

THE CORPORATION OF THE TOWNSHIP OF INNISFIL

BY-LAW NO. 045-08

A By-law of The Corporation of the Town of Innisfil to formulate a plan for protecting property and the health, safety and welfare of the inhabitants in an emergency area.

WHEREAS the Province of Ontario has passed the *Emergency Management and Civil Protection Act* which requires every municipality to “formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency” (s.3(1)); and,

WHEREAS these Act makes provision for the Head of Council to declare that an emergency exists in the municipality or in any part thereof and also provides the Head of Council with authority to take such action or deliver such orders as considered necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of an emergency area; and,

WHEREAS the Act authorizes employees of a municipality to take action under the emergency plan where an emergency exists but has not yet been declared to exist.

NOW THEREFORE the Council of The Corporation of the Township of Innisfil hereby enacts as follows:

1. That the Emergency Response Plan attached hereto as Schedule "A" of this By-Law is hereby adopted;
2. That the Head of Council or their designated alternate, as provided in the *Emergency Management and Civil Protection Act*, is empowered to declare an emergency;
3. That any member of the Community Control Group are empowered to cause an emergency alert to be issued to members of the Community Control Group and to take action under the Emergency Response Plan where an emergency exists but has not yet been declared; and
4. That from time to time, the Emergency Management Program Committee will cause the Emergency Response Plan to be reviewed and to make such changes to its appendices as are considered appropriate.
5. That the Emergency Management Program Committee report to Council as required on changes, activities and recommended amendments for consideration.
6. That By-Law No. 071-04 be repealed.
7. That this By-law comes into force and take effect upon passage.

READ A FIRST AND TAKEN AS READ A SECOND AND THIRD TIME AND FINALLY PASSED THIS 7TH, DAY OF MAY, 2008.

Brian H. Jackson, Mayor

Paul G. Landry, Clerk

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1.0 INTRODUCTION

1.1 Definition of an Emergency

Per the *Emergency Management and Civil Protection Act, 2006* (EMCPA, 2006), an emergency means “a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to person or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise”.

1.2 General

The Town of Innisfil is situated in Central Ontario just one hour north of Toronto. It is composed of numerous small communities and has an approximate population of 31,000. Situations that pose the highest risk to the Town of Innisfil are:

- Natural Events (e.g. smog/air quality, flood, fog, forest fire, lightning, tornado, windstorms, winter storms, agricultural)
- Accidents (e.g. GTA event, hazardous materials-transportation, air/road/rail transportation incidents)
- Technological (e.g. blackouts – summer or winter)
- Intentional Acts (e.g. terrorism, vandalism)
- Outbreaks of disease or pandemics (human or animal borne)

Emergencies, by their nature or magnitude, require a coordinated response by a number of agencies under the direction of the Community Control Group. These emergencies are distinct from the normal day-to-day operations carried out by first response agencies or any combination thereof.

In addition, it is important that residents, businesses and interested visitors be aware of the provisions of this Emergency Response Plan.

2.0 AIM

2.1 General

The Aim of this Emergency Response Plan is to make provision for extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors to the Town of Innisfil when faced with an emergency. In addition, the Plan has been developed to ensure that key officials are provided with a general management framework to be used in response to a major civic emergency and as a guide to give an overview of responsibilities that may be requested of local support and advisory groups in the event of such an emergency.

It is the Aim of the municipality to incorporate the five pillars of emergency management into this Plan: prevention, mitigation, preparedness, response, and recovery.

3.0 AUTHORITY

3.1 Legislative Authority

The *Emergency Management and Civil Protection Act* (EMCPA) is the legal authority for emergency response plans in Ontario.

The EMCPA states that:

“Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan.” [EMPCA, s.3(1)].

“An emergency response plan shall,

- (a) assign responsibilities to municipal employees, by position, respecting implementation of the emergency response plan; and
- (b) set out the procedures for notifying the members of the municipal emergency control group of the emergency.” [O. Reg. 380/04, s. 15 (2)]

3.2 General

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

- Issued under the authority of Town of Innisfil By-law No. _____-08
- Filed with Emergency Management Ontario, Ministry of Community Safety & Correctional Services.

4.0 NOTIFICATION PROCESS

4.1 Actions of Town of Innisfil Employees

When an emergency exists but has not yet been declared to exist, Town employees may take such action under this emergency response plan as may be required to protect property and the health, safety and welfare of the inhabitants of the Town of Innisfil.

4.2 Support Staff Notification Process

At a suitable time appropriate municipal staff and/or local support and advisory staff may be notified of the situation and asked to remain on stand-by or carry out tasks as deemed appropriate.

4.3 Control Group Notification Process

In the event of an emergency in which the person in charge of the initial responding agency (Police, Fire or Ambulance) feels the emergency DOES or MAY require the formation of the Community Control Group (CCG), they will consult with the Chief Administrative Officer (CAO) and/or Community Emergency Management Coordinator (CEMC) to determine the necessity of assembling the CCG. In addition, any one member of the CCG may, in consultation with the Police Chief, Fire Chief, CAO or CEMC request that the CCG be activated.

Once the decision has been made to activate the members of the CCG, the CAO and/or CEMC will contact South Simcoe Police Dispatch and have all CCG members activated. The content of the messages transferred from dispatch to will be standardized and as brief as possible, and include the following:

- Reason for the call: describe (pending or potential) emergency situation
- Status of notification: “support”, “alert” or “call to assemble”
- Location of the Emergency Operations Centre (EOC) or meeting room
- Special precautions to take (routes to EOC, hazards, health risks, etc.)
- Verbal update and instructions concerning notification status
- Request to repeat the verbal message to ensure information is understood

The members of the CCG will, once activated, will assemble at the Emergency Operations Centre (EOC).

4.4 Request for Assistance from County of Simcoe

When the combined resources of the Town of Innisfil are deemed to be insufficient to deal with the emergency then the Mayor, CAO and/or CEMC may request assistance from the County of Simcoe at any time by contacting the County CEMC, who in turn shall contact the County Warden and County CAO. A request for assistance shall not be deemed to a request to assume authority and/or control but to provide assistance.

4.5 Request for County of Simcoe to Assume Authority

When the combined resources of the Town of Innisfil are deemed to be insufficient to deal with the emergency or the emergency is of a nature as to require the coordination of significant resources then the Mayor, CAO and/or CEMC may request that the County of Simcoe assume authority and/or control of the emergency. A request of this nature would be done by contacting the County CEMC, who in turn shall contact the County Warden and County CAO.

4.6 Request for Assistance from Neighbouring Municipalities as part of Mutual Aid

The *Emergency Management and Civil Protection Act* authorizes municipalities to enter into agreements wherein each party may provide assistance, in the form of personnel, services, equipment and material, if called upon to do so by a requesting municipality in times of emergency.

Mutual Aid Agreements enable municipalities, in advance of an emergency, to set the terms and conditions of the assistance which may be requested or provided. Municipalities requesting and providing assistance are therefore not required to negotiate the basic terms and conditions under stressful conditions any may request, offer and receive assistance according to predetermined and mutually agreeable relationships.

As the municipalities of the Town of Innisfil, Town of Bradford West Gwillimbury, Town of New Tecumseth, Township of Essa, and Township of Adjala-Tosorontio have entered into a mutual aid agreement, when the combined resources of the Town of Innisfil are deemed to be insufficient to deal with the emergency then the Mayor, CAO and/or CEMC may request assistance from the participating municipality. The request shall not be deemed to a request to assume authority and/or control but to provide assistance.

4.7 Request for Assistance from the Province of Ontario

Under certain circumstances and/or when the combined resources of the municipality are deemed insufficient than the Head of Council may request assistance from the Province of Ontario without the loss of control or authority. Such a request may be made by contacting the local office of the appropriate provincial ministry or by contact Emergency Management Ontario.

Assistance may be requested from Emergency Management Ontario at any time. Emergency Management Ontario maintains a 24-hour duty roster and can coordinate assistance from a number of Provincial agencies and the Federal Government, including Military Aid to the Civil Authority.

For routine matters, contact the EMO Lakes Sector Field Officer between 0900 to 1700 hours, Monday to Friday.

In the event of an emergency, contact the EMO Provincial Operations Centre Duty Officer.

Should an emergency be declared by the Mayor, a copy of the signed Declaration is to be faxed into the Provincial Operations Centre immediately.

4.8 Request for Financial Assistance from the Province through the Ontario Disaster Relief Assistance Program (ODRAP)

ODRAP is intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, who essential property has been damaged in an unexpected **natural** disaster. The Program provides funds to those who have sustained heavy losses for essential items such as shelter and the necessities of life. ODRAP **does not** provide full cost recovery for all damages resulting from a disaster; it only helps eligible recipients restore essential furnishings and property to pre-disaster condition.

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

5.0 DECLARATION OF AN EMERGENCY

5.1 Declaration of Municipal Emergency

The *Emergency Management and Civil Protection Act* (EMCPA) authorizes the Mayor of the Town of Innisfil, as the Head of Council, to declare an emergency [EMCPA, s. 4(1)].

The decision to declare an emergency in all or in part of the Town will be made in consultation with the Community Control Group; however, the final decision lies with the Mayor of the Town of Innisfil.

Once the ‘Declaration of Emergency’ has been signed by the Mayor it shall be faxed into the EMO Provincial Operations Centre.

Note: Reference ‘Declaration of an Emergency Checklist’

5.2 Declaration of Provincial Emergency

Pursuant to s. 7 of the *Emergency Management and Civil Protection Act* the Premier of Ontario may:

- By order declare that an emergency exists throughout Ontario or in any part of the province
- Direct and control the administration, facilities and equipment of the municipality in the emergency area, and, without restricting the generality of the foregoing, the exercise by the municipality of its powers and duties in the emergency area is subject to the direction and control of the Premier
- Require any municipality to provide such assistance as he or she considers necessary to an emergency area or any part of the emergency area that is not within the jurisdiction of the municipality and direct and control the provision of such assistance.

6.0 TERMINATION OF AN EMERGENCY

6.1 Termination of Municipal Emergency

The *Emergency Management and Civil Protection Act* (EMCPA) states that “The head of council or the council of a municipality may at any time declare that an emergency has terminated” [EMCPA, s. 4(2)]. In the Town of Innisfil any termination of an emergency, in the absence of the head of council, will be done by resolution of Council.

Once the ‘Declaration of Termination of an Emergency’ has been signed a copy of the declaration will be faxed to the EMO Provincial Operations Centre.

7.0 COMMUNITY CONTROL GROUP

7.1 Emergency Operations Centre

In the event of an emergency, either the primary or secondary Emergency Operations Centre (EOC) will be utilized. The Community Control Group (CCG) will meet at the EOC to make decisions, share information and provide support as required to mitigate the effects of the emergency.

The EOC is connected to an emergency power generator and includes the following equipment and provisions:

- Secured access
- Elevator
- Storage

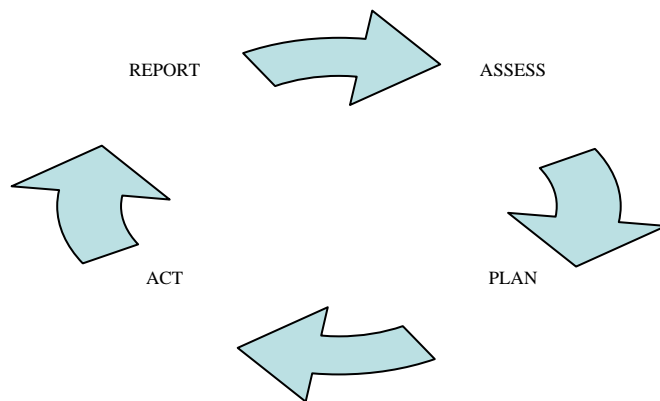
- Washrooms
- Digital & Satellite phones
- Printer/copier/fax machine
- LCD projector
- Kitchen/server
- Fully equipped work stations
- First aid kit
- Emergency food and water
- Emergency Telecommunications equipment
- Emergency lighting

The locations of the primary and alternate EOC are contained in the Annexes appended.

7.2 Operating Cycle

Members of the Community Control Group (CCG) will meet at regular intervals to inform each other of actions taken and problems encountered. The Chair of the CCG will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thereby allowing members to carry out their individual responsibilities. Maps and status boards will be prominently displayed and kept up to date by the Clerk.

The following diagram depicts the Operating Cycle of the EOC:



7.3 Community Control Group Membership

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

- To implement the Emergency Response Plan during an emergency and to provide advice and assistance to the Mayor or designate in carrying out their duties under the Plan (i.e. declaration of emergency, determine areas to be declared as an emergency area);
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;

- Calling out and mobilizing their emergency service, staff, staff resources, agency and/or equipment;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under municipal control as deemed necessary;
- Determine if additional volunteers are required and if appeals for volunteers are warranted;
- Acquiring and assessing information to determine the status of the situation;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer for dissemination to the media and public;
- Determine the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery (i.e. collection of donations, Disaster Relief Committee, applying for Ontario Disaster Relief Assistance Program);
- Authorizing emergency expenditures of money required to deal with the emergency;
- Notify the service, agency or groups under their direction of the termination of the emergency.

7.4 Community Control Group Responsibilities

The Community Control Group **shall** consist of the following members or their designate:

- The Mayor
- Chief Administrative Officer
- Community Emergency Management Coordinator
- Town Clerk
- Police Chief
- Fire Chief
- EMS (Ambulance)
- Director of Community Services
- Medical Officer of Health
- Public Information Officer

Note: Administrative Assistant will be required for CCG (see support staff listing)

In addition, the following members **may** be called upon to join the Community Control Group (CCG) depending on the type of emergency; however, these members would be called only once an initial assessment of the emergency has been completed by the main members of the CCG:

- Other Senior Administrative Staff as necessary (Dir. Of Corporate Services, Dir. Of Planning & Development)
- Representative from Local Utilities (i.e. hydro, gas)
- Emergency Management Ontario
- Town Solicitor
- Information Technology Representative
- Manager of Human Resources
- Manager of Parks & Recreation

Responsibility for Evacuation & Reception Centres

It will be the responsibility of the Community Control Group to decide where any required reception or evacuation centres will be established and activate any resources required to ensure these centres are operational. The procedures for the establishment of required reception or evacuation centres will be detailed in the appendices to this Plan.

7.5 Community Control Group Individual Responsibilities

i. The Mayor

The Mayor or their designate is responsible for:

- Providing overall leadership in responding to a Town emergency
- Declaring a Town emergency within a designated area
- Declaring a Town emergency has been terminated (Note: Council may also terminate an emergency)
- Actively participate in the CCG, acting as co-chair when necessary
- Act as liaison between CCG and other members of Council for the duration of the emergency
- Make requests for assistance from other municipalities, levels of government, or agencies when and if required
- Approve the release information to the media and public as prepared by the Public Information Officer
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

ii. The Chief Administrative Officer

The Chief Administrative Officer or their designate is responsible for:

- Act as chair and coordinator of the CCG
- Authorize the activation of the emergency notification system
- Advise the Mayor on Town policies and procedures as required
- Approve the release information to the media and public as prepared by the Public Information Officer
- Ensure that a communication link is established between the CCG and the Emergency Site Manager
- Call out additional staff to provide assistance, as required
- Appoint persons to perform various support group functions should the emergency warrant
- Ensure that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

iii. The Community Emergency Management Coordinator (CEMC)

The Community Emergency Management Coordinator or their designate is responsible for:

- Authorize the activation of the emergency notification system

- Provide advice and clarification about the implementation details of the Emergency Response Plan
- Act as primary liaison with Emergency Management Ontario
- Act as liaison with other municipalities and support agencies (e.g. St. John's Ambulance, Red Cross, etc.) as required
- Open and assist with the set-up of the CCG
- Ensure security is in place for the CCG
- Ensure all members of the CCG have the necessary plans, resources, supplies, maps and equipment
- Establish and maintain a communication link between the CCG and the Emergency Site Manager
- Notify any required support and advisory staff of the emergency
- Ensure that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

iv. The Town Clerk

The Town Clerk or their designate is responsible for:

- Act as secretary to the chair of the CCG and provide minutes of meetings
- Maintain a record/log of all major decisions, actions, events and instructions issued
- Assist with the organizing and supervision of the Emergency Operations Centre (EOC) and in particular make arrangements for obtaining and displaying up-to-date information at all times to assist the Public Information Officer (PIO)
- Arrange for up-to-date lists of property owners of areas affected by the emergency
- Initiate the opening, operation and staffing of the switchboard at the Town offices, as the situation dictates
- Arrange for and coordinate telecommunication systems for the CCG
- Arranging for the printing of materials, as required
- Upon direction from the Mayor, arrange special meetings of Council as required and advise members of Council of the time, date and location of the meetings
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

v. The Police Chief

The Police Chief or their designate is responsible for:

- Coordinate information from area police agencies affected by the emergency
- Depending on the nature of the emergency, assign the Emergency Site Manager
- Establish a site command post with communications to the CCG
- Notify necessary emergency services as required
- Establish an ongoing communications link with the senior police official at the scene of the emergency
- Establish the inner perimeter within the emergency area

- Establish the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel
- Provide traffic control as required
- Alert persons endangered by the emergency and coordinate evacuation procedures as required
- Aid with the establishment and operation of evacuation and reception centres as required
- Ensure the protection of life and property and the provision of law and order
- Notify the Coroner of fatalities as required
- Liaise with other community, provincial and federal police/law enforcement agencies
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

vi. The Fire Chief

The Fire Chief or their designate is responsible for:

- Coordinate information from area fire agencies affected by the emergency
- Depending on the nature of the emergency, assign the Emergency Site Manager
- Establish a site command post with communications to the CCG
- Establish an ongoing communications link with the senior fire official at the scene of the emergency
- Provide CCG with information and advice on firefighting and rescue matters
- Provide mobile command centre through Simcoe County Mutual Fire Aid and inform Mutual Aid Fire Coordinators of initiation of mutual aid arrangements for the provision of additional firefighters and equipment, if needed
- Determine if additional or special equipment is needed and recommend possible sources of supply
- Provide assistance to other departments, service areas or agencies and being prepared to coordinate or contribute to non-fire fighting operations if requested/required
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

vii. EMS Representative (Ambulance)

The EMS Representative or their designate is responsible for:

- Ensuring the appropriate deployment of paramedic services to the emergency site
- Depending on the nature of the emergency, assigning the Paramedic Services, Incident Commander and informing the CCG of the appointee
- Establishing an ongoing communications link with the Paramedic Incident Commander of the emergency site and the CCG
- Obtaining paramedic services from other municipalities for support, as required
- Establishing effective triage and transportation of casualties at the site(s)
- Advising the CCG if other means of transportation are required for large scale response for casualties and/or medical supplies

- Liaising with the Ministry of Health and Long Term Care, and Central Ambulance Communications Centre to ensure balanced emergency coverage is available for paramedic service at all times throughout the service area
- Ensuring liaison with the receiving and area hospitals and providing continuous update of events as they unfold
- Providing a Emergency Site Manager (ESM) or County Emergency Site Coordinator (ESC), if required and directed by the area municipality Community Control Group (CCG) or by the County of Simcoe Emergency Community Control Group (CSECCG)
- Ensuring that a record is maintained of drivers and operators contracted to provide assistance in provision of paramedic services during an emergency
- Procuring staff to assist as required, in providing paramedic services
- Assist in the coordination for the evacuation of an acute care or long term care facility
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

viii. Director of Community Services

The Director of Community Services or their designate is responsible for:

- Provide advice to the CCG on matters pertaining to Community Services as required
- Ensure the maintenance of sanitary sewage and water systems
- Provide equipment for emergency pumping operations as required
- Discontinue any public works service to any resident, as required, and restore these services when appropriate
- Liaise with utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions
- Provide vehicles and equipment as required by any other emergency services
- Liaise with conservation authorities regarding flood control, conservation and environmental matters, being prepared to take preventative action
- Liaise with hydro to monitor the status of any power outages and customers without services and provide updates as requested
- Assist with accessing generators for essential services or other temporary power measures
- Provide information and advice on water servicing and the disconnection of any water service if necessary
- Provide staff, material, supplies and equipment for emergency purposes as requested
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

ix. The Medical Officer of Health

The Medical Officer of Health or their designate is responsible for:

- Activating and terminating the Simcoe County District Health Unit Emergency Response Plan and Emergency Notification System.
- Coordinating public health services with various Municipal Control Group members, emergency and support services, and related agencies in the Emergency Operations Centre.
- Providing an on-site manager if required and attending the site command post as necessary.
- Liaising with Ontario Ministry of Health Public Health Branch and area Medical Officers of Health as required.
- Liaising with appropriate public health agencies as required to augment and coordinate a public health response.
- Providing advice on matters which may adversely affect public health within Simcoe County or within a local municipality.
- Coordinating the response to communicable disease-related emergencies or anticipated epidemics according to Ministry of Health policies.
- Ensuring coordination of agency resources to prevent and control the spread of disease during an emergency within Simcoe County.
- Ensuring the coordination of vaccine storage, handling and distribution across Simcoe County, including local municipalities.
- Initiating mass vaccination campaigns during outbreaks of disease within affected municipalities in Simcoe County.
- Liaising with the Simcoe County Director of Public Utilities or alternate within affected municipalities to ensure the provision of potable water, community sanitation, maintenance and sanitary facilities.
- Providing for the inspection of evacuation centres, making recommendations and initiating remedial action in areas of:
 - accommodation standards relating to overcrowding, crowd control, security, sewage and waste disposal, monitoring of water supply, air quality, sanitation, and facility layout and operation
 - food handling, storage, preparation and service
 - general health and safety involving injury prevention
- Liaising with local social service agencies on areas of mutual concern regarding evacuation centres including:
 - victim assessment, support and referral
 - public health information and community networks
- Providing inspection and advice in collaboration with municipal representatives within the affected communities regarding the evacuation of residential buildings which pose a public health threat.
- Liaising with the District Coroner to coordinate the activities of the mortuary within the community and provide assistance where necessary.
- Providing instruction and health information through public service announcements and information networks.
- Providing resource support and consultation to emergency service workers.
- Evaluating post-emergency effectiveness and efficiency in the execution of the agency's responsibilities through debriefing sessions and liaison with Emergency Control Groups from each municipality.
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

x. The Public Information Officer (PIO)

The Public Information Officer (PIO) or their designate is responsible for:

- Responsible for the dissemination of information to the media and public
- Responsible for implementation of Emergency Communication Plan and any responsibilities referenced in the Communication Plan (reference Section 10 of this Plan)
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

8.0 SUPPORT AND ADVISORY STAFF

8.1 General

In the event of an emergency, the following staff may be required to provide support, logistics and advice to the CCG; however, additional staff not listed may be called upon as required.

i. Executive Assistant to the CAO & Mayor

The Executive Assistant to the CAO & Mayor or their designate is responsible for:

- Assist the Chief Administrative Officer & Mayor as required
- Notify any required support and advisory staff of the emergency and the location of the Emergency Operations Centre as requested
- Assist with the opening, operation and staffing of the switchboard at the Town offices, as the situation dictates
- Arranging for printing of material as required
- Upon direction from the Mayor, ensure that all council is advised of the declaration or termination of the emergency
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

ii. Manager of Human Resources

The Manager of Human Resources or their designate is responsible for:

- Coordinate and process requests for human resources
- Coordinate offers of, and appeals for, staff volunteers with the support of the CCG
- Ensure records of human resources and administrative detail, that may involve financial liability, are completed
- Ensure that all Volunteer Registration Forms completed both internally and externally, when volunteers are involved and a copy of all forms are to be retained for the Town's records
- Ensuring identification cards are issued to temporary employees, where practical

- Arrange transportation of human resources to and from site(s)
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

iii. Director of Corporate Services

The Director of Corporate Services or their designate is responsible for:

- Provide information and advice on financial matters as they relate to the emergency
- Liaise with department staff as required
- Ensure that records of expenses are maintained for future claim purposes
- Ensure the prompt payment and settlement of all the legitimate invoices and claims incurred during the emergency
- Coordinate the acquisition, distribution and scheduling of various modes of transport for the purpose of transporting persons and/or supplies as required
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

iv. Director of Planning & Development Services

The Director of Planning & Development Services or their designate is responsible for:

- Provide advice to the CCG on the requirements of the Ontario Building Code and other technical matters as required
- Provide inspection personnel as required
- In consultation with Fire & Rescue Services and the Chief Building Official provide information on the need for demolition of building
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

v. Manager of Roads Services

The Manager of Roads Services or their designate is responsible for:

- Providing the CCG with information and advice on roads matters
- Establish an ongoing communications link with the Emergency Site Manager
- Providing roads services vehicles and equipment as required by any other emergency service
- Assist with recovery process
- Ensuring that a record is maintained of drivers and operators involved
- May provide assistance with accessing generators for essential services
- Assist the Emergency Site Manager as requested
- Appoint staff, as requested by the Emergency Site Manager, to control and coordinate emergency operations at or around the scene of the emergency
- Arrange for required tree removal work to be conducted as requested
- Ensure construction, maintenance and repair of town roads

- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

vi. Information Technology Representative

The Information Technology Representative or their designate is responsible for:

- Provide technological and telecommunications maintenance and support as required
- Aid in the activation of the telephone and communications network for the EOC
- Ensure all electronic and communication equipment required is available and operational
- Monitor the loads and battery life on the UPS equipment
- Monitor and maintain connectivity and networking capability at the EOC
- Liaise with clerical support staff regarding computer communications required for EOC and Mobile Command Posts as requested
- Arrange for the assistance from outside agencies to assist with technical communications requirements at the emergency scene
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

vii. Town Solicitor

The Town Solicitor or their designate is responsible for:

- Provide advice to any member of the CCG on matters of a legal nature as they may apply to the actions of the Town of Innisfil in its response to the emergency as requested
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

viii. Emergency Management Ontario Representative

The Emergency Management Ontario Representative or their designate is responsible for:

- Provide advice and assistance to any member of the CCG on matters of pertaining to the emergency as requested
- Assist in the coordination of community requests for Provincial and/or Federal assistance
- Assist in the coordination of communications with the EMO Provincial Operations Centre
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

ix. Other Agencies

In an emergency, many agencies may be required to work with the Community Control

Group. Those agencies might include Ontario Provincial Police, RCMP, Office of the Fire Marshall, Industry Representatives, Utility Representatives, Conservation Authorities, Volunteer Groups, etc.

9.0 EMERGENCY SITE MANAGER

9.1 General

The Emergency Site Manager is responsible to coordinate the activities of all agencies within the emergency site. The emergency site consists of the inner and outer perimeters.

9.2 Selection of the Emergency Site Manager (ESM)

The Emergency Site Manager will be selected by the area Community Control Group; however, the selection will be generally based on the senior official with the most involvement in the emergency (e.g. If the emergency primarily involves a fire than the senior fire official on scene would be appointed as the ESM unless otherwise indicated).

9.3 Relationship between the CCG and the Emergency Site Manager (ESM)

Depending on the nature of the emergency, once the ESM has been assigned, the CCG relationship with the ESM is to provide support with equipment, staff and other resources, as required at the scene of the incident.

The ESM will liaise with the Emergency Operation Centre Manager or CEMC. It is the responsibility of the CCG to ensure that the unaffected portion of the community maintains municipal services.

9.4 Relationship between the Emergency Site Manager (ESM)

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

10.0 EMERGENCY COMMUNICATION PLAN

10.1 General

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the new media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

- Public Information Officer
- Community Spokesperson(s)
- Public/Citizen Inquiry Supervisor

A primary Emergency Information Centre has been established; however, in the event that this centre cannot be used, a secondary location will be selected.

10.2 Public Information Officer Responsibilities

The Public Information Officer will be stationed with the CCG and in cooperation with the emergency information officers appointed by Police and Fire, liaise between the CCG, the public and other communications media. The Public Information Officer will execute their duties at the appointed media centre as required.

The Public Information Officer (PIO) will have the following resources:

- Computers
- Audio recording device with tapes
- Flip charts with paper and writing tools
- Visual board to depict up-to-date information relative to the emergency
- A copy of this Plan with all support and advisory contact numbers
- Telephones and/or other communication equipment as required
- Office Supplies
- Television with VCR/DVD

The PIO is responsible for the following:

- Establishing a communication link with the Public/Citizen Inquiry Supervisor and any additional media coordinators involved to ensure that all information released to the media and public is timely, full and accurate.
- Ensure that the Information Centre is set up and staff as required.
- Liaise with the CCG to obtain up-to-date information for media releases, coordinate interviews and organize press conferences
- Ensure that the CCG, Public/Citizen Inquiry Supervisor and any other appropriate person, agencies or businesses are advised of the telephone number of the Information Centre.
- Ensure that all information released (general information, press releases, etc.) are approved and signed-off by the Mayor and CAO prior to dissemination.
- Ensure copies of all public communications and any other information is circulated to all members of the CCG
- Monitor news coverage and correct any erroneous information
- Maintain copies of media releases and newspaper articles pertaining to the emergency
- Upon implementation of the Plan, coordinate the release of accurate information to the media, issue authoritative instruction to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency
- Address any action items resulting from the activation of the Emergency Response Plan and keep CCG informed of implementation
- Maintain a log of all actions and decisions taken

10.3 Public/Citizen Inquiry Supervisor

The Public/Citizen Inquiry Supervisor is responsible for the following:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines
- Informing the Public Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number
- Inform the affected emergency services, the CCG and the Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers

- Liaise with the Public Information Officer to obtain current information on the emergency
- Respond to and re-direct inquiries and reports from the public based upon information from the Public Information Officer (e.g. school closings, access routes, etc.)
- Respond to and redirect inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service
- Respond to and redirect inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number.

10.4 Community Spokesperson

The Community Spokesperson, as appointed by the CCG, is responsible for the following:

- Give interviews and attend press conferences on behalf of the Town of Innisfil Council
- Establish a communication link and regular liaison with the Public Information Officer
- Redirect all inquiries about decisions made by the CCG and about the emergency as a whole to the Public Information Officer
- Coordinate and provide accurate and up to date information to ensure consistent communications to the media

11.0 CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

11.1 Pre-incident Education & Preparation

Application/Protocol:

- Will be included as a component of the CCG's education
- Will be distributed as information to the CCG's

11.2 Long-term or large scale event/incident

Application/Protocol:

- Will include intervention and assessment by CISM Team
- Will include demobilization techniques
- Will include crisis management briefings

11.3 Mitigation of stress response/accelerated recovery following an emergency

Application/Protocol:

- Will include defusing(s)
- Will include debriefings(s)
- Will include follow-up and referral mechanisms
- Will include support services for family and pastoral support
- Will include one-on-one crisis interventions

