Reports:

- Compensation/Claims Unit Leader
- Time Unit Leader

a. Activation Actions

- Follow the Activation Check List.
- Obtain a briefing from Incident Command.
- Establish the procedure for tracking personnel work time.
- Establish an accident reporting procedure in consultation with the Safety Officer, the Ground Support Unit Leader, and the Operations Section Chief.
- Document all potential and existing injury claims.
- Keep track of the arrival and demobilization of all personnel and equipment.
- Keep a daily incident status report in consultation with the Planning Section.
- Log injury reports through the Safety Officer, Medical Unit Leader, and Compensation or Claims Unit Leader.
- Follow the guidelines for the organization.
- Use agreements – Procurement Unit Leader and local administrative personnel.

Coordinate with all assisting and supporting organizations and specifically administrative personnel from the hosting organization.

- Initiate, maintain, and ensure the completeness of all documentation needed to support claims for emergency funds, including auditing and documenting.
- Labour costs – include the breakdown of work locations, hours and rates for response personnel, contract personnel, volunteers, and consultants.

Initiate, maintain, and ensure the completeness of all documentation needed to support claims for injury and property damage. (Injury information should be also be retained for all contracted personnel formally assigned to the incident, as well as paid employees and mutual aid personnel).

Ensure that all personnel time records reflect incident activity and that the records for non-organizational personnel are transmitted in accordance with policy.

Ensure that all documents initiated by the incident are properly prepared and completed.

Assist the Logistics Section in resource procurement.

- Identify vendors for which open purchase orders or contracts must be established.
- Negotiate ad hoc contracts.

Ensure that there is coordination between Finance/Administration and other Command and General Staff.

Coordinate the Finance/Administration demobilization.

Provide a briefing to relief staff on current activities and unusual events.

Submit all Section documentation to Documentation Unit.

b. Demobilization Actions

Follow the Demobilization Checklist.

ANNEX K: USE OF VOLUNTEERS

The Municipality of Chatham-Kent considers community volunteers as a vital resource to be called upon in the event of an emergency and are an integral part of this plan.

The Workplace Safety and Insurance Act deems those volunteers who are assisting the Municipality during a declared emergency to be employees. The volunteer also has the same entitlements to personal protective equipment and appropriate training as other employees. The Administration Section Chief will be responsible for the registration of such volunteers. A full police check will be required for any volunteer tasked with assisting members of a vulnerable population.

Workplace Safety and Insurance Act, 1997, S.O. 1997. C.16. Sched. A. s. 69 (6)

Deemed employer, emergency workers

71 (1) An authority who summons a person to assist in controlling or extinguishing a fire shall be deemed to be the person's employer. 1997, c. 16, Sched. A, s. 71 (1).

Same, search and rescue operation

(2) The Crown shall be deemed to be the employer of a person who assists in a search and rescue operation at the request of and under the direction of a member of the Ontario Provincial Police. 1997, c. 16, Sched. A, s. 71 (2).

Same, declaration of emergency

(3) The Crown shall be deemed to be the employer of a person who assists in connection with an emergency declared by the Lieutenant Governor in Council or the Premier under section 7.0.1 of the *Emergency Management and Civil Protection Act*. 2006, c. 13, s. 4 (2).

Same

(4) The municipality shall be deemed to be the employer of a person who assists in connection with an emergency declared by the head of the municipal council to exist. 1997, c. 16, Sched. A, s. 71 (4); 2006, c. 13, s. 4 (3).

ANNEX L: STAFF NOTIFICATION LIST

THIS PAGE IS INTENTIONALLY LEFT BLANK

ANNEX M: AIRPORT EMERGENCY PLAN

Refer to the separate Airport Emergency Plan document