
Emergency Quick Reference Guide

- ⇒ Upon the arrival of three or more members, the Community Control Group (CCG) may initiate its function.
- ⇒ Ensure that all Community departments have been notified and either activated or placed on standby. Each CCG member is responsible for their own department.
- ⇒ The Mayor must inform the Province of Ontario that Loyalist Township has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Emergency Management Ontario.

The number to use for this purpose is **(416) 314-0472**

- ⇒ Turn to individual responsibilities within the plan. Provide input and assistance as required.
- ⇒ Each member of the CCG will report and respond to immediate needs in accordance with the Operations Cycle format.

**COMMUNITY EMERGENCY MANAGEMENT
IDENTIFICATION NUMBER
LOYALIST TOWNSHIP
01-02-501**

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Introduction

The Emergency Plan for Loyalist Township has been developed to reflect the public safety requirements of our community. The effective use and maintenance of this plan are reliant upon all concerned being aware of its provisions and prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals are expected to participate in emergency training and exercises which will assist them in the fulfillment of their roles accordingly.

The heads of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities.

Together we work to ensure that our community is prepared to respond to an emergency in the most effective manner possible.

Aim

The Aim of this plan is to protect the health, safety, welfare and property of our citizens from the effects of a natural, technological or human-caused emergency.

Authority

This Plan has been developed and will be implemented in accordance with the Emergency Management Act, detailed in Appendix “D”, which is the Provincial statute under which all emergency management activities are conducted in the Province of Ontario.

4.(1) “The Head of Council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and 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 Emergency Plan and its elements have been issued under the authority of The Loyalist Township By-law No. 2015-111

[. A copy of the By-law is available for inspection at the Municipal Offices.

Definition of an Emergency

“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.”

Action Prior to Declaration

When an emergency exists but has not yet been declared, the Community Control Group may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the citizens of Loyalist Township.

Requests for Outside Assistance

Assistance may be requested from the County of Lennox and Addington at any time by contacting the County Warden or the County CAO. The request shall NOT be deemed to be a request that the County assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. Any request for assistance should be made by contacting Emergency Management Ontario.

The Emergency Notification Contact List, including contact numbers for requesting assistance, is contained within **Appendix A**.

Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and conducting response to emergencies as defined with the Emergency Management and Civil Protection Act, 2006 and the release of information under this Plan shall be made in conformity with the Municipal Freedom of Information and Protection of Privacy Act.

Plan Maintenance

The Plan was written in 2004 and it is essential that it be kept current and viable by adherence to the following maintenance schedule. Responsibility for maintaining a current Plan rests with the Community Emergency Management Coordinator, who may delegate tasks accordingly.

The emergency telephone numbers will be reviewed on an annual basis.

The notification system will be tested annually.

The plan will be exercised once every year as a minimum requirement.

The Control Group and Support Staff shall receive training and participate in an exercise once every year as a minimum requirement.

The Vital Services and/or Local Services Directory shall be updated annually.

The Community Emergency Management Coordinator will determine the schedule under which the maintenance activities will be performed.

The Community Emergency Management Coordinator may update, correct or amend information contained within the appendices of this emergency plan on an as-required basis.

Distribution List

Position/Location	Number of Copies
Mayor	1
CAO	1 *
OPP	1
Fire Chief	1
CEMC	1 *
EMS / Ambulance	1
Director of Administrative Services	1*
Director of Infrastructure Services	1
Medical Officer of Health	1
Director of Finance	1
Director of Social Services (L&A County)	1
Emergency Information Officer	1
Director or Recreation Services	1
Emergency Management Ontario	2 *
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(* = complete copy of plan with Appendices)

It is understood that Community Control Group members are not expected to carry a copy of the Loyalist Township Emergency Response Plan with them at all times. Complete copies of the Township's Emergency Response Plan, including appendices, will be used primarily for training or Emergency response. Since the nature of an Emergency notification normally requires an immediate response to the Municipal EOC, complete copies, including all appendices, will be kept at the Emergency Operations Centre for issue during training or an actual municipal emergency. Every member of the primary Community Control Group, along with Council, will be issued a copy of the main body of the Emergency Plan

Part 2 Emergency Operations and Procedures

2.0 **Community Control Group (CCG) – Responsibilities and Implementation**

The Community Control Group is responsible for the direction and control of the overall emergency response within the community. The CCG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG is made up of the following members (See Contact list in Appendix "A") :

Mayor (*or alternate*)
CAO (*or alternate*)
OPP representative
Fire Chief (*or alternate*)
EMS/Ambulance
Director of Engineering Services (*or alternate*)
CEMC (*or alternate*)
Director of Administrative Services
Medical Officer of Health (*or alternate*)
Director of Social Services (*or alternate*)
Director of Finance
Emergency Information Officer
Executive Assistant

IMPLEMENTATION:

Any member of the Community Control Group may request, through the CAO (*or alternate*), that the Emergency Plan be implemented.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the Emergency Plan should be implemented. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency, then the Emergency Plan will be activated. The Emergency Plan may be implemented in whole, or in part, based on conditions at the site or severity of the situation.

The CAO (*or alternate*) will immediately notify the Director of Administrative Services who will ensure all members of the CCG are contacted. Notification lists and procedures are located in Appendix A.

2.1 **Emergency Operations Centre Procedures (EOC)**

The Emergency Operations Centre (EOC) has both a primary and a secondary or alternate location. During the notification process, direction as to which location members of the Community Control Group will report to will be given. For example, members will be told that this is an emergency plan activation and that they should report to the primary EOC immediately. The primary and secondary locations are geographically separated so that, if one or the other is endangered or rendered non-functional as a result of the emergency situation, the other should be safe and operational.

Primary EOC Location: Loyalist Township Municipal Office
263 Main Street, Odessa

Alternate EOC Location: Amherstview Fire Station
363 Amherst Drive, Amherstview

Upon receiving notification, the CAO/Operations Officer will contact the administrative staff who have been assigned the task of setting up the EOC. The EOC will be set up and operational within one hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each Community Control Group member/designate will:

- Sign In
- Check telephone/communications devices.
- Open personal log.
- Contact his/her own department/division and obtain a status report.
- Participate in the initial briefing.
- Participate in planning initial response/decision making process.
- Pass CCG decisions on to member's department or areas of responsibility.
- Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each Community Control Group member will:

- Conduct a handover with the person relieving them.
- Sign out on the location board indicating where they can be reached.

Once the initial response is established, routines are put into place by the Operations Officer. The Control Group functions most efficiently on a system known as an Operations Cycle.

2.2

Operations Cycle

An operations cycle is how the Community Control Group (CCG) manages overall emergency operations. Community Control Group members will come together usually around a planning board or map, at which time they will in turn report their respective departments' status to the Mayor and Operations Officer. It is essential that every member covering each area of responsibility be heard from during this process. The CCG is a team, and the actions taken by one, or the lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members should contact their agencies and pass on any relevant information or directives that come out of the CCG meeting. The frequency of the meetings is determined by the Operations Officer in conjunction with the Mayor but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

During the period after the meeting and dissemination of information, members will begin the process of gathering information and preparing for the next scheduled meeting. CCG members use this time to follow up and ensure CCG decisions are being implemented. Each member is responsible for informing their respective department of the schedule for CCG meetings. No calls should interrupt the proceedings. All calls must occur prior to or after the formal meetings of the CCG.

It is essential that the Emergency Operations Centre (EOC) is comfortable, has good communications and is secure from unnecessary distractions. Only CCG members and EOC support staff should have access to the EOC. No media are allowed into the EOC, nor is anyone who has not been authorized by the Operations Officer.

2.3

Community Control Group (CCG)

The CCG is responsible for the following:

- Implementing the Emergency Plan in whole or in part to respond to an impending, potential, or existing emergency.
- Coordination and direction of Community resources used to mitigate the effects of an emergency.
- Ensuring that the composition of the CCG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
- Advising the Head of Council regarding need for declaration or termination of an emergency.
- Advising the Head of Council regarding requests for assistance from the Province and the Federal Government.
- Ensuring the provision of essential resources and services to support emergency response activities.
- Coordination of services provided by outside agencies.
- Appointing or Confirming an Emergency Site Manager.
- Ensuring that the Emergency Information Officer is kept informed and up to date to facilitate the information flow to the media and the public.
- Coordinating the evacuation of citizens who may be in danger.
- Discontinuing utilities or services provided by public or private concerns; ie. Hydro, water, gas, closing businesses.
- Appeals for volunteers.
- Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
- Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
- Maintenance of an operational log detailing the group's decisions and activities.
- Deactivating the plan, and notifying all of those who had been notified of its activation.
-

- Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.

2.4

Mayor

The Head of Council, or designate, is responsible for:

- Declaration of an Emergency.
- Termination of an Emergency.
- Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through Emergency Management Ontario*)
- Taking such action and making such orders as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in Loyalist Township.
- Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
- Ensuring that the local MPP and MP, neighbouring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- Approving and signing off all major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the CAO & Control Group.
- Maintaining a personal log.

2.5

CAO / Operations Officer

The CAO is referred to as the “Operations Officer” for emergency purposes. The responsibilities of the Operations Officer (or alternate) are:

- Activating the Emergency Notification System.
- As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- Chairing meetings of the Community Control Group.
- Advising the Head of Council on policies and procedures, as appropriate.
- Approving and signing off, in conjunction with the Head of Council, major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the CCG.
- Ensuring that a communication link is established between the Community Control Group and the Emergency Site Manager.
- Calling out additional staff as required.
- Maintaining a master record of all events and actions taken. (main events board)
- Maintaining a personal log.

2.6

OPP Representative

The Ontario Provincial Police Representative (or alternate) is responsible for:

- Requesting activation of the Emergency Notification System.
- Establishing and maintaining ongoing communications with the senior police representative at the emergency site.
- The provision of traffic control to facilitate the movement of emergency vehicles.
- Co-ordination of evacuation routes.
- Ensuring perimeter security and crowd control at emergency site.
- The provision of police services in evacuation centres, morgues, and other facilities as required.
- Notifying the coroner of fatalities.
- Liaison with external police agencies, as required.
- Providing an Emergency Site Manager if requested to by the Community Control Group.
- Maintaining a personal log.

2.7

Fire Chief

The Fire Chief, or designate, is responsible for:

- Requesting activation of the Emergency Notification System.
- Providing the Community Control Group with information and advice on fire fighting and rescue matters.
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- Initiating Mutual Aid as required.
- Determining if additional or specialized equipment is required, i.e., protective suits, Chemical, Biological, Radiological, Nuclear (CBRN) team, etc.
- Coordinating or providing assistance with rescue, first aid, casualty collection, evacuation, etc.
- Providing an Emergency Site Manager as required.
- Maintaining a personal log.

2.8

EMS / Ambulance Representative

The EMS/Ambulance representative is responsible for:

- Requesting activation of the Emergency Notification System.
- Providing the Community Control Group with information and advice on treatment and transport of casualties.
- Liaising with the Medical Officer of Health, area hospitals, police and fire officials during an emergency situation.
- Alerting all staff using the Provincial Health Emergency Alert System.
- Maintaining a personal log.

2.9

Director of Administrative Services

The Director of Administrative Services is responsible for:

- Reporting to the Emergency Operations Centre.
- Coordinate the Emergency/Public Information Telephone lines including staffing, ensuring supplies, and relaying the necessary information so that the public may be kept informed.
- Ensure all staff answering the public inquiry lines are providing a consistent message to the public.
- Apprise the Community Control Group members of any significant information and consistent questions received on the public inquiry line.
- Obtaining a department status report, if necessary.
- Briefing the Operations Officer.
- Advising other Community Control Group members on municipal by-law matters.
- Collecting information (by telephone, or in person) on the emergency situation and response operations. Liaise with the Site Information Officer.
- In conjunction with the Community Control Group Chairperson and the Emergency Management Coordinator, disseminate and display the collected information, on a regular basis, to other Community Control Group members.

2.10 Director of Infrastructure Services

The Director of Infrastructure Services (or alternate) is responsible for:

- Requesting activation of the Emergency Notification System.
- Providing the Community Control Group with information and advice on matters related to Transportation, Solid Waste and Utilities.
- Ensuring Municipal facilities are available for evacuation or reception center purposes, if required.
- Liaising with the senior public works officers from the neighbouring affected communities to ensure a coordinated response.
- The provision of engineering assistance.
- The construction, maintenance and repair of public roads.
- Assistance with road closures and/or roadblocks.
- Maintenance of sanitation and a safe supply of potable water, as required.
- The provision of equipment for emergency pumping operations.
- Discontinuing any public works service to any customer, as required, and restoring these services when appropriate.
- Liaising with Electrical and Gas utilities.
- Providing public works vehicles and resources to any other emergency service, as required.
- Maintaining storm water infrastructure and liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- Providing an Emergency Site Manager if required.
- Maintaining a personal log.

2.11

CEMC or Alternate

The Community Emergency Management Coordinator is responsible to:

- Maintain Emergency Response Plan in accordance with requirements of the Emergency Management Act.
- Set up and organize the Emergency Operations Centre (EOC).
- In conjunction with the Operations Officer, ensure attendance within the EOC is controlled, consisting only of the Head of Council, Community Control Group (CCG), and invited guests.
- Assist the Operations Officer with his/her duties
- Provide relevant information as required; i.e., resources, telephone numbers, list of hazards, maps, contact names.
- If required, clarify roles and responsibilities of CCG members, Management, guests or other persons in the EOC.
- In conjunction with the Operations Officer and Director of Administrative Services, obtain, disseminate and display information, on a regular basis, to other CCG members.
- Liaise between CCG, Head of Council, and Provincial Emergency Management representatives to ensure a constant passage of information and decisions.
- Advise CCG members on Emergency planning matters.
- Coordinate the request for assistance from other municipalities, local organizations and/or Ontario Government Ministries.
- Provide regular updates and act as principal advisor to the Operations Officer on all emergency-related matters.
- Upon shift change at the EOC, provide situation briefing (personal log) to designate.
- Prepare a report after formal debriefing containing operational evaluation of all areas, including recommendations on changes to the Emergency Plan, or Supplementary Plans, and submit to the Operations Officer.
- Maintain a personal log.

2.12 Medical Officer of Health

The Medical Officer of Health, or designate, is responsible to:

- Act as a coordinating link for all emergency health services at the Community Control Group.
- Liaise with the Ontario Ministry of Health, Public Health Branch.
- Liaise with the ambulance service representatives.
- Liaise with the Community Care Access representative.
- Provide advice on any matters which may adversely affect public health.
- Provide authoritative instructions on health and safety matters to the public through the Emergency Information Officer.
- Coordinate the response to disease-related emergencies or anticipated emergencies such as epidemics, according to Ontario Ministry of Health policies.
- Ensure liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- Ensure coordination of all efforts to prevent and control the spread of disease during an emergency.
- Ensure the safety of drinking water in conjunction with the Utilities representative.
- Liaise with the senior social services representative regarding health services in evacuation centres.
- Maintain a personal log.

2.13 **Director of Social Services**

The Director of Social Services or alternate is responsible for:

- a. Upon notification, activating or placing on standby the Social Services' Component of The County of Lennox & Addington's Emergency Response Plan.
- b. Ensuring the well-being of residents who have been displaced from their homes by providing emergency registration, inquiry, food, clothing, shelter, and personal services.
- c. Opening and managing reception/evacuation centres.
- d. Liaising with members of the Community Control Group on Social Services related matters, and providing information and advice on social services related functions.
- e. Liaising with municipal staff regarding the use of municipal facilities for evacuation/reception centres.
- f. Liaising with the Medical Officer of Health in areas regarding public health in evacuation centres.
- g. Liaising with support agencies as required for assistance (such as the Red Cross, Salvation Army, St. John Ambulance, Clergy, and Boards of Education).
- h. Liaising with the municipality and school boards regarding the use of facilities for reception and evacuation centres, if required.
- i. Liaising with the nursing homes and long-term care facilities as required.
- j. Maintaining a personal log.

2.14

Director of Finance

The Director of Finance (or alternate) is responsible for:

- Documentation of expenditures, accounts payable and receivable.
- Providing advice regarding all financial aspects of an emergency.
- Other duties as assigned by CAO.
- Maintaining a personal log.
- Advise CCG and CAO on Ontario Disaster Relief Assistance Program (ODRAP)

2.15

Director of Recreation Services

The Director of Recreation Services (or alternate) is responsible for:

- Scheduling and documentation of volunteer personnel assigned during emergency.
- Ensuring proper forms are completed for the protection of all volunteer personnel
- Providing advice regarding appropriate duties for volunteers
- Other duties as assigned by CAO.
- Maintaining a personal log.

Advise CAO – CEMC of volunteer activities and duties as assigned

2.16

Emergency Information Officer

The Emergency Information Officer is responsible for:

- Notifying Information Centre staff.
- Ensuring that the Information Centre is set up and operational.
- Preparing initial and subsequent media releases, subject to approval and sign-off by the Mayor and Operations Officer.
- Establishing and maintaining linkages with provincial, county and industry media officials as appropriate.
- Coordinating interviews and media conferences.
- Designating a site media spokesperson, as appropriate.
- Monitoring news coverage and maintaining media log.
- Maintaining copies of all media releases.
- Maintaining a personal log.
- Preparing and submitting a final report containing an evaluation of the Emergency Information services, analysis of media coverage and recommending adjustments to the Emergency Information Plan.

2.17

Emergency Site Information Officer

The Site Information Officer is responsible for:

- Reporting to the Emergency Operations Centre.
- Opening a log to record all actions taken. Begin with date and time of arrival.
- Videotape and/or photograph the emergency site(s), the Emergency Operations Centre, and other relevant locations.
- As per the Director of Administrative Services' directives, display this material on a regular basis in the Emergency Operations Centre for the Community Control Group.
- After closure of the Emergency Operations Centre, all videotapes and photographs will be given to the Emergency Management Coordinator as a permanent record for the Township and for filing and safekeeping.

3.1 **Canadian Red Cross - Responsibilities**

The Canadian Red Cross representative is responsible for:

- Upon receiving notification, activating the local Red Cross Emergency Response Plan.
- Providing support to the emergency response.
- Providing registration and inquiry services, if required.
- Assisting Ambulance personnel at first aid stations established at reception centres, on an as-needed basis.
- Liaising with Regional Red Cross to access additional resources, such as Emergency Response Team.
- Establishing and maintaining contact with the Director, Social Services in the EOC to co-ordinate activities.

3.2

Clergy Responsibilities

The representatives of local Clergy are responsible for:

- Providing for multi-denominational religious observances.
- Establishing visitations to evacuees in evacuation centres on a scheduled basis.
- Providing guidance to the Community Control Group regarding matters of a religious nature.
- Providing advice regarding care of the deceased in areas which relate to religious observances.
- Liaising with Director, Social Services regarding the use of churches and related facilities for reception and evacuation centres.

3.3**Board of Education - Responsibilities**

The local Boards of Education representatives are responsible for:

- Providing schools for reception centres, as required and/or applicable.
- Providing schools for evacuation centres, as required and/or applicable.
- Providing liaison with the Director, Social Services and the Community Control Group.

3.4

Legal Advisor - Responsibilities

The municipal legal advisor is responsible for:

- Providing legal opinions and advice to the Community Control Group as required.
- Providing legal representation as required.