



# **Emergency Response Plan**

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## Schedule 'A'

### Introduction

1. Emergencies are defined as situations, or the threat of impending situations **caused by forces of nature, accident, or an intentional act that constitutes a danger of major proportions to life and property**, abnormally affecting the lives and property of our society which, by their nature or magnitude, requiring a coordinated response by a number of agencies, both governmental and private, under the direction of the *Municipal Emergency Control Group*, as distinct from routine operations carried out by agencies as normal day to day procedures, e.g. firefighting, police activities, emergency medical response, or normal hospital routines. These emergencies are distinct from routine operations carried out by an agency or agencies, i.e. fire suppression, policing or normal hospital routines.
2. Emergencies may occur within the geographical boundaries of the City of Owen Sound may include but is not limited to flood, tornadoes, blizzards, transportation accidents involving hazardous materials, windstorms, power blackouts, explosions, aircraft crash, flammable gas escape, building or structure collapse, terrorist acts, radiation fallout, uncontrollable fire, or any other incident likely to endanger larger numbers of people, or the threat of any of the foregoing.
3. Whenever an emergency occurs, the initial and primary responsibility for providing immediate assistance and control rests with the City of Owen Sound.
4. The Mayor of the City of Owen Sound may request assistance from the County of Grey by contacting the County of Grey Warden **without activating** the County of Grey Emergency Alerting System.

However, when the resources of the City of Owen are deemed insufficient to control the emergency, the Mayor will notify the Grey County Chair, Owen Sound Police Chief or the County of Grey Fire Coordinator who will activate the County of Grey Emergency Alerting System through the Duty Officer of the Owen Sound Police.

## **Aim**

To make provisions for the extraordinary arrangements and measures that may be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the City of Owen Sound when faced with an emergency. As well as, establish a plan of action for the efficient deployment of all services required in order that the following be assured:

1. Protect and preserve life and property.
2. Maximize emergency response capabilities.
3. Efficiently and effectively deploy emergency services.
4. Provision of controlled evacuation and balanced distribution of casualties to hospitals.
5. Minimize the impact of the emergency on the health, safety and welfare on the citizens, on property and on the environment.
6. Restore essential and normal services.
7. Assisting the County of Grey and/or other area Municipalities.

## **Implementation**

- A. This plan will be implemented as soon as an emergency occurs, or is expected occur, which is considered to be of such magnitude to warrant its implementation
- B. The decision will be made by the member of the Municipal Emergency Control group who receives the initial warning or who arrives first at the scene of the emergency.
- C. The Official shall activate the City of Owen Sound Emergency Alerting System by contacting Owen Sound Police Services requesting the Duty Officer to notify the City of Owen Sound Municipal Emergency Control Group members.

## **Structure of the Plan**

This plan identifies the authority and responsibilities of the Municipal Emergency Control Group (MECG) and various response agencies in a major emergency. It is designed to be flexible and adaptable to a wide range of possible emergencies that may occur.

## **Acronyms**

<b>CAO</b>	Chief Administrative Officer, Grey County
<b>CM</b>	City Manager
<b>MECG</b>	Municipal Emergency Control Group
<b>CEMC</b>	Community Emergency Management Co-ordinator
<b>EOC</b>	Emergency Operations Centre
<b>ERRP</b>	Emergency Response and Recovery Plan
<b>ESM</b>	Emergency Site Manager
<b>ESMT</b>	Emergency Site Management Team
<b>IC</b>	Incident Commander
<b>ICP</b>	Incident Command Post
<b>ICS</b>	Incident Command System
<b>MIC</b>	Media Information Co-ordinator
<b>PERC</b>	Provincial Emergency Response Centre
<b>PERT</b>	Provincial Emergency Response Team

## **Plan Activation and Implementation**

### **1. Authority**

The *Emergency Management Act (EMA)* is the legal authority for this emergency response plan in the Province of Ontario which states the "head of Council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such actions and make such orders as he/ she considers necessary and are not contrary to law, to implement the emergency plan of the municipality and to protect the property and the health, safety and welfare of the inhabitants of the emergency area". RSO 1990, c.E9, s4 (i).

As enabled by the Emergency Management Act, RSO 2002, c.14, s5 (i) this emergency response plan and its elements have been:

- issued under the authority of the City of Owen Sound Bylaw # 1999-198 Revised as Schedule "A";
- filed with Emergency Management Ontario.

### **2. Definition of an Emergency**

The EMA defines an emergency as:

"An emergency means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property."

Emergencies are defined as situations, or the threat of impending situations abnormally affecting the lives and property of our society which, by their nature or magnitude require a coordinated response by a number of agencies, both governmental and private, under the direction of the appropriate elected and/ or appointed officials as distinct from routine operations carried out by agencies as normal day-to-day procedures e.g. fire fighting, Police activities and normal medical response).

While most peacetime emergencies can occur within the geographic area of responsibility of City of Owen Sound, those most likely to occur are floods, tornadoes, blizzards, epidemics, transportation accidents involving hazardous materials, toxic or flammable gas leaks, electric power blackouts, building or structural collapse, uncontrollable fires or the breakdown of essential services or supplies, or any combination thereof.

### **3. Protection from Liability and Compensation**

The Emergency Plans Act identifies:

“No action or other proceedings for damages lies or shall be instituted against a member of Council, an employee of a municipality, a minister of the Crown or a Crown employee for doing an act or neglecting to do any act in good faith or in the implementation or intended implementation of an emergency plan or in connection with an emergency” ... “Where money has been expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or crown, as the case may be, has the right of action against any person who caused the emergency for the recovery of such money or cost, and for the purposes of this section, “municipality” includes a local board of a municipality, a county and local services board.”

### **4. Action Prior to a Declaration**

When an emergency exists but has not yet been declared to exist, municipal employees may take such action(s) under this emergency plan as may be required to protect the lives and property of the inhabitants of the City of Owen Sound and supporting the emergency site.

### **5. Declaration of an Emergency**

The Mayor or designated Acting Mayor of the City of Owen Sound, as Head of Council, is responsible for declaring that a municipal emergency exists within the boundaries of the City of Owen Sound. The Mayor will identify the boundaries of the emergency area. This decision is made in consultation with other members of the *Municipal Emergency Control Group (MECG)* and the Mayor/Acting Mayor may officially declare an emergency to exist, for the purpose of the plan, and designate any area of the municipality, or the entire municipality as an “emergency area”.

## **Declaration**

A municipal emergency may be declared by:

- The Mayor or designated Acting Mayor and/or
- The Premier of Ontario

Upon such declaration, the Mayor notifies:

- a. the County of Grey Warden
  - b. the Solicitor General of the Province of Ontario through Emergency Management Ontario at (866) 314-0472/0473 or 1-866-314-0472 or by fax at (416) 314-0474. Failing that, through the OPP General Headquarters Duty Officer at (705) 329-6950
- c. the City of Owen Sound Council
  - d. the Mayor shall ensure that the following are notified: public, media, and neighboring municipal officials.

## **Termination**

A municipal emergency may be terminated at any time by any of the following:

- a. the Mayor or designated Acting Mayor or
- b. the City of Owen Sound Council or
- c. the Premier of Ontario

Upon termination of a municipal emergency, the Mayor notifies:

- a. the County of Grey Warden
- b. the Solicitor General of the Province of Ontario through Emergency Management Ontario at (416) 314-0472/0473 or 1-866-314-0472 or by fax at (416) 314-0474. Failing that, through the OPP General Headquarters Duty Officer at (705) 329-6950
- c. the City of Owen Sound Council
- d. the Mayor shall ensure that the public, the media, and neighboring municipal officials are notified of the termination of an emergency declaration.

When the resources of the City of Owen Sound are deemed insufficient to control the emergency, the Mayor (or designated alternated) for the City of Owen Sound may request that:

- a. The County of County of Grey Warden or the County of Grey Chief Administrative Officer activates the County of Grey Emergency Alerting System
- b. Once the County of Grey Emergency Management Plan (GCEMP) is implemented, the Mayor or Acting Mayor or a designated Senior Municipal Official and the Fire Chief (as appropriate) will become a member(s) of the County of Grey Control Group (GMECG)
- c. The remaining municipal staff from the Municipal Emergency Control Group(s) within the City of Owen Sound will then remain as the support group(s) or support staff to the mayor, the Acting Mayor or the designated Senior Municipal Official
- d. All decisions by the County of Grey Control Group (as appropriate) affecting the lives and property of the inhabitants within the City of Owen Sound shall be made in consultation with the Mayor or Acting Mayor of the City of Owen Sound.

## County Declaration

The County of Grey Warden or designated alternate, as Head of Council, in consultation with the County of Grey Council Group is responsible for declaring an emergency to exist within the County of Grey when:

- a. The Mayor or Acting Mayor of an Affected Municipality requests that the County of Grey Emergency Response Plan be implemented; or
- b. The emergency affects a large portion of the inhabitants of more than one area Municipality within the County; or
- c. The emergency requires extraordinary actions or expenditures or monies by one or more County services for the protection of life and property.

## Provincial Declaration

Under Section 7 of the Emergency Management Act, RSO 2002, c. 14:

- a. The Premier of Ontario may declare that an emergency exists throughout the Province of Ontario or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plans to protect property and the health, safety and welfare of the inhabitants of the emergency area.
- b. **Power of the Premier** – For the purpose of subsection, the Premier of Ontario may exercise any power or perform any duty conferred upon a minister of the Crown or a Crown employee by or under an Act of the Legislature.
- c. **Emergency Powers** – Where a declaration is made under subsection (1) and the emergency area or any part thereof is within the jurisdiction of a municipality, the Premier of Ontario may, where he or she considers it necessary, direct and control the administration to ensure the provision of necessary services in the emergency area, whether under an emergency response plan or otherwise, is subject to the direction and control of the Premier.
- d. **Assistance** – The Premier of Ontario may require any municipality to provide such assistance as he or she considers necessary to an emergency area or any part thereof that is not within the jurisdiction of the municipality and may direct and control the provision of such assistance, and the Lieutenant Governor in Council, may authorize payment of the cost thereof out of the Consolidated Revenue Fund.

Emergencies can arise with or without warning. This plan takes into account and is intended to deal with the worst case, a situation that develops without warning. Often a major emergency will be within the response capability of the City of Owen Sound and the community will implement its Emergency Response Plan and respond to the emergency to the best of its ability.

The City of Owen Sound Emergency Response Plan includes the following County of Grey representatives on the Municipal Emergency Control Group:

- a. Medical Officer of Health
- b. Director of Social Services
- c. Emergency Medical Services Manager

The *Municipal Emergency Control Group* (MECG) may function with only a limited number of persons depending on the type of emergency. While the *Municipal Emergency Control Group* may not require the presence of all the people listed as members, **all members** of the Municipal Emergency Control Group **will be notified**.

## Checklist in Consideration of a Declaration of Emergency

(Note: All references in this document refer to the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended 2006)



*\* This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.*

An emergency is defined under the *Emergency Management and Civil Protection Act* as “a situation, or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise” [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act*, only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all or any part of the geographical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality must notify Emergency Management Ontario (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by Emergency Management Ontario, and should be faxed to (416) 314-0474. When declaring an emergency, please notify the Provincial Emergency Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria **may** indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

### **General and Government:**

- ❑ **Is the situation an extraordinary event requiring extraordinary measures?**  
[Section 4 (1) permits a head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law” during an emergency.]
- ❑ **Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]

- ❑ **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, and sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]
- ❑ **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a council's ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]
- ❑ **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an "emergency" is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]
- ❑ **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, and provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

### **Legal:**

- ❑ **Might legal action be taken against municipal employees or councilors related to their actions during the current crisis?** [Section 11 (1) states that "no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty." Section 11 (3), however, states "subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality...."]

- **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered “workers” under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

### **Operational:**

- **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4 (1) permits the head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan.” Section 13 (3) empowers a municipal council to “make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency.”]
- **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the “council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency.”]
- **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]
- **Does, or might, the situation require provincial support or resources?** [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response. ]

- **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]
- **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]
- **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Emergency Management.]
- **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide municipal councilors and employees with certain protections against personal liability.]
- **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

## **Economic and Financial:**

- ❑ **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]
- ❑ **Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
- ❑ **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that "where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost..."]

## **Activation**

An emergency will usually be reported to or discovered by Police, Fire or Emergency Medical Services (EMS) emergency responders, which would in any event be among the first to be called to the scene of a potential emergency. Preferably a Senior Member of the Owen Sound Police or Owen Sound Fire and Emergency Services Department shall assume command and control at the site of an emergency until the Municipal Emergency Control Group has assembled in accordance with the procedure as outlined in the City of Owen Sound Emergency Alerting System Fan-Out.

Any member of the City of Owen Sound Municipal Emergency Control Group can activate the City of Owen Sound Emergency Alerting System Fan-Out. (Appendix "A"). To activate the City of Owen Sound Emergency Plan, a Community Control Group (CCG) member will contact the Owen Sound Police Services Center and advise the following:

- Who they are and that they are a member of the CCG.
- The nature and location of the occurrence, and request the activation of the City of Owen Sound Emergency Plan.
- The CCG member will provide the location of the Emergency Operations Centre (EOC), and request that the other CCG members report to the EOC.

### **1. Municipal Emergency Control Group Activation – *Monitoring***

- Mayor
- City Manager
- Police Chief
- Fire Chief
- Director of Operations
- Manager of Grey County EMS

### **2. Municipal Emergency Control Group Activation – *Partial Activation***

- Medical Officer of Health
- Deputy City Manager/Clerk
- Director of Social Services
- Manager of Information Technology

**3. Municipal Emergency Control Group - Full Activation** – where it has been decided by the members of the Municipal Emergency Control Group that additional staff and support staff must be activated to deal with the actual or impending emergency, the following Support Groups will be called out:

- Director of Community Services
- Manager of Human Resources
- Director of Financial Services
- Emergency Management Ontario Representative
- Hydro One Networks, Inc.
- Union Gas
- Grey Sauble Conservation Authority
- Private Sector (as required)

Each member of the Municipal Emergency Control Group is responsible for mobilizing and calling out his or her department or agency.

## Levels of an Emergency

<b>DESCRIPTION – SCALE OF EMERGENCY</b>		<b>WHO RESPONDS</b>	<b>PLAN IMPLEMENTED</b>
LEVEL I	A routine incident which the municipality has the capability to manage and control by utilizing its own resources, expertise and standard operating guidelines. Generally this is an emergency of a short duration and low impact.	Local response agencies	No Plan Implemented – normal operations
LEVEL II	An incident that requires in addition to normal emergency services, City support for coordination of on-scene operations in addition to routine emergency service response. It may require assistance from mutual aid partners of short duration involving a high impact.	Local response agencies and mutual aid partners	ERP – Monitoring Phase
LEVEL III	An incident that requires more than a Level II response and may require additional government support to coordinate emergency activities. Generally this incident is of a longer duration and involves a high impact on the City.	First responders, local response agencies, mutual aid external agencies	ERP – Partial Activation Phase
LEVEL IV	An incident that not only involves the City of Owen Sound, but some of the surrounding local municipalities, resources and equipment is required outside normal mutual aid agreements.	First responders, local response agencies. mutual aid and external agencies	ERP – Full Activation Phase
LEVEL V	Involves an incident beyond the capabilities of the City of Owen Sound and County of Grey where provincial or federal resources are required to deal with the incident.	All of the above plus Provincial and Federal resources	County of Grey Involvement / Activation

## **Incident Management System (IMS)**

The Province of Ontario Emergency Management Organization (EMO) encourages the use of the Incident Management System (IMS) and organizes its response by five functions.

- Command
- Operations
- Planning
- Logistics
- Finance

<b>AGENCY</b>	<b>IMS FUNCTION</b>	<b>RESPONSE ACTIVITES</b>
CEMC	Command	<ul style="list-style-type: none"> <li>• Co-ordination of EOC</li> <li>• Lisason with EMO</li> </ul>
City Manager	Command	<ul style="list-style-type: none"> <li>• Manages and oversees the operation of the EOC and MECCG</li> </ul>
Community Services	Planning/Logistics	<ul style="list-style-type: none"> <li>• Citizen Inquiry</li> </ul>
Coroner	Operations	<ul style="list-style-type: none"> <li>• Identification and Disposal of the Dead</li> </ul>
Deputy City Manager/Clerk	Logistics	<ul style="list-style-type: none"> <li>• Records</li> </ul>
Economic Development	Planning	<ul style="list-style-type: none"> <li>• Situation Assessment Documentation</li> <li>• Advance Planning</li> </ul>
Emergency Information Officer (EIO)	Operations	<ul style="list-style-type: none"> <li>• Emergency Public Information</li> </ul>
Emergency Medical Services	Operations	<ul style="list-style-type: none"> <li>• Care, treatment and transportation of Ill and Injured</li> </ul>
Emergency Site Manager	Command	<ul style="list-style-type: none"> <li>• Effective Control of Effective On-Scene Management</li> </ul>
Executive Assistant/Mayor & City Manager	Command	<ul style="list-style-type: none"> <li>• Provide assistance &amp; record decisions &amp; actions taken by the City Manager and Emergency Control Group</li> </ul>
Fire Service	Operations	<ul style="list-style-type: none"> <li>• Fire Suppression &amp; Control</li> <li>• Search &amp; Rescue</li> <li>• Hazmat</li> <li>• Exposure Control</li> </ul>
Grey-Bruce Health Unit	Operations	<ul style="list-style-type: none"> <li>• Disease Control</li> </ul>
Human Resources Manager	Logistics/Planning	<ul style="list-style-type: none"> <li>• Human Resources/ Volunteers</li> <li>• Safety</li> </ul>
Information Services	Logistics	<ul style="list-style-type: none"> <li>• Computer &amp; Telephone Systems</li> </ul>
Mayor	Command	<ul style="list-style-type: none"> <li>• Ultimate situation responsibility</li> <li>• Declaration of Emergency</li> </ul>
Police Services	Operations	<ul style="list-style-type: none"> <li>• Communication</li> <li>• Warning</li> <li>• Law Enforcement</li> <li>• Security</li> <li>• Traffic Control</li> </ul>
Property Tax Department	Planning	<ul style="list-style-type: none"> <li>• Damage Assessment/ Records</li> </ul>
Public Works	Operations	<ul style="list-style-type: none"> <li>• Debris Removal &amp; Disposal</li> <li>• Damage Assessment</li> <li>• Water/ Wastewater</li> <li>• Street/ Infrastructure Repair</li> </ul>
Purchasing Manager	Finance/ Administration	<ul style="list-style-type: none"> <li>• Purchasing</li> </ul>
Red Cross	Operations	<ul style="list-style-type: none"> <li>• Temporary Housing &amp; Shelter</li> <li>• Emergency Feeding &amp; Clothing</li> </ul>
Salvation Army	Operations	<ul style="list-style-type: none"> <li>• 1<sup>st</sup> Aid at Temporary Shelters</li> </ul>
Social Services	Operations	<ul style="list-style-type: none"> <li>• Human Needs Assessment</li> </ul>
SPCA	Operations	<ul style="list-style-type: none"> <li>• Feeding &amp; Sheltering of Animals</li> </ul>
Treasurer	Finance	<ul style="list-style-type: none"> <li>• Accounting &amp; Record Keeping</li> </ul>
Victim Services	Operations	<ul style="list-style-type: none"> <li>• Crisis Counseling</li> </ul>

## **Municipal Emergency Operations Centre (EOC)**

In the event of an emergency in the City of Owen Sound an Emergency Operations Centre (EOC) will be established. The Municipal Emergency Control Group, Support Group, Advisory Staff and many other groups will congregate and work together at the Emergency Operations Centre to make decisions, share information and provide support as required to mitigate the effects of the emergency.

The Municipal Emergency Operations Centre will consist of:

- a meeting room for the Municipal Emergency Control Group;
- a Communications Room;
- rooms for support and advisory staff and other groups as required; and
- a Media Information Centre and Press Conference Area.

### **Location**

The location of the City of Owen Sound Emergency Operations Centre is designated by the first authorized person activating the City of Owen Sound Emergency Alerting System Fan-Out (members of the Municipal Emergency Control Group);

The **primary** Emergency Operations Centre will be located at:

**Headquarters Fire Station – 1209 3<sup>rd</sup> Avenue East**

The **secondary** Emergency Operations Centre will be located at:

**Owen Sound Police Services – 922 2<sup>nd</sup> Avenue West**

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

### **Composition**

The Municipal Emergency Control Group is comprised of persons holding the following positions or their appropriate alternates:

- a. Mayor
  - b. City Manager
  - c. Police Chief or Alternate
  - d. Fire Chief or Alternate
  - e. Director of Operations
  - f. Community Emergency Management Co-ordinator
  - g. Manager of Grey County EMS
  - h. Director of Social Services
  - i. Medical Officer of Health or Alternate
1. Other personnel may be called or added to the Municipal Emergency Control Group as the need arise and depending upon the nature of the emergency i.e. Grey Sauble Conservation Authority, Chief Building Official, Provincial representatives, other specialist agencies, organizations or individuals.
  2. The Municipal Emergency Control Group may function with only a limited number of persons depending upon the nature of the emergency.

### **Operating Cycle**

Members of the Municipal Emergency Control Group will gather at regular intervals to inform each other of actions taken and problems encountered. The City Manager or designate 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. The Executive Assistant to the CEMC will maintain the status board and maps, which will be prominently displayed and kept up to date.

## **Responsibilities of the Municipal Emergency Control Group (MECG)**

The actions or decisions that the Municipal Emergency Control Group is likely to be responsible for are:

- ❑ Call out and mobilize their emergency service, agency and equipment
- ❑ Coordinate and direct 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
  - ❑ Determine if the location and composition of the Municipal Emergency Group are appropriate
  - ❑ Advise the Mayor as to whether the Declaration of a Municipal Emergency is recommended
  - ❑ Designate the area in the Municipality as an "Emergency Area"
- ❑ Decide on the Emergency Site Manager (ESM) – appointment to be made by the Mayor
- ❑ Coordinate and/ or oversee the evacuation of inhabitants considered being in danger
- ❑ Discontinue utilities or services provided by public or private concerns i.e. hydro, water, gas, closing doors on a shopping plaza, etc.
- ❑ Co-ordinate, support and direct municipal departments and other agencies in their actions in mitigating the emergency
- ❑ Authorize expenditures of municipal funds which may be required immediately for the preservation of life and health
- ❑ Authorize expenditures for food and beverages for personnel assisting in controlling the emergency and other physical necessities for personnel
- ❑ Maintain a "log" of actions taken and decisions made by the Municipal Emergency Control Group taken during the emergency
- ❑ Select and notify concerned persons of assembly areas at which additional resources of staff and equipment will gather
- ❑ Provide administrative and logistical services for any City of Owen Sound services which may become involved

**Responsibilities  
of the  
Municipal Emergency Control Group (MECG)  
cont'd**

- ❑ Provide information about the emergency situation as it becomes available to the City of Owen Sound Fire and Emergency Services or the City of Owen Sound Public Works Department
- ❑ Arrange for services and equipment which may be needed from the other Area Municipalities and County of Grey
- ❑ Dispersal of people not directly connected with the emergency services who are considered to be in danger, or, whose presence hinders the efficient functioning of the Emergency Services
- ❑ Discontinue any services without reference to any other consumers in the municipality, where the continuation of such services constitutes a hazard to public safety within the Emergency Area
- ❑ Arrange for household accommodation (and maintenance) on a temporary basis of any residents who are in need of assistance
- ❑ Request assistance of such volunteer organizations, personnel and equipment not normally under the direction of the municipality as it is considered necessary
- ❑ Establish an Information Centre for the issuance of accurate news releases to the news media, and authoritative instructions to the general public
- ❑ Establish a Registry and Inquiry Centre to handle individual requests for information concerning all aspects of the emergency
- ❑ Determine if a Recovery Committee needs to be established before the response to an emergency has been completed, and if so, as outlined in the Recovery Plan
- ❑ Provide required support for on-site emergency workers during and post incident
- ❑ Participate in the debriefing following the emergency
- ❑ Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

## **Disaster Recovery**

Detailed recovery actions are cited in Appendix 'C'.

Short term recovery actions are based on a rapid assessment and the actions necessary to satisfy the immediate life support needs of disaster victims. Short term recovery actions are natural extensions of the response and may mean bringing necessary lifeline systems (e.g. power, communications, water, transportation, etc.) up to an acceptable standard while providing for basic human needs of the individual and community.

Once some stability is achieved, the City can begin recovery efforts for the long term; restoring economic activity and rebuilding community facilities with the attention to long term needs.

## **Responsibilities of Individuals**

### **Mayor**

The Mayor is ultimately in charge of the response to the emergency.

1. The Mayor or Acting Mayor, as Head of Council, is also responsible for:
  - ❑ Declaration of the emergency, the activation of the Emergency Alerting System and fan-out list
  - ❑ Declare the emergency terminated and notify all concerned
  - ❑ Ensure that the Warden for County of Grey, surrounding Municipalities and the Solicitor General are notified forthwith of the emergency and are kept apprised of the emergency situation
  - ❑ Ensure that the City of Owen Sound Municipal Council are advised of the declaration and termination of the emergency and are kept apprised of the emergency situation
  - ❑ Ensure that the public, the media, and neighboring municipal officials are also advised of both the declaration and termination of an emergency
  - ❑ Obtaining any necessary assistance from senior levels of government, other municipalities, and the private sector and take such action as is necessary to minimize the effects of an emergency in the City of Owen Sound
  - ❑ Assume the role of the primary spokesperson for the City of Owen Sound
  - ❑ Appoint an Emergency Site Manager (ESM)
  - ❑ Approve the expenditure of Public Funds to contain the emergency.

## City Manager

The City Manager is also responsible for:

- ❑ Call-in support staff to assist in the operation of the event
- ❑ Chair meetings of the Municipal Emergency Control Group
- ❑ Directing the activities of the EOC and ensuring that a communications in the form of releasing public information and instructions to the news media as authorized by the Mayor as well as assisting in the preparation and issuing of press/ public announcements
- ❑ Advise the Mayor on Municipal policies and procedures, as appropriate
- ❑ Ensure that the Municipal Emergency Control Group adheres to a reporting or business cycle, whereby the Municipal Emergency Control Group enacts at a predetermined time to share information, identify issues and problems to be resolved at the EOC
- ❑ Maintaining throughout the Emergency an agenda of issues/problems, actions and solutions so that at each meeting an agenda of issues/problems previously identified and not resolved will be ready for review and discussion
- ❑ Assist in the preparation and release of announcements, public information and media releases as authorized by the Mayor, in consultation with the Municipal Emergency Control Group
- ❑ Ensure that a communication link is established between the City and the Area Municipal CAOs, as required
- ❑ Advise the Municipal Clerk to notify the Municipal Emergency Support and Advisory Staff, and any other municipal staff that are required
- ❑ Provider of support staff to assist the Municipal Emergency Control Group in the co-ordination, collection and dissemination of information relative to the emergency
- ❑ Ensure that a communication link is established with the appointed Emergency Site Manager
- ❑ Request or response to a neighboring municipality for personnel, service, equipment, or material
- ❑ Organize and supervise the Emergency Operations Centre and, in particular, make arrangements for obtaining and displaying up-to-date information at all times
- ❑ Ensure a record is kept of all major decisions, actions and instructions issued
- ❑ Ensure a record of all expenditures is maintained for later cost recovery, if warranted.

## Chief of Police

The Chief of the Owen Sound Police Service (OSPS) is responsible for:

- ❑ Activate of the fan-out of the Municipal Emergency Control Group for the City of Owen Sound
- ❑ Notify necessary emergency municipal services as required
- ❑ Establish an Incident Command Post for Police Services
- ❑ Notification of necessary emergency services as required
- ❑ Establish an inner-perimeter within the Emergency Area when the OSPS are the lead agency
- ❑ Ensure that a communication link is established between the Municipal Emergency Control Group and the Incident Command Post
- ❑ Establish an outer-perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to essential emergency personnel
- ❑ Provide traffic control to facilitate the movement of emergency vehicles
- ❑ Alert persons in danger by the emergency and the co-ordination of evacuees to reception/evacuation centers
- ❑ Initial designation and arrange for opening (by contacting the appropriate person(s) identified in the Reception/Evacuation Centre Listing) of appropriate reception/evacuation centres, as required
- ❑ Immediately alert the Director of Social Services Grey County regarding the site(s) selected for reception/evacuation centre(s) and the appropriate time of arrival of the first evacuees
- ❑ Where time and circumstances permit, the initial designation of reception/evacuation centres will be done in consultation with the Director of Social Services in order to ensure that the resources of the reception/evacuation centre site selected meet the needs of the evacuees. Whenever feasible, site selection shall be done using the Reception/Evacuation Centre Site Selection Protocol. The protection of life and property and the provision of law and order
- ❑ Provider of police service at evacuation centres, morgues, and other facilities, as required
- ❑ Notify the coroner of fatalities
- ❑ Liaise with other municipal, provincial, and federal police as required

**Chief of Police  
cont'd**

- ❑ Provide an Emergency Site Manager, if necessary
- ❑ Investigate the incident, when required
- ❑ Implement the Police Emergency Plan
- ❑ Participate in a debriefing
- ❑ Protection of life and property
- ❑ Maintain law and order and
- ❑ Provide assistance to the Emergency Site Manager.

## **Fire Chief**

The Fire Chief of Owen Sound is responsible for conducting the implementation of the City of Owen Sound Emergency Alerting System. If the emergency entails a fire situation, the Fire Department will act initially with the normal building fire response. The Officer in Charge at the scene will request police, ambulances, etc., if they have not already been dispatched. The on-site command post shall be the command unit.

1. If the fire situation appears beyond the scope or likely to enlarge beyond the scope of the department's resources, the Grey County Mutual Fire Aid System will be activated. When the Grey County Mutual Fire Aid System is enacted, the Owen Sound Fire and Emergency Services Department shall notify the Grey County Fire Coordinator.
2. The Fire Chief is also responsible for:
  - Organizing and coordinating their firefighting and rescue services as well as determining whether additional special equipment or supplies are required and for making arrangements for their procurement
  - Activation of the Grey County Mutual Aid Fire System
  - Exercising control of the Fire Department functions, and any responding fire apparatus and staff, in the event of County Mutual Aid activation in the Municipality of Owen Sound
  - Determine if additional special equipment or supplies are required and making the necessary arrangements for procurement through the Grey County Mutual Aid Fire Co-ordinator
  - Provide an Emergency Site Manager if required
  - When required assist the Emergency Site Manager in fulfilling their responsibilities
  - Provide and operate of resuscitation equipment and first aid with trained staff when and where required
  - Provide equipment and staff as required to assist in operations other than firefighting and rescue, such as to assist in pumping operations, the fire situation permitting
  - Assist in establishing an ongoing communication link with the on-scene Commander
  - Provide a person to co-ordinate Critical Incident Stress Trauma, debriefing personnel and facilities, when required, as determined by the Municipal Emergency Control Group
  - Procure and or establishing an on-site Command Post

## **Fire Chief cont'd**

- Establish an inner perimeter within the Emergency Area where the Fire Service is the lead agency
- Establish an outer perimeter in conjunction with the other responding agencies in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to essential emergency personnel
- Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

## **Director of Operations**

Upon receipt of a Municipal Emergency, the Director of Operations or alternate will, as required, inform all Engineering and Public Works personnel to report to the emergency scene or placed on standby.

The Director of Operation's role is to:

- ❑ Ensure that all vehicles and equipment are ready for immediate use
- ❑ Deliver barricades and flashers to the site of the emergency, if necessary
- ❑ Clear debris or snow in and around the emergency area and to tow light vehicles to the scene if the emergency area is off the road, if necessary
- ❑ Supply or arrange for delivery of emergency water supplies for human consumption, if required
- ❑ Maintain an emergency dispatch centre at the Owen Sound Public Works Centre as required
- ❑ Conduct emergency pumping operations, if required
- ❑ Arrange for the inspection and demolition of unsafe buildings, if required
- ❑ In times of anticipated flooding keep close liaison with the Grey Sauble Conservation Authority
- ❑ Control all sandbagging and pumping operations during floods
- ❑ Liaise with the Director of Transportation and Public Safety for the County of Grey and other Municipal Directors of Engineering to ensure a co-ordinated response
- ❑ Log and record all incidents as they occur during the emergency
- ❑ Contact specific public/ private agencies as required i.e. Ministry of Natural Resources, Ministry of the Environment, Hydro One Networks, etc.
- ❑ Ensure continued operation of all sanitary sewage pumping stations as required
- ❑ Advising the MCEG of critical infrastructure i.e. electricity, telecommunications, transportation, community and public, safety and security

- Assist with the control of public transportation system by providing buses and operators for emergency purposes, and acting as a liaison with local transportation companies such as taxis

### **Director of Operations**

#### **cont'd**

- Develop an emergency plan for the above inter-related functions, including a resource list of fuel and resources and vehicles available in an emergency. An updated list will be kept at the EOC
- Opening and maintaining any other municipally owned facility(ies) as required
- Provide security or arranging for security at any municipally owned facility(ies) as required
- Procuring staff to assist as required
- Assign a person to be in-charge of the site operations, and
- Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Co-ordinator in the preparation of a report on the emergency.

## **Medical Officer of Health Grey Bruce Health Unit**

Medical Officer of Health is responsible for:

- ❑ Act as a co-ordinating link for all health services at the Municipal Emergency Control Group
- ❑ Liaise with the Provincial Ministry of Health, Public Health Branch
- ❑ Activate the Health Unit's – Emergency Plan for the Health Unit
- ❑ Liaise with the Emergency Medical Services Representative on the Municipal Emergency Control Group ensuring that a communication line exists with ambulance and hospital
- ❑ Ensure that the triage teams are provided to the site in the case of public health issues, if required
- ❑ Provide advice on any matters, which may adversely affect public health
- ❑ Provide authoritative instructions on health and safety matters to the public through the Media Co-ordinator
- ❑ Co-ordinate the Municipal response to disease related emergencies or anticipated emergencies such as epidemics, according to the Ministry of Health policies
- ❑ Ensure liaison with voluntary and private agencies, as required, for augmenting and coordinating Public Health resources
  - ❑ Ensure co-ordination of all efforts to prevent and control disease in the municipality during an emergency
  - ❑ Notify the Director of Operations regarding the need for potable water supplies and sanitation facilities
  - ❑ Liaise with the Director of Social Services on areas of mutual concern, i.e., guiding operations in reception/evacuation centers
  - ❑ When required, assist the Emergency Site Manager in fulfilling their responsibilities for public health issues such as sanitation and food safety
  - ❑ Should a temporary morgue be required for mass fatalities, and then the Medical Officer of Health will assist the Chief of Police as agents for the Coroner in the site selection and its operation

- Maintain a log outlining communications and actions taken as well as participate in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

**Director of Social Services  
County Of Grey**

The Director of Social Services is responsible for:

- The management, operation, set up, and staffing of reception/evacuation centres with the assistance of the Public Health Department and designated volunteer agencies for the registration, feeding, care, clothing, welfare and shelter of persons using the centers
- Liaise with the Owen Sound Police Chief with respect to the establishment of reception/evacuation centres and other areas of mutual concern
- Designate and arrange for opening (by contacting the appropriate person/persons identified in the Reception/ Evacuation Centre Site Listing) of additional/secondary reception/evacuation centre(s), as required. Immediate notification of the Chief of the Owen Sound Police Service regarding the locations of additional/secondary reception/evacuation centres. Whenever feasible, site selection shall be done using the Reception/Evacuation Centre Site Selection Protocol
- Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in reception/evacuation centers
- Ensure that a property representative is/are notified when a public or private facility(s) is/are required as reception/evacuation centre(s), and that staff and volunteers utilizing the facility(s) take direction from the property representative(s) with respect to its/their maintenance, use and operation
- When volunteers are involved, ensuring that the Volunteer Registration Forms are completed and a copy of each form is retained for County use
- Ensure co-ordination of care of bed-ridden citizens and invalids at home and in reception/evacuation centres during an emergency
  - Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

## Manager of Grey County EMS

The Manager of the Emergency Medical Services will be responsible for:

- ❑ Liaise with Police, Fire and other agencies active at the site of the emergency
- ❑ Liaise with the Medical Officer of Health
- ❑ Ensure triage and treatment at the site of the emergency
- ❑ Liaise with hospitals for the efficient distribution of casualties from the London Central Ambulance Communications Centre dispatch
- ❑ Assess the need and initial request for on-site medical teams from hospitals and whether assistance is required from Police or other emergency services in providing transportation to the scene for these medical teams. **NOTE:** Hospitals will not routinely provide on-site triage or medical teams. Medical assistance may be requested to deal with extraordinary instances such as prolonged and extensive entrapment, etc.
- ❑ Assess the need and the initial request for special emergency health service resources at the emergency site, i.e., ambulance buses, support units, paramedics, ambulance helicopters, etc. All requests will then be forwarded to the London Central Ambulance Communications Centre
- ❑ In conjunction with the London Central Ambulance Communications Centre, providing the main radio and telephone communication link through dispatch among health services, and notifying and requesting assistance of the Ontario Ministry of Health, Emergency Health Services Branch
- ❑ Liaise through the Medical Officer of Health for information regarding invalids or disabled citizens that may reside in an area to be evacuated and may require ambulance transportation
- ❑ Assist with the organization and transportation of persons in health care facilities, homes for the aged, nursing homes and rest homes, which are to be evacuated, as required
- ❑ Ensure that first aid supplies (as stocked in the Emergency Support Unit) are available at the Emergency Area and the evacuation centre(s)
- ❑ When required, assisting the Emergency Site Manager as appointed by the Municipal Emergency Control Group
- ❑ If required, providing an Emergency Site Manager

**Manager of Grey County EMS  
cont'd**

- Participate in a debriefing and assisting the preparation of a report on the emergency. Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

## **Emergency Information Officer**

The Emergency Information Officer (EIO) is responsible for:

- ❑ Consult with the Emergency Control Group on the need for news briefings and conferences, the granting of media interviews, the status of media monitoring, recommended responses to media misinformation and rumors, the content of official statements, announcements and other forms of public communication, and the release of any disaster-related information to the public
- ❑ Consult with other members of the Emergency Control Group on the status of the emergency situation and on any need for resources that could be fulfilled for the dissemination of information to the public for assistance
- ❑ Apprise the Emergency Operations Centre members of any significant information received by the public
- ❑ Issue passes, ID to all bona fide media representatives assigned to direct coverage of the emergency by their organizations and keep an up-to-date accreditation register
- ❑ Provide technical and logistical supports to accredited media representatives as requested
- ❑ Correct misinformation by contacting media program producer
- ❑ Ensure that a log is kept of all media inquiries to be transformed into a media inquiry summary and assessment component of the final operational evaluation report of media activities
- ❑ Prepare and submit an analysis of media coverage, and recommend necessary adjustments to the Public Information Plan
- ❑ Maintain a log of all actions taken.

## **Community Emergency Management Co-ordinator (CEMC)**

The CEMC or designate will also act as the Alternate Duty Officer is responsible for:

- ❑ Establish Emergency Operations Centre and ensures proper setup and functioning of the EOC
- ❑ Ensure that proper communication is in place at the EOC and the site and that there is a communication link between the responding and supporting agencies and the EOC
- ❑ Collect all information directed to the EOC
- ❑ Performs initial collation of the information
- ❑ Recording and filing of documents, plotting of information on maps and maintaining information displays and graphics as well as general administrative duties
- ❑ Document the receipt of information by having it recorded in an Operations Log
- ❑ Provide up to date information on the developments at the site with the MCEG and EMO
- ❑ Ensure that the MCEG has the necessary supplies
- ❑ Provide advice and clarification to the MCEG on the implementation of the Emergency Response Plan
- ❑ Address any action items as a result of the emergency response plan
- ❑ Co-ordinate the maintenance and operation of feeding, sleeping, and meeting areas of the Emergency Operations Centre as required
- ❑ Participate in a debriefing and assisting the preparation of a report on the emergency. Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

## **Emergency Site Manager (ESM)**

- The Mayor on behalf of the Municipal Emergency Control Group, from the lead agency involved will appoint the Emergency Site Manager (ESM) in the specific type of emergency.

Examples: the incident/fire; managing evacuation/police

- Once appointed, this individual will no longer be responsible for the operations or command of his/her agency. The ESM shall report directly to the City Manager
- Selection of the Emergency Site Manager will take into consideration the following:
  - Availability and approval of their agency
  - Training and field experience and
  - Knowledge of responding agencies responsibilities and resources.

The Emergency Site Manager, upon appointment by the Municipal Emergency Control Group has the authority to:

- Call meetings of the responding agency commanders (Officials in Charge) for information sharing, establishing objectives in the site management, and prioritizing limited resources where applicable
- Mediate conflicts between agencies and to contact the Municipal CAO at the Municipal Emergency Control Group should he/she be unable to resolve the matter
- Request assistance from responding agencies for communications and other emergency site management tools
- Appoint an On-Scene Media Spokesperson.

The Emergency Site Manager is responsible to:

- Ensure that priorities, tasks and tactics have been established to contain the problem
- Ensure that responding agencies are aware of human and material resources that are available to mitigate the emergency
- Ensure agencies address the needs of their staff with regard to stress, fatigue, food, shelter and relief

## **Emergency Site Manager (ESM)**

### **cont'd**

- ❑ Maintain a communication link with the City Manager at the Municipal Emergency Control Group for the flow of accurate information and assistance in management of the emergency
- ❑ Ensures that responding agencies meet to update/exchange information and/or re-evaluate on a regular basis
- ❑ Monitor the operation of the Site Management and make suggestions where applicable
- ❑ Exercise foresight as to future events in the management of the emergency such as resource requirements, weather, lighting, etc.
- ❑ Understand laws and policies at all levels that must be taken into consideration during the management or recovery of the emergency
- ❑ Where possible conserve resources should the emergency heighten or lengthen in time, understanding that outside the emergency area the Municipal Emergency Control Group is managing the day-to-day Municipal operations in our community
- ❑ Participate in a debriefing and assist in the preparation of a report on the emergency.

## **Emergency Site Management Team (ESMT)**

The Emergency Site Management Team is comprised of persons holding the following positions or their designated alternates:

- a) Deputy Fire Chief / Designated Alternate
- b) Representative from the Owen Sound Police Services
- c) Operations Manager of the Grey County Emergency Medical Service
- d) Representative from Public Works

Additional personnel or their designated alternates may include:

- a) Grey Bruce Health Unit representative
- b) Utilities representatives
- c) Critical Incident Trauma Co-ordinator
- d) Any other officials, experts or representatives deemed necessary by the Emergency Site Manager in consultation with the Municipal Emergency Control Group.

Members of the Emergency Site Management Team, upon notification that this Emergency Response Plan is being implemented shall:

- ❑ Assemble at the Command Post or as near to the site of the emergency as is feasible
- ❑ Direct the response of members of their own respective departments subject to any other order given by the Emergency Site Manager who will lead the Emergency Site Management Team
- ❑ Assist the Emergency Site Manager as appointed by the Municipal Emergency Control Group in fulfilling his/ her responsibilities when required
- ❑ Ensure that their departmental call-out system has been activated in consultation with the Municipal Emergency Control Group. Failing direction from the Municipal Emergency Control Group, will in consultation with the Emergency Site Manager order the initial call-out of such persons and equipment as the nature of the emergency appears to require.

**Individual Responsibilities  
of the  
Municipal Support and Advisory Staff**

**Information Technology**

Information Technology is responsible for:

- Ensure that the EOC has connectivity to the City of Owen Sound central network including connectivity to the Internet for additional communication support
- Provide equipment and staff resources necessary to support computer email and the Internet requirements of the MECG
- Assist the MECG in information technology needs and
- Maintain a log of actions taken.

**City Solicitor**

The City's Solicitor is responsible for:

- The provision of advice for any member of the Municipal Emergency Control Group and the Support and Advisory Staff on matters of a legal nature as they may apply to the actions of the City of Owen Sound Council in its response to the emergency, as requested
  - Liaise with other Area Municipal and/or County Solicitor(s), if required.

## **Deputy City Manager/Clerk**

The Director of Corporate Services is responsible for:

- Act in the place of the City Manager in the Municipal Emergency Control Group (MECG) in the event the City Manager is unavailable
- Upon direction from the City Manager, notifying the required Emergency Support and Advisory Staff of the emergency and the location of the Emergency Operations Centre
- Co-ordinate the provision of clerical staff to assist in the Emergency Operations Centre, as required
- Procure staff to assist, as required; and
- Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

**Citizen Inquiry Supervisor**  
**(Deputy City Manager/Clerk)**

The Citizen Inquiry Supervisor is responsible for:

- Establish a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines
- Inform the EIO/ Media Co-ordinator of the establishment of the Citizen Inquiry service and designated telephone number(s)
- Inform the affected emergency services, the Municipal Emergency Control Group and City of Owen Sound switchboard of the establishment of the Citizen Inquiry Service and designated telephone numbers
- Ensure liaison with the Media Coordinator to obtain current information on the emergency
- Respond to, and re-directing inquiries and reports from the public based upon information from the Media Coordinator. (Such information may be related to school closings, access routes or the location of evacuee centres)
- Respond to and re-directing 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 re-directing inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s)
- Procure staff to assist, as required and
- Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

## **Director of Financial Services**

The Director of Financial Services is responsible for:

- ❑ The provision of information and advice on financial matters as they relate to the emergency and the capabilities of the City of Owen Sound
- ❑ Ensure that records of expenses are maintained for future claim purposes
- ❑ Liaise with other agencies involved in fundraising activities to avoid duplication in the raising and utilization of donated funds
- ❑ Liaise with Provincial Officials with respect to the utilization of Provincial emergency relief funds, if applicable
- ❑ Liaise with the County of Grey Director of Finance, if necessary
- ❑ Procure staff to assist, as required and
- ❑ Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

**Executive Assistant/  
Public Relations Co-ordinator**

The Executive Assistant/Public Relations Co-ordinator is responsible for:

- providing assistance to the Owen Sound City Manager or their designate as required
- accurately record all decisions and actions taken by the City of Owen Sound Municipal Emergency Control Group
- maintain a personal log of major events and actions taken by the Municipal Emergency Control Group

## **Purchasing & Materials Manager**

The Purchasing Manager is responsible for:

- The provision and securing of equipment and supplies not owned by the Municipality, as required by the Municipal Emergency Control Group and the Support and Advisory Staff, to mitigate the effects of the emergency
- Liaise with the purchasing agents of other Area Municipality (ies) and/or the County of Grey if necessary. Expenditures made by Municipal Departments involved in other municipal emergencies will be forwarded to that area municipality or the County, when the emergency has been terminated, for reimbursement
- Should the Purchasing Manager or alternate have concerns with authorization for expenditures that may contravene purchasing by-laws, then contact will be established with the City Manager or alternate to resolve this matter
- Initiate the necessary action to ensure the telephone system at all Municipal Offices functions as effectively as possible, as the situation dictates
- Maintain and updating a list of all vendors who may be required to provide supplies and equipment.

## **Director of Community Services**

The Director of Community Services is responsible for:

- ❑ Initiate the opening, operation and staffing the switchboard at the City of Owen Sound Municipal offices, as the situation dictates
- ❑ Initiate operation of or procuring printing facilities or making alternate arrangements, as required
- ❑ Procure staff to assist
- ❑ Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the CEMC in the preparation of a report on the emergency.

## **Deputy Clerk**

The City Clerk who also acts in the role of Duty Officer is responsible for:

- Maintain a master operation log
- Minutes of business meeting
- Log of major decisions made
- Ensure that all members of the City of Owen Sound Council are advised of the declaration and termination of declaration of an emergency by the Mayor
- Upon direction by the Mayor, arranging a special meeting(s) of the City of Owen Sound Council and advising members of the City of Owen Sound Council of the time, date, and location of the meeting;

## **Manager of Human Resources**

The Manager of Human Resources is responsible for:

- ❑ Co-ordinate and processing requests for human resources
- ❑ In conjunction with the Media Co-ordinator and under the direction of the Municipal Emergency Control Group, co-coordinating offers of, and appeals for, volunteers
- ❑ Select the most appropriate site(s) for the registration of human resources
- ❑ Ensure records of human resources and administrative detail, that may involve financial liability, are completed
- ❑ Liaise with the Reception/Evacuation Centre Manager(s) regarding the completion/distribution of Volunteer Registration forms
- ❑ Receive and maintaining all completed volunteer registration forms. Completed volunteer registration forms and other human resources information must be communicated to the Manager of Human Resources or designate as soon as possible. After the termination of an emergency, this information must be delivered within 24 hours to Human Resources
- ❑ Ensure identification cards are issued to volunteers and temporary employees, where practical
- ❑ Arrange for transportation of human resources to and from site(s) through the Municipal Emergency Control Group
- ❑ Obtain assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies and volunteer groups
- ❑ Procure staff to assist, as required.

# Media and Public Relations

## Introduction

Upon implementation of this Emergency Plan, it will be very important to coordinate the release of accurate information to the news 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.

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

- a) An On-Scene Media Spokesperson will be appointed by the Emergency Site Manager
- b) A Media Co-ordinator at the Emergency Operations Centre will be appointed by and report directly to the City of Owen Sound City Manager
- c) The City of Owen Sound Director of Corporate Services will assume the role of Citizen's Inquiry Supervisor.

2. In order to ensure information is provided to the public through the media, the following persons are designated as spokespersons for the City of Owen Sound, each with their respective area of responsibility.

- **Mayor – Municipal Spokesperson**

The Mayor serves as the voice of Council during the emergency operations and will attend all media briefings (where practical) to present general information about the emergency situation, emergency operations or explain any "extraordinary measures" requested of City residents i.e. why an evacuation has been ordered. The Mayor is supported in this role by the City Manager and the other Municipal Emergency Control Group members with department/ specific information.

- **City Manager – Administration Spokesperson**

The City Manager serves as the voice of the Municipal Emergency Control Group (MECG) during emergency operations and will attend all media briefings (where practical) to present general information regarding emergency efforts including participation of City staff or other "non-government" partners in emergency operations. The City Manager is supported in this role by the MECG with department/ service special information.

- **Subject Specific Spokespersons**

Other MECG members serve as subject specific matter experts during emergency operations and these persons will attend media briefings as required supporting the Mayor and City Manager by presenting specific information relative to the actions of their department/ service staff and area of specific responsibility/ expertise.

## **Media and Public Relations cont'd**

- 3.** Depending upon the scope of the emergency, there will likely be a need to establish two media information centres — one near the scene (the On-Scene Media Information Centre), and the other near the Emergency Operations Centre (EOC Media Information Centre). In some cases, however, a joint media information centre may be desirable. The Citizen's Inquiry work area should also be located at or near the EOC Media Information Centre.

## On-Scene Media Spokesperson

The On-Scene Media Spokesperson will be appointed by the Emergency Site Manager and is responsible for:

- Establish and co-ordinating an On-Scene Media Information Centre in a safe, appropriate location, at or near the scene, for the media to assemble
- Establish a communications link and liaising regularly with the Media Co-ordinator at the Emergency Operations Centre. It is extremely important to ensure that information released to the media from the On-Scene Media Information Centre is consistent with that released to the media from the On-Scene Media Information Centre which is also consistent with that released by the Media Co-ordinator
- Redirect all inquiries regarding decisions made by the Municipal Emergency Control Group and the emergency as a whole, to the Media Co-ordinator at the Emergency Operations Centre
- Respond to inquiries from the media **pertaining to the scene only**
- Advise the following persons and agencies of the location and telephone number(s), as available, for the On-Site Media Information Centre;
  - Emergency Site Manager
  - Emergency Services, personnel at scene (where possible)
  - Media Coordinator(s)
  - Media
  - Any other appropriate personnel or agencies
- Control and redirect media to the On-Scene Media Information Centre
- Where necessary and appropriate, co-ordinating media photograph sessions at the scene
- Co-ordinate on-scene interviews between the emergency services personnel and the media.

## **Media Co-ordinator (Deputy Clerk)**

The City Clerk will perform the duties of Media Co-ordinator and be responsible for:

- Establish a communications link with the On-Scene Media Spokesperson, additional Media Co-ordinator(s), the Police Media Relations Officer, the Citizen's Inquiry Supervisor, and any other Media Co-ordinator(s), i.e. (provincial, federal, private sector, etc.) involved in the incident and endeavoring to ensure that all information released to the media and public is consistent and accurate
- Establish an EOC Media Information Centre for members of the media to assemble for the release of accurate information and authoritative instructions to the public
- Establish a telephone number(s) for media inquiries and ensuring that the following are advised accordingly:
  - Media
  - Municipal Emergency Control Group
  - Switchboard
  - On-Scene Media Spokesperson
  - Police Media Relations Officer
  - Municipal Citizen's Inquiry Supervisor(s)
  - any other appropriate persons, agencies or businesses
- Distribute media releases and other information to/from the EOC Media Information Centre, the Municipal Emergency Control Group, and citizen's Inquiry Supervisor and other key persons handling inquiries from the media
- Organize media conferences as required and facilitating interviews with the appropriate spokesperson(s)
- Provide direction and regular updates to the Citizen's Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public
- If necessary, attending or appointing a designate to the On-Scene Media Information Centre to work with the On-Scene Media spokesperson
- Monitor news coverage, and correcting any erroneous information
- Maintain copies of media releases, newspaper articles, and electronic coverage pertaining to the emergency.

## **Local Agencies, Services and Departments**

### **Ontario Provincial Police (OPP)**

- 1.** In the event of an emergency occurring on the Provincial Highways, or Provincial Parks within the City of Owen Sound, the Ontario Provincial Police will be responsible for:
  - Implement the Ontario Provincial Police Disaster Procedures Manual
  - Secure the site of the incident
  - Control the movement of emergency vehicles to and from the site of the incident
  - Prevent looting
  - Acting as the Agent of the Chief Coroner, within the terms of the Coroner's Act
  - Maintain law and order
    - Work together with the Owen Sound Police Services to co-ordinate matters of mutual concern
    - Provide an Ontario Provincial Police representative to participate on the Municipal Emergency Control Group, as required.
- 2.** In the event of an emergency occurring within the City of Owen Sound, but outside the normal jurisdiction of the Ontario Provincial Police, the OPP will assist the Owen Sound Police Services if requested by the Chief of Police, dependent upon resources available at that time.

## **Hydro One Networks, Inc.**

If there are extenuating circumstances from the typical electricity related emergencies, Hydro One will consider assigning a staff member to this role.

The Representative from Hydro One Networks Inc. will:

- ❑ Co-ordinate with the Municipal Emergency Control Group in establishing priorities for the restoration of services
- ❑ Make arrangements for required additional staff and supplies to restore the electrical distribution system
- ❑ Liaise with the Director of Operations on engineering requirement, Hydro One Networks Inc. on electrical power as required
  
- ❑ Assist the Emergency Site Manager as appointed by the Municipal Emergency Control Group in fulfilling their responsibilities when required; and
- ❑ Maintain a log outlining communications and actions taken as well as participating in debriefing, assisting the Community Emergency Management Coordinator in the preparation of a report on the emergency.

**Bluewater District School Board  
and  
Bruce – Grey Catholic School Board**

1. The Bluewater District School Board and the Bruce-Grey Catholic District Board are responsible for:
  - The provision of any school (as appropriate and available) for use as a reception/evacuation centre, as designated by the Owen Sound Police Services or the Grey County Director of Social Services
  - Upon being contacted by the Owen Sound Police Services or the Grey County Director of Social Services or designate, providing a Bluewater District School Board/ Bruce-Grey Catholic District Board representative(s) to coordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as reception/evacuation centres
  - In the event of an emergency during normal school hours, the principal(s) of the affected school(s) (until directed otherwise) is/are responsible for:
    - (i) implement the school "Stay-Put" Emergency Plan, or
    - (ii) implementing the school "Evacuation" Plan, depending on the nature and scope of the emergency.

**Amateur Radio Emergency Services (ARES)**

On request from the City:

- Provide a representative to the City's EOC to determine amateur radio communication needs and capabilities
- Activate emergency notification procedures the Saugeen Sector of the Amateur Radio Emergency Services operators
  - Ensure that the EOC is properly equipped and staffed
  - Maintain and inventory of community and private sector communications and equipment and facilities that can be used in an emergency to augment the existing equipment
  - Make arrangements for acquiring additional communications resources during an emergency and
  - Establish an area wide radio net in the event of a telephone failure
  - Co-ordinate the deployment of amateur radio operators and resources during an emergency according to the needs of the EOC; and
  - Maintain a log of actions taken.

## **Red Cross**

On request from the City and/ or Grey County Social Services:

- ❑ Assist with Registration and Inquiry functions at the reception Centre(s)
- ❑ Collaboratively work with County of Grey Social Services to provide shelter and mass care
- ❑ Assist in Donation Management and Service Group Volunteer Management.

## **Salvation Army**

On request from the City:

- ❑ Provide trained staff for personal services at reception Centers
- ❑ Provide support to site response personnel
- ❑ Assist in Donation Management and Volunteer Management

## **St. John Ambulance**

On request of the City:

- ❑ Provide first aid services at reception centers
- ❑ Provide assistance to EMS by providing first aid services at the site level.

## **Hospital Administrator**

- 1.** Within the City of Owen Sound, there is one hospital:
  - a) Grey Bruce Health Services
- 2.** During an emergency, the Hospital Administrator is responsible for:
  - ❑ Implement their respective Hospital Emergency Plan
  - ❑ Liaise with the Medical Officer of Health and local ambulance representative with respect to hospital and medical matters, as required
  - ❑ Evaluate requests for the provision of medical site teams
  - ❑ Liaise with the Ministry of Health, as appropriate.

## **Critical Incident Stress Team**

The Police, Fire and Ambulance Services operate a trained volunteer Critical Incident Stress (CIS) Team. The CIS Team is available for stress debriefing during and succeeding emergencies and major incidents by contacting one of the emergency service agencies.

The Provincial Critical Incident Stress Management (CISM) program is coordinated through the Ministry of the Solicitor General and Correctional Services, Emergency Management Ontario. For information, contact Murray Firth at (705) 739-6226 or the EMO at (416) 314-3723.

## **Grey Sauble Conservation Authority (GSCA)**

Should a flood emergency situation develop in the City of Owen Sound, not only must the Solicitor General be notified by the Mayor or alternate upon declaration of the emergency but the Ministry of Natural Resources must also be notified.

The following is taken from a memorandum to all municipalities, dated January 19, 1988 concerning Declaration of Flood Emergencies and Flood Response Plans from G. Tough, Deputy Minister of Natural Resources and J. D. Takach, Deputy Solicitor General, Ministry of the Solicitor General.

Provincial response is designed to assist in combating floods once a municipality determines that its resources are inadequate to deal effectively with the situation.

In flood emergency situations, Head-of-Council may declare that an emergency exists within his/her municipality and may request provincial assistance from the Ministry of Natural Resources by following the procedures outlined below:

- a) The Head-of-Council contacts the local flood response coordinator. The local Co-ordinator is the District Manager of the Ministry of Natural Resources for the area.
- b) If the local coordinator cannot be contacted, the request for assistance should be routed through the Grey Sauble Conservation Authority.

## **Grey Sauble Conservation Authority - 376-3076**

- c) Should you be unable to contact someone in authority, then request for assistance should be made through the Provincial Flood Emergency Coordinator (available on a 24-hour/365-day basis) through the Ontario Provincial Police's Local Detachment, or by calling Queen's Park Central Switchboard (1-416-314-1090) and asking for the Provincial Flood Emergency Coordinator on call.

## **Plan Revision, Testing and Internal Procedures and Maintenance**

Statutes of Ontario 2002, c. 14, s.s.5

- a) Every municipality shall conduct training programs and exercises to ensure the readiness of employees of the municipality and persons to act under the emergency plan;
- b) Every municipality shall review and, if necessary, revise its emergency plan every year.
  - I. The City of Owen Sound Emergency Response Plan will be maintained and distributed by the Community Emergency Management Coordinator (CEMC) for the City of Owen Sound.
  - II. This plan will be reviewed annually and, where necessary, revised by a meeting(s) of the Municipal Emergency Control Group. This will be coordinated by the CEMC.
  - III. The Emergency Response Plan shall be only revised by By-law or by Resolution of Municipal Council; however, revisions to the appendices, schedules and minor administrative changes may be made by the CEMC.
  - IV. It is the responsibility of each person, agency, service or department named within this emergency plan to notify the City of Owen Sound's Community Emergency Management Coordinator forthwith of any revisions to the appendices or administrative changes.

### **Testing the Plan**

An annual exercise shall be conducted in order to test the overall effectiveness of this emergency plan and provide training to the Municipal Emergency Control Group and other individuals or groups identified in the plan. Revisions to this plan shall incorporate recommendations stemming from such exercises.

### **Internal Procedures**

1. Each municipal service involved with this emergency plan shall prepare functional emergency procedures or guidelines outlining how it will fulfill its responsibilities during an emergency.
2. Each municipal service shall designate a member of its staff to maintain and revise its own emergency procedures or guidelines.