

Township of East Zorra-Tavistock



Emergency Response Plan

Adopted February 4, 2004
By-law #2004-10

SCHEDULE OF REVISION

No.	Revised by	Details	Date
1	Emergency Management Program Committee	Plan review and administrative revisions	October 30, 2013

EXECUTIVE SUMMARY

Emergencies are defined as situations or the threat of impending situations abnormally affecting property and the health, safety and welfare of the community, which by their nature or magnitude require a controlled and coordinated response by a number of agencies under the direction of the Community Control Group. These are distinct from the normal, day to day operations carried out by the first response agencies.

The coordination and deployment of additional resources such as the Canadian Red Cross is an example of an emergency operation that is distinct from routine functions carried out by municipal services. If the emergency situation is such that it requires such additional resources, or requires services that will commit the township to expenses beyond budgetary guidelines then the immediate activation of this emergency plan is recommended.

While many emergencies could occur within the Township of East Zorra-Tavistock, those most likely to occur are; natural weather related events including floods, blizzards, tornadoes and ice storms, health related epidemics or man-made emergencies including transportation incidents involving hazardous materials, air or rail accidents, building or structural collapse, industrial explosions, toxic or flammable gas leaks and electrical power blackouts.

This emergency plan provides general guidelines for response to all types of emergencies. This plan also prescribes procedures and the manner in which some municipal and county employees and other persons will respond to an emergency.

Each time this plan is revised it must be forwarded to Township Council for approval as stated in By-law #2004-10; however, revisions to appendices and minor administrative changes can be made at the discretion of the Community Emergency Management Coordinator without resubmission.

This emergency plan may be cited as the Township of East Zorra-Tavistock Emergency Response Plan.

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In accordance with Privacy Legislation and provisions in the Emergency Management and Civil Protection Act RSO 1990 Chapter E.9 as amended 2006, the following Appendices comprise part of the Emergency Response Plan but are not part of the public document.

Appendix 1	Emergency Alerting System
Appendix 2	Emergency Contact/Resource List
Appendix 3	Emergency Plans within Township
Appendix 4	Emergency Declaration Checklist
Appendix 5	Volunteer Registration Form
Appendix 6	Emergency Operation Centre setup
Appendix 7	HIRA plans
Appendix 8	Oxford County Pandemic Plan
Appendix 9	Township Recovery Plan
Appendix 10	Emergency Procedures for Bell communications

FOREWORD

This plan has been prepared to assign responsibilities and to guide the immediate actions of key officials in East Zorra-Tavistock Township after the onset of an emergency or in preparation for an impending emergency situation in the Township of East Zorra-Tavistock.

This plan has been adopted through By-law No. 2004-10 passed on the 4th day of February under the legal authority of the Emergency Management and Civil Protection Act RSO 1990 Chapter E.9 as amended 2006.

It is essential that all concerned are aware of its provisions and that every official and department be prepared to carry out their assigned functions and responsibilities in an emergency. Department heads are to review this plan on a regular basis and keep up to date their own procedures and arrangements for responding to emergencies.

Dated at the TOWNSHIP OF EAST ZORRA-TAVISTOCK, Ontario this 4th day of February, 2004.

Date

Don McKay, Mayor
Township of East Zorra-Tavistock

Date

Jeff Carswell, Chief Administrative Officer
Township of East Zorra-Tavistock

DEFINITIONS AND RELEVANT TERMS

Mayor – Head of Township Council, or in his or her absence the Mayor's designate.

Community Emergency Management Coordinator (CEMC) – the position responsible for this plan, the coordination of emergency exercises, the municipality Hazard Identification and Risk Assessment (HIRA) program and ongoing public education. During an emergency this person will coordinate the implementation of the plan and oversee all necessary measures needed to deal with the emergency accordingly.

Emergency Operations Centre (EOC) – A predetermined location that is equipped with supplies and communications equipment to accommodate the Community Control Group in order to manage the emergency.

Community Control Group (CCG) – The group of individuals directing those services necessary for mitigating the effects of the emergency.

Citizen Inquiry Service – A service established (if necessary) by the Director of Social Services and Housing to respond to and redirect inquiries and reports to the public.

Reception/Evacuee Centre – A facility where evacuees are received and from which emergency services are provided. The evacuees are registered, will have their needs assessed and action will be taken to address those needs, reunite families and arrange for accommodation. Where feasible, an evacuee centre can be set up at the same location.

Emergency Area – The area in which the emergency exists as declared by the Mayor or designate

Local Emergency – an emergency within the boundaries of the municipality that constitutes a danger of major proportions that could result in serious harm to persons or significant damage to property. An emergency can be caused by forces of nature, a disease or other health risk, an accident or an intentional act, such as an act of terrorism. The emergency can be handled satisfactorily using local resources.

County Emergency – An emergency where the County has been requested to activate their emergency plan to manage or assist in a situation within our municipal boundaries, or where coordination of a large emergency affecting multiple lower tier municipalities exists.

Recovery – The Recovery Phase begins immediately following an emergency, with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to the pre-emergency state. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs.

Triage – The sorting and allocation of treatment/transport to patients or victims according to a system of priorities designed to maximize the number of survivors.

Inner Perimeter - A restricted area in the immediate vicinity of the emergency scene as confirmed by the Emergency Site Manager, after the responding public safety agencies have already established. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

Outer Perimeter - The geographic area surrounding the inner perimeter. This area will serve as the coordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Manager.

Emergency Site Manager – The person in charge of all operations at the scene of the emergency. Once the Community Control Group appoints the Emergency Site Manager, who is generally representative of the lead agency assuming control of situation, this person should then be relieved of all responsibilities for their parent agency. The Emergency Site manager will ensure that updated information with respect to the scene is conveyed to or obtained from the Community Control Group. (This person could be the Fire Station Chief or designate)

LEGISLATION

The “Emergency Management and Civil Protection Act RSO 1990 Chapter E.9 as amended 2006,” is the legal authority for this plan. It states that, “the Head of Council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and may make such orders as he or she considers 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 the emergency area.”

This legislation is the primary authority that allows a municipality to pass a by-law to enact this emergency plan and governs the provision of necessary services during an emergency. This plan also prescribes procedures to be followed by municipal employees and other persons responding to an emergency.

Important measures enabled under this legislations and which form part of this plan are:

- Expenditure of monies associated with the formulation, implementation and maintenance of the emergency plan
- Authorization for Township employees to take appropriate action before formal declaration of an emergency;
- Specific procedure to be taken for the safety and/or evacuation of persons in an emergency area;
- Designate other members of Council who may exercise power and perform the duties of mayor under the emergency plan during the absence or incapacity of the Mayor;
- Establish committees and designate employees to be responsible for reviewing the emergency plan, training employees in their functions and implementing the emergency plan during an actual emergency;
- Obtaining and distributing materials, emergency and supplies during an emergency; and
- Other matters as considered necessary or advisable for the implementation of the emergency plan during an emergency.

AIM

The aim of the Township of East Zorra-Tavistock Emergency plan is to outline a plan of action, which is in harmony with the Oxford County Emergency Response Plan, for the efficient deployment and coordination of the Township of East Zorra-Tavistock services, agencies and personnel and allied services to provide the earliest possible response in order to:

- a. safeguard property and the health, safety and welfare of residents
- b. assist area municipalities where mutual aid agreements exist or as requested
- c. minimize the impact of the emergency when possible
- d. restore essential services

MUNICIPAL RESPONSIBILITIES

The following is a summary of key elements of an emergency that the municipality is responsible for:

- Response – the earliest possible recognition and response to the emergency by all services that are required;
- Control - the earliest possible establishment of overall control of emergency operations by municipal services; Crowd convergence – the earliest possible establishment of controls to minimize crowd convergence and to maintain order at the emergency site to ensure that emergency operations are not impeded and additional casualties are prevented;
- Evacuation – the assessment of potential danger to the residents and the evacuation of personnel if necessary. Evacuations usually require the establishment of reception centres/evacuation centres with the minimum provision of a registration and inquiry service; Rescue – the rescue of trapped or incapacitated persons and the provision of medical attention/treatment at the site. The provision of controlled evacuation and appropriate distribution of casualties to hospitals; Social Services – the provision of necessary essential social services as required for persons affected by the incident and for emergency personnel involved; Media & Public Information – to provide accurate official information as early as possible to: the Minister of Community Safety and Correctional Services (EMO) upon the declaration and termination of the emergency, the news media to provide the public with timely information to alleviate concern, concerned individuals, seeking personal information, County Warden and neighbouring municipalities, and external agencies involved in emergency operations;
- Recording Costs – to ensure that a cost record of emergency related expenses is compiled to aid in the preparation of municipal claims associated with provincially directed assistance, and to aid in the preparation of request for compensation from provincial or federal governments if qualifying for such compensation.
- Recovery – to ensure that the community is returned to pre-emergency state. The recover period may be brief or prolonged depending upon the vastness of the devastation, and will include preventative measures against future reoccurrence.

The above will be performed in conjunction with partner agencies

DECLARATION OF EMERGENCY

The Mayor or Mayor's designate is responsible for declaring that a municipal emergency exists. This decision is usually made in consultation with other members of the Community Control Group; however it can be made at the Mayor's discretion. Upon such declaration, the following organizations and person shall be contacted immediately:

- Minister of Community Safety and Correctional Services by contacting Emergency Management Ontario (EMO). To report Emergencies 24/7 calls (416) 314-0472/0473 or toll free at 1-866-314-0472. Should there be difficulty in contacting EMO Duty officer then it is recommended that the OPP (Orillia) be contacted at (705)329-6950
- Warden, County of Oxford. Assistance from the County of Oxford may be requested by contacting the Warden without activating the County Emergency Plan.
- Neighbouring/Area Municipalities. Requests for assistance or activation of mutual aid agreements may be necessary.
- Local M.P.P.
- Local M.P.

When the resources of the Township become over extended resulting in the inability to effectively control or support the emergency the Mayor may request that County of Oxford Emergency Response Plan be activated by contacting the Warden or CAO of Oxford County,

The Township Community Control Group may continue to function to control the response to the emergency or if the County Community Control Group has been asked to control the emergency, may function to support the residents of the Township impacted by the emergency,

If the County Community Control Group assumes responsibility to control the response to the emergency, then the Mayor or designate (CEMC, C.A.O) becomes an automatic member of the CCCG.

The Premier of Ontario or designated Minister may assume authority and control in accordance with Section 7 of the Emergency Management and Civil Protection Act RSO 1990 Chapter E.9 as amended 2006

ACTIVATION OF EMERGENCY PLAN

When an emergency situation exists, but has not yet been declared to exist, municipal employees may take such action(s) under this emergency plan as may be necessary to protect the lives and property of the inhabitants of the Township of East Zorra-Tavistock

The Plan should be activated under the following conditions that are detailed in Appendix 4.

TERMINATION OF EMERGENCY

An emergency may be terminated at any time by:

- The Mayor
- Municipal Council
- Premier of Ontario

Upon termination of an emergency, the Mayor must notify the Minister of Community Safety and Correctional Services by contacting Emergency Management Ontario at (416) 314-0472/0473 or 1-866-314-0472. Should there be difficulty in contacting EMO Duty officer then it is recommended that the OPP (Orillia) be contacted at (705)329-6950

The mayor should also inform the following persons that the emergency has been terminated:

- Municipal Council;
- County of Oxford Warden;
- Neighbouring municipal officials, as required;
- Local M.P.P.
- Local M.P.

EMERGENCY ALERTING SYSTEM

A serious emergency situation will usually be first identified by the emergency services that are among the first on the scene. If the primary on-site service responders, being Police, Fire or Public Works representatives are satisfied that a serious or potential serious emergency situation exists the following steps should be initiated:

- a. If the first responder representative is not a member of the Community Control group, please alert your organization's designated member immediately;
- b. The decision to initiate the Alerting System and call for the assembly of the Community Control Group (CCG) can be made by any member of the CCG or their designate;
- c. Advise the Woodstock Fire Communication Services at 519-537-2323 to initiate the Alerting System in order to assemble the CCG. Inform the Communications Centre of which Emergency Operations Centre (EOC) that the group should report to:

Primary

East Zorra-Tavistock Township Office
90 Loveys St Hickson Ontario N0J 1L0
519-462-2697 or 519-462-2498

Secondary

Tavistock FireHall
260 Woodstock St South Tavistock
Ontario N0B 2R0
519-655-2655
519-655-2265

Innerkip Firehall
204 Stonegate Road
Innerkip Ontario N0J 1M0
519-469-3830
519-469-9036

Tavistock & District Recreation
Centre
1 Adam Street
Tavistock Ontario N0B 2R0
519-655-2102

Innerkip Community Centre
RR # 1
Innerkip Ontario N0J 1M0
519-469-3483

Hickson Firehall
43 Loveys Street East
Hickson Ontario N0J 1L
519-462-2676
519-462-1972

EMERGENCY OPERATIONS CENTRE

The Community Control Group (CCG) will report to the Emergency Operations Centre designated by the first authorized person activating the Township Emergency Alerting System.

The Community Control Group will assemble at the designated location. If this location is not appropriate, then the alternate emergency operation centre will be utilized. The decision regarding the location of the Emergency Operations Centre will be made in consultation with the lead agencies involved with the emergency. Once this decision has been made, the location will be assembled to function as the Emergency Operations Centre.

Primary

East Zorra-Tavistock Township Office
90 Loveys St Hickson Ontario N0J 1L0
519-462-2697 or 519-462-2498

Secondary

Tavistock FireHall
260 Woodstock St South Tavistock
Ontario N0B 2R0
519-655-2655
519-655-2265

Innerkip Firehall
204 Stonegate Road
Innerkip Ontario N0J 1M0
519-469-3830
519-469-9036

Tavistock & District Recreation
Centre
1 Adam Street
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RR # 1
Innerkip Ontario N0J 1M0
519-469-3483

Hickson Firehall
43 Loveys Street East
Hickson Ontario N0J 1L
519-462-2676
519-462-1972

COMMUNITY CONTROL GROUP (CCG)

Composition of CCG

Emergency operation will be directed and controlled by the elected and appointed official listed below who will assemble for this purpose at an operation centre. This group will be known as the Community Control Group (CCG). The CCG will not be limited to, but will be composed of persons, or their alternates holding the following positions;

- a) Mayor
- b) Council Designate (to act in mayoral capacity if required)
- c) Chief Administrative Officer
- d) Emergency Management Coordinator
- e) Public Works Manager, or alternate
- f) Fire Chief
- g) Police Chief – OPP Inspector
- h) County of Oxford Director of Public Health & Emergency Services, or designate
- i) County of Oxford Director of Human Services, or designate
- j) County of Oxford Emergency Services Manager, or designate
- k) Emergency Information Officer (OPP)

Additional Support to CCG

Additional personnel may be added to the Community Control Group depending on the nature of the emergency. Advisors, officials, experts or representatives from such agencies may be deemed necessary by the Community Control Group:

- a) provincial ministries; (e.g. EMO, MOE, MNR)
- b) public or private utilities
- c) medical officer of health
- d) coroner
- e) school boards
- f) industrial representatives
- g) legal representatives
- h) volunteer agencies (Canadian Red Cross, Salvation Army, VASOC)
- i) UTRCA or GRCA

RESPONSIBILITIES OF COMMUNITY CONTROL GROUP OFFICIALS

Some or all of the following actions may need to be considered and dealt with by the CCG:

- a) Recommend to the mayor that an emergency exists and that it should be declared and designate emergency area;
- b) Recommend the appointment, or confirm the designation of an emergency site manager necessary to coordinate emergency services operating on scene;
- c) Authorizing special expenditures of funds for implementing the emergency plan;
- d) Arranging for the evacuation and assistance to emergency health authorities of areas or buildings in which the residents are considered to be at risk from a safety or health point of view;
- e) Arranging for the discontinuance of utilities or services provided by public or private concerns without reference to consumers in the Township when necessary, or when continuation of such utilities or services constitutes a hazard to public safety in the emergency area;
- f) Calling in and utilizing Township personnel and equipment required in the emergency;
- g) Arranging for services and equipment from agencies not under Township control to assist in the emergency, for example, private contractors, volunteer agencies or service clubs;
- h) That all responding agencies will, where possible, agree to work in co-operation with the Emergency Site Co-ordinator as appointed by the CCG;
- i) Arranging for assistance from senior levels of government or from neighbouring municipalities as may be required;
- j) Appoint a media and emergency information officer and establish a centre to issue authoritative instructions to the public and accurate news releases to the media;
- k) Arranging for assistance to neighbouring municipalities affected by an emergency
- l) Designate individual as a scribe for the purposes of logging all decisions and outcomes of the CCG;

- m) That agencies participate in an operation debriefing conducted within 30 days following termination of the emergency
- n) Ensure that participating agencies each submit a report to the Emergency Management Coordinator so that findings may be reported to Council
- o) Review recovery guidelines to determine if implementation of guidelines is necessary prior to termination of emergency.
- p) Ensure that the designate/alternate to each position is trained and aware of all responsibilities of the position

MAYOR

The Mayor, with the advice of the CCG, will be responsible in the emergency for:

- a) Consider the possible need to assemble the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of this plan;
- b) Declaring an emergency to exist if appropriate and ensuring the Minister of Community Safety and Correctional Services (Emergency Management Ontario) has been notified;
- c) Chairing meeting of the CCG, making decisions, determining priorities and giving direction to the heads of Municipal services;
- d) Requesting assistance from neighbouring municipalities, from the County and from senior levels of government when required;
- e) Requesting assistance from volunteer and other outside agencies not under municipal control as required;
- f) Terminating the state of emergency when appropriate and ensuring the Minister of Community Safety and Correctional Services is advised of such termination;
- g) Approving news releases and public announcements;
- h) Maintain a record of actions taken.

COUNCILLOR DESIGNATE

The Councillor Designate will be responsible in the emergency for:

- a) Consider the possible need to assemble the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of this plan;

- b) Acting as Head of Council in the absence of the Mayor
- c) Relieving the Mayor as Chairman of the CCG during a protracted emergency;
- d) Other responsibilities as assigned by the Mayor;
- e) Maintain a record of actions taken.

CHIEF ADMINISTRATIVE OFFICER

The Chief Administrative Officer will be responsible in the emergency for:

- a) Act as the principal staff officer to the Mayor and provide advice pertaining to legal and financial matters;
- b) Advise the Mayor on administrative matters;
- c) Consider the possible need to assemble the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of this plan;
- d) Maintain a record of actions taken.

COMMUNITY EMERGENCY MANAGEMENT COORDINATOR - CEMC

Upon learning of a potential emergency, the Community Emergency Management Coordinator (or designate) will consider the possible need to assemble the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of the plan. The Community Emergency Management Coordinator will decide if the alternate location for the CCG should be used and will advise when initiating the assembly procedure if this is necessary. The Community Emergency Management Coordinator will proceed to the Emergency Operations Centre to assume the following responsibilities in the emergency;

- a) Organizing the Emergency Operations Centre and arranging for the provision of equipment and data;
- b) Coordinating resource staff to assist in records management, and compiling records of costs incurred as a result of emergency action;
- c) Acting as communications member of the CCG, arranging for effective communications to and from the emergency site and also outward to assisting authorities; and
- d) Arranging for periodic relief of CCG members and support staff in a protracted emergency.

- e) Ensuring liaison with community support agencies (e.g. St. John Ambulance, Red Cross)
- f) Arrange for the feeding of CCG personnel;
- g) Conduct operational debriefing following termination of emergency;
- h) Following emergency, receive agency reports and report findings to Council;
- i) Maintain a record of actions taken.

TOWNSHIP FIRE CHIEF

The nature of the emergency may require that the Station Fire Chief or designate be totally committed to the on site operations.

- a) Providing advice on firefighting matters to the Mayor and the CCG;
- b) Arranging for assistance through the Mutual Aid Fire System as required;
- c) Consider the possible need to assemble the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of this plan;
- d) Providing advice to other township services to bring into play other equipment and skills needed to cope with the emergency;
- e) Contacting Hydro One or Erie Thames Power, gas utilities or petroleum companies for assistance in the emergency if needed;
- f) Establishing, with the Ministry of the Environment and Energy, and industry representatives, procedures to deal with special hazards such as chemical or petroleum spills, explosions or noxious fumes; and
- g) Arranging that a record is kept of outside assistance called for by the fire departments involved;
- h) Maintain a record of actions taken.

POLICE CHIEF – OPP Inspector

Upon learning of a potential emergency, the Police Chief will consider the possible need for assembling the Township CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of the plan. The Police Chief will then report to, or send a representative to, the Emergency Operations Centre to assume the following responsibilities as Police member of the CCG:

- a) Arranging for the notification of residents who will be required to evacuate their residence or area in accordance with the evacuation plan;
- b) Providing advice on law enforcement matters to the Mayor and the CCG;
- c) Arranging for traffic control at the site of the emergency, to permit rapid movement of emergency workers and equipment;
- d) Secure inner and outer perimeters as determined by the Emergency Site Manager;
- e) Directing the sealing off of the emergency area and the on site dispersal of crowds, if necessary;
- f) Will obtain a mobile command unit equipped with portable power generator from neighbouring police force if requested;
- g) Coordinating Police operations with municipal departments and with other local police forces, and arranging for additional police assistance as required;
- h) Arranging for the maintenance of law and order in temporary facilities as well as providing security for the EOC;
- i) Notification of Coroner in the event of fatalities;
- j) Maintain a record of action taken.

PUBLIC WORKS MANAGER

Upon learning of a potential emergency, the Public Works Manager will consider the possible need for assembling the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of this plan. The Public Works Manager will alert Public Works staff and will report to the EOC to assume the following responsibilities as engineering member of the CCG.

- a) Providing advice on engineering matters to the Mayor and the CCG;

- b) Arranging for Township staff and equipment to assist in containing the emergency situation support emergency services;
- c) Assisting traffic control and evacuation operations by arranging for equipment to clear emergency routes, for the erection of temporary barriers, and the placing of road signs;
- d) Arranging for engineering materials and equipment from neighbouring municipalities, from County resources and from private contractors as required;
- e) Assisting the Fire Chief in procedures to deal with special hazards such as spills;
- f) Ensuring that record is kept of requests for outside assistance;
- g) Liaising with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions.
- h) Maintaining contact with the weather office and providing the CCG with such data and the impact of changes in the weather on the conduct of the emergency operations;
- i) Carrying out the responsibilities of Township Flood Co-ordinator in a flooding emergency and maintaining liaison with the GRCA/UTRCA;
- j) Re-establishing essential Township services at the end of the emergency period;
- k) Maintain a record of actions taken.

DIRECTOR OF PUBLIC HEALTH & EMERGENCY SERVICES

Upon learning of a potential emergency, the Director of Public Health and Emergency Services, or designate will consider the possible need from a health point of view to assemble the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of this plan. The Director of Public Health and Emergency Services will consider the need for a Health Representative with CCG and if considered advisable will provide a representative to join the CCG to assume the following responsibilities:

- a) Activate Alerting System, if required;
- b) Advising the Mayor and the CCG on public health matters;
- c) Providing authoritative instructions on health and safety matters to the public;
- d) Providing advice on any matters that may adversely affect public health;

- e) Liaison with the County's designated Medical Officer of Health;
- f) Liaison with the Ontario Ministry of Health and Long-Term Care;
- g) Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long-Term Care policies;
- h) Arranging for mass immunization if needed;
- i) Ensuring coordination and care of home bound bed-ridden residents and invalids during an emergency, and liaison with Community Care Access Centre for a listing of persons;
- j) Liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- k) Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
- l) Arranging for the testing of water supplies and recommending alternate sources where purity of water is questionable;
- m) Notifying other members of the County's Public Health Department regarding the need for portable water supplies and sanitation facilities, through implementation of the Public Health Emergency Plan;
- n) Liaison with Director of Social Service and Housing on areas of mutual concern regarding health services in reception and evacuation centres; and
- o) In consultation with the Director of Social Services and Housing, establish an "outreach program" for the victims of the emergency;
- p) Maintain a record of actions taken.

DIRECTOR OF HUMAN SERVICES

The County of Oxford Director of Social Services, or designate will assume responsibility in an emergency for:

- a) Consider the possible need to assemble the CCG and, if warranted, will initiate the alerting system to assemble the CCG as outlined in Appendix 1 of this plan;
- b) Providing advice on social service matters to the Mayor and the CCG;

- c) Designate the Registration Centre and the Evacuee Centre(s) in consultation with Police;
- d) In consultation with the Red Cross, Salvation Army and St. John Ambulance, be prepared to assist municipalities in their efforts to support their residents whose lives have been impacted by the emergency with the provision of:
 - 1) Emergency clothing to provide adequate protection from the elements,
 - 2) Emergency lodging to provide adequate temporary accommodation for the homeless.
 - 3) Registration and inquiry services to reunite families and to collect information and answer queries concerning the safety and whereabouts of missing persons,
 - 4) Emergency feeding to sustain those without food or adequate food preparation facilities, and
 - 5) Individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults.
- e) Contacting and providing direction to volunteer groups able to assist in welfare functions, when so directed by the CCG;
- f) Provide staff to operate a Citizen Inquiry service;
- g) In consultation with Director of Public Health and Emergency planning, establish an "outreach program" for the victims of the emergency;
- h) Maintain a record of actions taken.

COUNTY EMERGENCY SERVICES MANAGER

As a member of the CCG, the County Emergency Services Manager will participate with the recommendation of an "Emergency Site Manager".

The County Emergency Services Manager will also advise the CCG on the County of Oxford's Emergency Plan

Relative to ambulance services, the Manager of Emergency Services will:

- a) Communicate with the Oxford County EMS Operations Supervisor and ensure adequate availability of paramedics and vehicles;
- b) Trigger inter-county agreements, via London Central Ambulance Communications Centre, for the provision of additional paramedics, ambulances and emergency support vehicles if needed;

- c) Coordinate with the Central Ambulance Communication Centre (CACC) on the response of additional paramedics, ambulance and support units, if needed;
- d) Notify the Duty officer of the Emergency Health Services Branch, Ministry of Health and Long-Term Care;
- e) Determine if additional or special medical teams and equipment are required and co-ordinate the response (e.g. on-site medical teams, multi-patient vehicles, air ambulance);
- f) Provide assistance to allied emergency services and township departments as required;
- g) Maintain a record of actions taken.

EMERGENCY INFORMATION OFFICER (OPP)

This position will be appointed by the CCG at declaration of emergency. The officer will assume responsibility in the emergency for:

- a) preparing public announcements and news releases concerning the emergency for approval by the Mayor;
- b) arranging with media representatives for assistance in transmitting warnings and directions to the public that have been approved by the Mayor;
- c) Issuing news releases approved by the Mayor to the Media;
- d) Establishing, when such is considered necessary by the CCG, a media centre to be located at the Hickson FireHall ,when the primary EOC is used, to which the emergency services can direct members of the public or media representatives seeking information;
- e) Informing the media of the point of telephone access for the public to reach the Red Cross inquiry service, if such service is in operation, so that this information can be passed to the public quickly; and
- f) Setting up press conferences and organizing of public meetings;
- g) Maintain a record of actions taken.

OTHER SUPPORT STAFF AND AGENCIES

SUPPORT STAFF

Support Staff should be organized to carry out the following duties:

- a) Assist the Emergency Management Coordinator with EOC operations by
 - a. coordination of records management to establish a paper trail
 - b. duties of recording decisions and actions taken including
 - maintenance of a communications log assigned to a professional
 - scribe that will be arranged by OPP representative; and
 - c. maintaining an events display board
- b) Answer and maintain a record of all public inquiries followed by report outlining public concerns provided to Director of Social Services and Housing;
- c) Maintenance, control and registry of volunteers at the CCG;
- d) Monitor the media broadcasts;
- e) Maintenance, control and registry of persons admitted into the EOC;
- f) Provide essential housekeeping for the EOC.

CANADIAN RED CROSS

The Canadian Red Cross will assist the community in an emergency in the form of a registration and inquiry service as described in the Department of National Health and Welfare "Registration and Inquiry Manual". This service will assist the public in locating immediate relatives who have left their homes as a result of the emergency. Inquiry services may be operated from outside the disaster area in accordance with Red Cross standard operating procedures and may involve the assistance of the Amateur Radio emergency Service. When an inquiry service is activated, the Red Cross will arrange that the telephone number (s) to be used by relatives making inquiries is publicized thorough the media under the supervision of the Director of Social Services and Housing.

The Red Cross will also provide trained volunteers to organize and equip a shelter or reception centre in conjunction with Social Services, Public Health and as documented by Health Canada. Food service within the shelter is delivered under the direction of Public Health and also a supply of individual comfort kits (personal hygiene items, blankets, etc) will be maintained by the organization

CONSERVATION AUTHORITIES

There are two conservation authorities in the Township of East Zorra-Tavistock. They are:

- Upper Thames River Conservation Authority (UTRCA)
- Grand River Conservation Authority (GRCA)

Their function is to maintain a flood warning system, stimulate coordinated contingency plan with municipality and to keep the local Ministry of Natural Resources informed of events with regard to the emergency.

AMATEUR RADIO GROUP (A.R.E.S)

A.R.E.S is the volunteer groups that coordinate amateur radio in the area. They are prepared to establish emergency radio communication for any purpose under the supervision of the OPP.

SALVATION ARMY

The Salvation Army has an emergency capability in welfare, short term accommodation, clothing and feeding and will respond within their budgetary capabilities when requested by the CCG under the supervision of the Director of Social Services and Housing.

SCHOOL BOARDS

The Thames Valley District School Board is responsible for the following duties under the supervision of the Director of Social Services and Housing:

- a) The provision of any school (as appropriate and available) for use as an evacuation or reception centre as designated by the CCG.
- b) Upon being contacted by the Human Services representative, providing a school board representative (s) to coordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as evacuation or reception centres; and
- c) In the event of an emergency during normal school hours the principals of the affected school (s) until directed otherwise are responsible for;
 - 1) implementing a school stay-put emergency plan; or,
 - 2) implementing the school Evacuation Plan depending on the nature and scope of the emergency.

VICTIM ASSISTANCE SERVICES OF OXFORD COUNTY (VASOC)

At the time of a crisis Victim Assistance Services of Oxford County will offer emotional support, practical assistance and community referral at the scene, over the phone, at the hospital or at the EOC in teams of two volunteers. Support from VASOC volunteers should free up the first response/emergency personnel to attend to their duties at the scene, knowing that the victim's needs are being cared for.

Services can be activated by contacting VASOC at (519) 421-5038

ST JOHN AMBULANCE

In coordination with the County Manager of Emergency Services, provide staff and vehicles to support Oxford County EMS and other emergency services. St John Ambulance will also provide mobile first aid stations to evacuation centres, reception centres and other areas designated by the Township's Emergency Control Group. They will also assist in the evacuation of persons with special needs that do not necessarily require medical attention (i.e. wheelchairs, walkers, stretcher, etc) under the supervision of the Manager of Emergency Services.

HOSPITALS (local –Stratford, Woodstock, Ingersoll, Tillsonburg)
(major trauma – London and Hamilton)

The area receiving hospitals are responsible for:

- a) implementing their respective Hospital Emergency Plan;
- b) liaison with the Oxford County Director of Public Health and Emergency Services and the Manager of Emergency Services with respect to hospital and medical matters, as required;
- c) evaluate requests for the provision of medical site teams/medical triage teams;
- d) liaison with the Ministry of Health and Long-Term Care.

OTHER SUPPORT AND ADVISORY STAFF

The following staff may be required to provide support, logistics and advice to the ECG;

- a) Deputy Clerk
- b) Roads Dept Lead hand
- c) Chief Building Official
- d) Clerical Staff

Individual Responsibilities:

- a) Deputy Clerk
 1. initiating the opening, operation and maintaining the EOC and staffing of telephones at the Township office, as the situation dictates.
 2. initiating the opening and operation of the printing services at the Township office, or making arrangements to find alternate printing facilities, as the situation dictates, for press releases/information flyers to citizens still located in their residences or at evacuation centres.
 3. co-ordinating the provision of clerical staff to assist in the EOC, as required.
 4. upon direction from the Mayor, ensuring that members of the Township Council are advised of the declaration and termination of the emergency

5. upon direction by the Mayor, arranging a special meeting(s) of Township Council, as required and advising members of Council of the time, date and location of the meeting.
6. the provision of information and advice on financial matters as they relate to the emergency and capabilities of the Township.
7. the provision and securing of equipment and supplies not owned by the Township, as required by members of the CCG and the Support Advisory Staff, to mitigate the effects of the emergency.
8. should the deputy clerk or alternate have concerns with authorization for expenditures that may contravene purchasing by-laws, then contact will be established with the CAO or alternate to resolve the matter.
9. ensuring that records of expenses are maintained for future claim purposes
10. liaising with the provincial officials with respect to the utilization of provincial emergency relief funds if applicable, as outlined in Part IV
11. liaising with other agencies involved in fundraising activities to avoid duplication in the raising and utilization of donated funds.
12. obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies and volunteer groups.
13. providing identification cards to CCG members and support staff
14. co-ordinating the maintenance and operation of feeding, sleeping and meeting areas at the EOC, as required.
15. maintaining a log of all actions taken

b) Roads Dept Lead Hand

1. arranging for the opening and maintenance of any other Township owned facility(s), as required.
2. co-ordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transport, school buses, trains, boats and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the Support and Advisory Staff
3. procuring staff to assist, as required.
4. maintaining a log of all actions taken.

c) Chief Building Official

1. the provision of advice to any member of the EOC and Support and Advisory Staff as pertains to building code information.
2. maintaining a log of all actions taken.

d) Clerical Staff

1. assisting the CAO as required.
2. ensuring that decisions made and actions taken by the CCG are recorded appropriately.
3. receiving and maintaining all completed volunteer registration forms. Completed volunteer registration forms and other human resource information must be communicated to the CAO, or designate, as soon as possible. After the termination of an emergency, this information must be delivered within 24 hours to the CAO.

ASSISTANCE AND COMPENSATION

County Assistance

When the support and assistance of county services are needed in an emergency, the Mayor may contact the Warden or the CAO of the County to request such assistance or request activation of the County of Oxford Emergency Plan.

Provincial Assistance

Under certain circumstances, the departments and agencies responding to an emergency according to the Township's Emergency Plan may require assistance from ministries and agencies of the Province of Ontario. A request for these services shall not be deemed to be a request that the Province of Ontario assume authority and control of the emergency. It is highly recommended that Emergency Management Ontario (EMO) be contacted immediately in an emergency or impending emergency situation. It is the mandate of the EMO to co-ordinate emergencies and co-ordinate the request for assistance from provincial ministries and agencies.

In addition, a staff member of EMO can be dispatched immediately to assist the CCG. If an emergency is declared, notify the Minister of Community Safety and Correctional Services immediately by contacting EMO. To report emergencies 24/7 call (416) 314-0472/0473 or toll free at 1-866-314-0472 or fax information to 1-416-314-0474.

If difficulty in contacting EMO Duty officer then it is recommended that the OPP (Orillia) be contacted at (705)329-6950

The Ontario Disaster Relief Assistance Program (ODRAP) is available to municipalities seeking assistance for their residents. The municipality must request a "disaster area declaration" from the Minister of Municipal Affairs with the passage of a resolution to be submitted to the Minister within 14 working days of the date of the disaster. Upon the declaration of a "disaster area" by the Minister, under the authority of ODRAP, the council of East Zorra-Tavistock will immediately appoint members to a disaster relief committee to administer ODRAP as required. Financial assistance under ODRAP is a contribution up to \$2 for every local dollar raised to an amount necessary to settle all the eligible claims up to 90% of all eligible costs. Further information on this program is available from the local Municipal Services Office in London by calling (519) 873-4020.

EMERGENCY PLAN MAINTENANCE

Annual Review

This plan will be reviewed annually and where necessary, revised by a meeting of the CCG. Each time this plan is revised, it must be forwarded to Council for approval. However, revisions to the appendixes and minor administrative changes can be made without resubmitting the plan to Council for approval each time. It is the responsibility of each person, agency, service or department named within this emergency plan to provide timely notification of any revisions to the appendixes or administrative changes to the Community Emergency Planning Coordinator.

Testing of Plan

An annual exercise will be conducted in order to test the overall effectiveness of this emergency plan and provide training to the CCG. Resulting recommendations from such exercises should be incorporated in this plan in a timely manner.

Internal Procedures

Each service involved with this emergency plan will prepare functional emergency procedures or guidelines outlining how it will fulfill its responsibilities during an emergency. Each service will ensure that it designates a member of its staff to maintain and revise its own emergency procedures or guidelines.