

# *Township Of Bonnehere Valley*



# EMERGENCY MANAGEMENT PLAN

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Township of Bonnehere Valley

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART ONE**

# **GENERAL**

PART ONE

**GENERAL**

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# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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## **1.0 FORWARD**

This plan has been developed to outline the probable course of action to be followed in the first few critical hours of an emergency. It also provides guidance for municipal officers and department heads that will be expected to make plans for and fulfill specific responsibilities in an emergency.

In an increasingly complex and technological society, emergencies of a man-made nature are on the increase and add to the natural hazards that man has always faced. Since initial response to such emergencies is usually from municipal resources, it is critical that the Township of Bonnechere Valley have a plan prepared for the coordination of essential services to meet the stress of an emergency in the most efficient way, especially at the onset when the health and safety of the population is at the greatest risk.

For this plan to be effective, it is essential that all concerned be made aware of and familiar with their assigned emergency functions. This will be accomplished by annual reviews of responsibilities, procedures and exercises to test the effectiveness of the emergency plan.

Under authority of the *Emergency Management Act*, and by enactment of *Bonnechere Valley Township By-Law # 2004-45* this plan will govern the provision of necessary services during an emergency and the manner in which employees of the municipality and other persons will respond in an emergency.

Mayor Jennifer Murphy

## **2.0 INTRODUCTION**

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property and which affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Township of Bonnechere Valley.

The population of the Township of Bonnechere Valley is 4,600 increasing to approximately 10,000 in the summer with the influx of cottagers and transient visitors.

In order to protect residents, businesses and visitors, the Township of Bonnechere Valley requires a coordinated emergency response by a number of agencies under the direction of the Community Emergency Control Group. These are distinct arrangements and procedures from the normal, day-to-day operations carried out by emergency services.

The Township of Bonnechere Valley Community Emergency Management Coordinator in concert with the Community Emergency Response Committee has developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Township of Bonnechere Valley important emergency response information related to:

- a. Arrangements, services and equipment; and
- b. Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Township of Bonnechere Valley Emergency Response Plan may be viewed at the Township Office and Library. For more information, please contact:

Steven J. Fiegen CD,CEMC,CMM III  
Community Emergency Management Coordinator  
Township of Bonnechere Valley

## 3.0 PURPOSE

The purpose of this plan is to establish emergency procedures and respective control groups within Bonnechere Valley Township to coordinate local response to emergencies. It is the Townships objective to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors to the Township when faced with an emergency.

This plan is intended to provide guidance and direction for responding to an emergency of which there may be multiple sites, Issues and one or more jurisdictions involved. It enables a centralized controlled and coordinated response to emergencies in the Township, and meets the legislated requirements of the *Emergency Management Act*.

For further details, please contact the Community Emergency Management Coordinator.

## 4.0 MANDATE

Section 9 of the *Emergency Management Act* identifies what an emergency plan formulated under Section 3, 6 or 8 shall provide for. The Township of Bonnechere Valley Emergency Plan includes these components:

1. Authorizes employees to take action under the emergency plan where an emergency exists but has not yet been declared to exist;
2. Specifies procedures to be taken for the safety or evacuation of persons in an emergency area;
3. Designates one or more Council members who may exercise the powers and perform the duties of the Mayor under this act or the emergency plan during the absence of the Mayor or during his/her inability to act;
4. Establishes committees and designates employees to be responsible for reviewing the emergency plan, training employees in their functions, and implementing the emergency plan during an emergency;
5. Provides for any other matter required by the standards for emergency plans set under Section 14; and
6. Provide for such other matters as are considered necessary or advisable for the implementation of the emergency plan during an emergency.

The emergency plan has been developed from an "All-hazards" approach. An all-hazards emergency plan is appropriate when the response is directed at the effect and not the cause (e.g., whether hydro lines are down due to an ice storm or a tornado makes no difference to the hydro emergency responders the poles need to be reinstalled and lines strung and activated). Specific hazard plans have been developed for specific hazards in which the cause is critical (e.g., snow storms, nuclear accidents) wherein the cause determines what response is required in response to a specific situation. The specific hazard plans are maintained in a separate annex to this plan.

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to safeguard property and the health, safety and welfare of the inhabitants of Bonnechere Valley Township when faced with an emergency.

## 5.0 LEGISLATIVE AUTHORITY

### 5.1 LEGISLATION

The *Emergency Management Act (EMA)* is the legal authority for this emergency response plan in Ontario. A copy of the act is attached as Annex A.

The EMA states in part that:

Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan. [Section 3(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/she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property, the health, safety and welfare of the inhabitants of the emergency area. [Section 4(1)]

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

- a. Issued under the authority of Township of Bonnechere Valley By-Law 2004-45
- b. Filed with Emergency Management Ontario, Ministry of Public Safety and Security.

### 5.2 OTHER AUTHORITIES

a. Resolution # 04-165 Appoint Coordinator

Appointment of Steven Fiegen as Community Emergency Management Coordinator. Passed on 10 May 2004

Resolution # 13.230 Appoint Alternate C.E.M.C

Appointment of Fire Chief Brett Horner as Community Emergency Management Coordinator Alternate. Passed on 17 December 2013.

Resolution # 13.232 Appoint Press & Information Officer

Appointment of Dana Jennings as Press & Information Officer. Passed on 17 December 2013.

b. By-Law # 2004-45 Adopt Emergency Plan

By-Law # 2004-45 adopts the Emergency Plan for the Township of Bonnechere Valley, repeals Village of Eganville By-Law #92-36 and provides for monies up to the amount of \$100,000.00 for emergency expenditures relating to a situation based on two criteria:

- a. The situation constitutes a danger of major proportions to life or property; and
- b. An official declaration of a state of local emergency has been made by the Township of Bonnechere Valley.



c. By-Law #2001-20 Purchase and Tendering Policy

Section 12 of the policy sets out the process for purchasing by the Department Head regardless of the amount of the expenditure for emergency response activities.

### **5.3 AGREEMENTS**

To facilitate a prompt emergency response, agreements have been set up with organizations, which would have a role within the Township of Bonnechere Valley in the event of an emergency. The agreements contained at appendices to Part 1 - Annex A of this plan are as follows:

1. Agreement between the county of Renfrew and the Amateur Radio Emergency Services (ARES) for Renfrew County. This agreement must be activated through the County of Renfrew Emergency Services.
2. Agreement between the Township of Bonnechere Valley and the Township of North Algona Wilberforce to delegate each other's Emergency Operations Center's as Alternate EOC's in the event that the local EOC becomes unusable due to the nature or severity of the Emergency.

### **5.4 OTHER EMERGENCY PLANS**

The Township of Bonnechere Valley may be required to provide/request support to/from emergency plans listed below:

1. Neighboring lower tier municipalities
3. The County of Renfrew (copy of this plan is retained by the Township Community Emergency Management Coordinator)

### **5.5 REQUESTS FOR ASSISTANCE FROM OTHER MUNICIPALITIES**

See Part 3 section 2

## 6.0 LEGAL ASPECTS-EMPLOYEE LIABILITY

### 6.1 Employee Liability

In accordance with the *Emergency Management Act*, protection from personal liability is outlined in Section 11 (1):

*(1) No action or other proceeding 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 any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency management program or an emergency plan or in connection with an emergency.*

However, in accordance with Section 11(3) of the *Emergency Management Act*, a municipality is not relieved of liability:

*(3) 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 referred to in subsection (1) and the municipality is liable as if subsection (1) had not been enacted and, in the case of a member of council, as if the member were an employee of the municipality.*

Section 11(4) of the *Emergency Management Act* states that municipalities and local boards are included:

*(4) For the purposes of this section, a municipality "includes a local board of a municipality and a member of council" includes a member of a local board.*

The following authorities relate to protection from personal liability:

1. Section 11 of the Provincial Emergency Plans Act 1983 RSO 1988,
2. By-Law #2002-23 *A by-Law to provide for the Indemnity and Defense of Councilors and Employees of the Township of Bonnechere Valley Against Liability Incurred While Acting on Behalf of the Township of Bonnechere Valley.*

Under By-Law #2002-23 (Annex H, the Township of Bonnechere Valley will indemnify an employee under the following conditions: the employees acted honestly and in good faith in the best interests of the municipality; and in criminal or administrative actions/proceedings enforceable by a monetary penalty, the employee had reasonable grounds to believe that his/her conduct was lawful.

## 7.0 SAFETY OF STAFF AND STAFF RELATIONS

Safety of all staff is a priority regardless of the situation. A possibility exists that an employee may be required to enter an area of risk in performing his/her duties; however, the possibility that employees will be required to enter an area of risk, even in an emergency situation, is limited. Under health and safety regulations, the employee must be advised of known elements of danger (there may be unknown dangers that exist as a result of the emergency). In addition we must consider health and safety issues when staff is called out (e.g., protective gear for a chemical spill). The requirements of the Occupational Health and Safety Act must still be adhered to during an emergency as well as during the performance of daily tasks.

Furthermore supervisors should consider the possibility that an employee may be needed more at home than work (e.g., the serious injury of a family member or care of a dependent with special needs). For the good of the public, it must be remembered that the public has expectations of services to be provided by the Township in line with its mandate. This expectation generally increases in the event of an emergency and responding to the emergency becomes a priority for management and staff of the Township in line with its mandate

## 7.1 Refusal to Work in Dangerous Conditions

Employees have every right to refuse work in conditions they perceive to be dangerous. In keeping with the policy that employee safety comes first, it is not anticipated this should become a major issue. The Ontario Health & Safety Act must be adhered to in emergency situations as per the normal work routine, and health and safety policies also remain in effect.

Should an employee refuse to do what they consider dangerous work, it is important that both the employer and the employee apply the procedures according to the Canada Labour Code. Upon refusal, the employee must choose if he/she is refusing under the Labour Code or under a collective agreement. Refusal under the Labour code does not allow another employee to be assigned the task until the situation has been investigated and approved by a Labour Inspector. Refusal under a collective agreement does allow for another employee - who has been apprised of the situation and the previous refusal by the employee(s) - to perform the task if he/she agrees to do so.

## 8.0 CRITICAL INCIDENT STRESS MANAGEMENT

### 8.1 Definition

A Critical Incident is defined as any situation which causes people to experience unusually strong emotional and/or physical reactions and which has the potential to interfere with their ability to function, either at the scene or later.

### 8.2 Critical Incidents

There is no indicator to identify whether an incident will cause a critical stress reaction. Critical incident stress may result in problems at a later date (e.g., sleeplessness, loss of appetite, poor job performance, and behavioral changes). Management should be sensitive to the fact that the following have a high probability of stressing employees involved in or exposed to an incident:

- Serious injury or death of a colleague in the line of duty or at the work place;
- Serious injury or death of a person while in an emergency responder's care;
- Incidents where the employee knows or identifies with the victim (e.g. involving a child);
- Mass casualty incidents (e.g. airline disaster, bus accident, train derailment); and
- Natural disasters (e.g. tornado, earthquake).

### 8.3 Effect on the Organization

Reactions to emergencies may be immediate or delayed; emotional and/or physical reactions may vary in intensity, ranging from mild to devastating. Critical incident stress affects not only the individual employee but the entire organization as well. Failure to deal promptly and effectively with critical incident stress may affect:

- Staff morale (greater job dissatisfaction);
- Labour/management relations (interpersonal conflicts);
- Personal behaviour;
- Absenteeism;
- Work performance; or
- Staff turnover.

## 8.4 Intervention Guidelines

Emergency responders are viewed by the public, and often view themselves as being able to cope with the sights and sounds of disaster, death and destruction. Admitting to a problem may be seen as a sign of weakness or failure by colleagues or superiors, and consequently, many emergency workers try to ignore the stress. Different types of intervention are available to assist employees with critical incident stress and the effect the incident has upon the staff.

Critical incident stress debriefings should be planned for at the beginning of an emergency. All staff, including management, involved in a prolonged, major or mass casualty incidents should be encouraged to attend a debriefing when stress is evident during or following an incident. Staff should be made aware that these debriefings are not "patient/doctor counseling sessions". The sessions are usually conducted by employees of an organization who have experienced a similar emergency firsthand and can relate to the emotions and behavior that the emergency responder is dealing with. Debriefings can be provided during or after the incident. On-site assistance is generally not appropriate, as it is perceived—by both responders and victims alike—as disruptive and intrusive.

The Chief Administrative Officer/Clerk will set up short-term sessions for victims as long as they are residing at the Reception and Evacuation Centers.

## 9.0 FINANCIAL ASPECTS

The nature and scope of the emergency will determine if specialized or additional resources will be required or whether they may be incorporated into existing elements.

### 9.1 During Normal Operations:

Regardless of the circumstances at any time in which the Emergency Operation Center is ***not*** activated and a State of Emergency has ***not*** been declared, purchases of Emergency Management material and supplies will be made in accordance with normal purchasing guidelines.

Emergency Operations Center activities are charged to Emergency Preparedness Department Code 142900-2010.

All participants shall also use code when exercises are conducted. This facilitates a roll-up of costs should it be necessary.

### 9.2 Emergency Situation:

Normal purchasing procedures are suspended when the Emergency Operations Center is activated ***AND*** a State of Local Emergency has been declared. Authorization for all spending is delegated to the CECG up to the amount authorized in Bylaw 2004-45 (\$100,000).

As emergencies cannot be forecast, no budget exists. Therefore, upon activation of the Emergency Operations Centre for an emergency, departments involved are responsible for the following costs under Emergency Preparedness Code 142900-2010

- Salary (regular/overtime) of the Community Emergency Control Group (CECG) and support staff working on emergency response activities;
- Charges for long distance telephone incurred;
- Taxi and transportation charges;
- Courier and freight charges;
- Amateur radio costs as per the agreement;
- Costs of purchase and rental of additional material or equipment; and
- Other costs incurred, as agreed by the Chief Administrative Officer/Clerk under his/her normal delegated spending authority.

## **9.3 Delegated Signing Authority**

Normal delegated signing authorities remain in effect during an emergency. Additional procedures have been put into place for emergency funding and expenditures as noted below.

## **9.4 Purchasing Policy during Emergency Operations**

The purchasing policy includes expenditure guidelines in the event of an emergency; there are no changes from normal delegated spending authorities. In addition, the Provincial Disaster Financial Assistance Program may reimburse part of the emergency expenditures. The criteria, terms and conditions, and payment are emergency specific; the assistance (what, why, when, where and how) will be established by the Province at the time of the emergency. The Emergency Management Coordinator is responsible for contacting the office of the Solicitor General of Ontario—Minister responsible for Emergency measures Ontario (EMO)—to obtain program information.

## **9.5 Requests for Emergency Financial Assistance**

Initial responsibility for dealing with an emergency normally rests with the local municipality directly affected. When the response capability of a municipality is overwhelmed and additional support is required, the level of responsibility would normally move from municipal to provincial and finally to the federal level. It is important to note that, at each level, assistance from the next level must be formally requested, for legal purposes. The protocol is as follows:

- Municipalities requesting assistance from the County shall officially contact the Warden.
- Should the County require assistance, Emergency Management Ontario shall be contacted.

It should be noted that the province is the single window for requests for assistance from the provincial and federal agencies.

## **9.6 Emergency Financial Assistance**

In Ontario, there are no criteria (such as official declaration of an emergency), which preclude the payment of disaster relief funding.

Should the Province of Ontario require municipal assistance in responding to an emergency in any part of the province, repayment of costs incurred by a municipality may be authorized. In turn, the province may receive financial assistance from the federal government for responding to disasters, which could impose an excessive burden on the provincial economy.

## 10. STRATEGIC CONSIDERATIONS

### 10.1 Daily versus Emergency Roles

Department heads must remember that when operating in an emergency situation that the people in their respective departments will be tasked with jobs outside of the normal parameters of their jobs. They must remember that there would be aspects of the normal, daily routine outside of the disaster area, which must still be maintained during an emergency. Each department will designate a "second-in-command" to deal with the running of the "routine" department operations that must be accomplished so that service to the unaffected areas of the Township is not detrimentally impinged upon.

The Emergency Management Coordinator should be aware of and plan for a shortage of human resources as this issue normally arises during an emergency in the event of a prolonged emergency response effort and the resultant shift change requirements.

ANNEX J contains the Emergency Staffing Plan for the Township.

### 10.2 Service to Areas Unaffected By The Emergency

Dependant on the nature and scope of the Emergency there will be areas of the Township unaffected by the emergency. Basic services must be maintained to these area's (sewer, water, hydro) at all times. The staffing plan as shown in Annex J details the persons that the department heads will leave in their normal positions to ensure that these services are maintained.

### 10.3 Reduction or Suspension of Services to Unaffected Areas

During the period that an state of emergency exists the CECG has the power to suspend all services to the areas of the Township not affected by the Emergency with the exception those services designated as being critical to the health and safety of the residents in those areas. Those services designated as not suspend able are:

- Snow removal to the extent that emergency services are affected
- Ambulance services
- Fire Protection services
- Police Services

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART TWO**

# **RECOGNIZING & DECLARING THE EMERGENCY**



# TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN

## Part 2

### Recognizing And Declaring the Emergency

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## 1.0 DEFINITIONS

The Emergency Management Act R.S.O. 1990; Chapter E.9 defines an emergency as:

“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;

## 2.0 LEVELS OF EMERGENCIES

There are three levels of emergencies

- a. Municipal/local
- b. Provincial
- c. National

### 2.1 Municipal / Local Emergencies

There are numerous types of emergencies that could occur which have the potential to affect the health and safety of the public: in most instances, municipal involvement is required. The authority for declaring a state of local emergency is the Head of Council. The Premier of the Province of Ontario can also make a declaration.

### 2.2 Provincial Emergencies

A provincial emergency is usually the result of a disaster, which is so widespread that a large population or multi-municipalities are affected. The authority for declaring a state of emergency at the provincial level is the Premier of the Province. When a provincial emergency is declared, specific powers may be assumed by, or on behalf of, the provincial Lieutenant Governor or appropriate Minister. It is incumbent upon the Township Department Heads to be familiar with provincial legislation that may impact upon their area of responsibility in the event of an emergency. Although the following list certainly is not exhaustive, legislation such as those listed below cover various aspects of dealing with an emergency:

- 2.2.1 *Ontario Municipal Act* - (2001) - Section 236 deals with holding of meetings and keeping of offices during an emergency; and
- *Canada Labour Code* - deals with occupational health and safety.

### 2.3 National Emergencies

An emergency declared under the federal *Emergencies Act* (1998) relates only to four categories of national emergencies public welfare, public order, international and war. The authority for declaring a state of emergency at the federal/national level is the Prime Minister. The Governor-in-Council may develop orders and regulations to deal with any additional powers required.

## 3.0 Declaring a State Of Emergency

### 3.1 Criteria for declaring an emergency

The initial decision for activating the Emergency Callout and subsequent activation of the Emergency plan rests with the senior officials from the First response units on the scene. History dictates that the first responders on any scene will be Fire Services and Police services, the senior commander on site from both of these services will decide on a interim site commander dependant on the situation. The interim site commander in conference with the other first responders on the scene makes the decision to activate the emergency plan. Where serious and extensive steps to protect property and the health, safety and welfare of the public are deemed necessary the Mayor in consultation with the CECG may declare that a State Of Emergency exists under the provisions of section 4 of the Emergency Plans Act, R.S.O. 1990 which states the definition of an emergency to be "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": and 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 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. R.S.O. 1990, c. E.9, s. 4 (1).

Under such a declaration, the Mayor may authorize any of the following actions:

- Mandatory Evacuation of any building private or public within the declared emergency zone.
- Mandatory evacuation of any person or group judged to be in danger or whose presence hinders emergency operations.
- Discontinuance of any municipal service without notices where such service hinders the emergency operations.
- The requesting of assistance from the County of Renfrew and it's lower tier municipalities in accordance with mutual aid agreements in force with those municipalities.
- The provision of shelter and such maintenance as may be required for any residents of the emergency area in need of assistance due to conditions of the emergency;
- The requesting of assistance from voluntary and other agencies not under municipal control such as St Johns Ambulance, Red Cross, ARES, and local service clubs as identified

# TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN

## 3.2 Declaration Checklist

#	EVENT	Y/N
1	Is the situation an extraordinary event requiring extraordinary measures?	
2	Does the situation pose a danger of major proportions to life or property?	
3	Does the situation pose a threat to the provision of essential services? <input type="checkbox"/> Energy <input type="checkbox"/> Potable water <input type="checkbox"/> Sewage treatment/containment <input type="checkbox"/> Supply of goods <input type="checkbox"/> Medical care	
4	Does the situation involve a structural collapse?	
5	Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals (livestock) from your Municipality?	
6	Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?	
7	Has there been a declaration of emergency by any other level of government?	
8	Does the situation require a response that exceeds or threatens to exceed the capabilities of the Municipality for either resources or deployment of personnel?	
9	Might legal action be taken against municipal employees or councilors related to their actions or inactions during the crisis?	
10	Does the situation create sufficient strain on Municipal response capability that areas within the Municipality may be impacted by a lack of service, thereby further endangering life and property outside areas directly affected by the current crisis?	
11	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?	
12	Does or might the situation require County support or resources ?	
13	Does, or might, the situation require provincial support or resources?	
14	Does, or might, the situation require assistance from the Federal Government (e.g., military equipment)?	
15	Will the community be receiving evacuees from another community?	
16	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?	
	<b>Recommendation:</b> <b>YES = DECLARE A MUNICIPAL EMERGENCY    NO = DO NOT DECLARE</b>	

## 4.0 Emergency Notification Procedure

### 4.1 CECG Notification

Once the decision has been made by the first responders on the scene to invoke the Emergency Plan and an Interim site commander has been appointed the Interim site commander will immediately request the Police Duty Officer from the Ontario Provincial Police to activate the Emergency Contact list for Bonnechere Valley and request them to assemble at the designated Emergency Operations Center as outlined in part 3. When a majority of the members have assembled the Mayor or Acting Mayor may, on the advice of the members, decide that this Plan will be fully activated and will in consultation with the members of the CECG declare a state of emergency exists and overall control of the Municipal response will be assumed by the CECG.

Because of security and privacy issues the Emergency Callout List is deemed to be classified as **CONFIDENTIAL** and as such is not included with this document.

Copies of this list are held by:

- Community Emergency Management Coordinator
- Community Emergency Management Coordinator Alternate
- Chief Administration Officer (CAO)
- Detachment Commander – Killaloe Detachment, OPP
- Duty Officer – Ontario Provincial Police Dispatch Center
- Duty Officer Emergency Management Ontario

This list must be updated by the CEMC immediately when there are any changes, this will ensure prompt and correct assembly of the CECG

### 4.2 **Notification of Township Employees**

Department Heads are responsible for identifying and providing administrative support staff to work in the EOC on a rotational basis as soon as the EOC has been activated. Immediately upon notification that a call out is in effect the section managers will contact their staff, assembling them at their regular place of employment to await instructions from the CECG. Any employee called out who is unable to perform their regular duties or who by the nature of their employment have no specific role to play in the mitigation of an Emergency, will report to the EOC to receive tasking responsibilities from the CEMC.

Because of security and privacy issues the Emergency Callout List is deemed to be classified as **CONFIDENTIAL** and as such is not included with this document

A copy of the Emergency Callout List for each section will be held by:

Section Head and Alternate

- CEMC
- Alt CEMC
- Department Head

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART THREE**

# **MANAGING THE EMERGENCY**

**PART 3  
MANAGING THE EMERGENCY**

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## 1.0 Community Emergency Control Group

### 1.1 Composition

The Community Emergency Control Group (CECG) consists of Township staff and local emergency organizations that have a delegated emergency response role. The CECG can be augmented by representatives of County departments that have a designated function in the handling of the emergency. The Mayor is the only elected member of this group other than any council member with a specified Emergency role. The officials known as the **Community Emergency Control Group (CECG)** will include the following:

- The Mayor
- The CAO
- The CEMC
- The Fire Chief – Bonnechere Valley Township
- Superintendent – Township Works Department
- Emergency Measures Ontario Area Representative
- Representative – OPP Killaloe Detachment
- Emergency Site Commander Assistant (If other than Fire Chief or OPP)

#### **Other members of the CECG called on as required**

- The Director of County Social Services
- The CEMC Alternate as required
- Superintendent – Township Water / Sewer Department
- Emergency Evacuation Officer
- Facility Manager – Arena
- Emergency Financial Officer
- Emergency Human Resources Manager
- Representative – County Medical Officer of Health
- Any other person or representative of any group or organization identified as being a critical asset to the resolution of the Emergency

The CECG may function with only a limited number of persons depending upon the emergency. While the CECG may not require the presence of all the people listed as members of the control group, all members of CECG must be notified.

### 1.2 Volunteer and NGO organizations

Once the CECG has declared that a state of Emergency exists and the immediate steps have been taken to overcome the emergency the Mayor in consultation with the CECG will decide which if any of the Volunteer and NGO organizations in the area should be contacted to render aid.

Because of security and privacy issues the Emergency Callout List for volunteers and NGO organizations is deemed to be classified as **CONFIDENTIAL** and as such is not included with this document.

## 1.3 Operating Cycle

After the initial meeting of the CECG the members will meet together on a mutually agreed on schedule as dictated by the nature of the Emergency to inform each other of actions taken and problems encountered unless the situation dictates that the CECG must be called to sit to deal with a time sensitive concern. The Chief Administrative Officer (CAO) or Alternate will confirm the frequency of the meetings and the agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Emergency Operations Center Supervisor will maintain a location board for all members, which will be kept up to date by the operations personnel belonging to the individual member's organization.

## 1.4 Responsibilities (general group)

The members of the **Community Emergency Control Group (CECG)** are responsible for the following actions or decisions as a group: Individual responsibilities are detailed in section five of this publication.

1. Advising the Mayor as to whether the declaration of an emergency is recommended;
2. Determining if the location and composition of the CECG are appropriate;
3. Ensuring that an Emergency Site Commander (ESC) is appointed;
4. Calling out and mobilizing their emergency services, agencies and equipment;
5. Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
6. Advising the Mayor on the need to designate all or part of the Township as an emergency area;
7. Ordering, coordinating and/or overseeing the evacuation of inhabitants considered being in danger.
8. Determining the need for Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza, public building etc.
9. Authorizing the acquisition of services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs etc.
10. Authorizing requests for assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
11. Determining if additional volunteers are required and if appeals for volunteers are warranted;
12. Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator for dissemination to the media and public;
13. Determining the need to and appointing members to advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
14. Authorizing all monies expended to deal with the emergency.

## 2.0 Requests for Emergency Assistance

### 2.1 Introduction

All requests to and from the Township for assistance or resources will follow the "Single Window" approach. In the Single Window approach ALL requests for support whether from township or outside resources is channeled through the CECG.

The Township's Community Emergency Control Group is the single-window for obtaining resources for the Township. Requests for additional resources need to be channeled through the CECG for the following reasons:

- a. The CECG is kept aware of the needs of the Township;
- b. The CECG can support the needs of the Township Emergency Response assets the CECG provides support by obtaining the requested resources on behalf of the Emergency Response Assets;
- c. The CECG can coordinate the response activities (e.g., there may be a surplus of resources in one area which could be reallocated to the area in need); and
- d. The CECG is the single responsible and accountable body for responding to the emergency.

In no instance will the requesting of aid or resources from an upper tier government be viewed as a request for that upper tier government to assume control of the Emergency.

The Township of Bonnechere Valley has or will have established agreements regarding the provision of assistance to and from other municipalities when operating in a state of emergency. An agreement shall specify the support available, taking the Townships roles and responsibilities into consideration, the conditions and criteria under which any support would be provided, and the criteria for activation and implementation of emergency plans and/or arrangements when these conditions are met. Mutual Assistance Agreements will be developed to facilitate requests for assistance.

Where agreement has been less formal, the Township should nevertheless respond positively to authorized requests for emergency support; this is in keeping with the Township's role of support to other municipalities. Nevertheless upon formal request by another municipality with support, whom no mutual assistance agreement exists the Township of Bonnechere Valley may provide support as is appropriate for the situation at hand. Decisions made and actions taken must be documented accordingly.

It must be remembered that any resources requested from another municipality become the responsibility of Bonnechere Valley for upkeep, maintenance and repair for as long as we are in possession of that resource. Department heads must make a detailed inspection of any equipment loaned to the Township. A detailed inspection sheet is found in Annex T of this publication.

## 2.2 Requesting Assistance where an agreement is in place

Where an agreement has been previously put in place for mutual assistance during Emergency Operations the protocol are;

- a. The CECG determines that additional resources are required and decides which municipality is in the best position to provide those resources.
- b. The CECG authorizes the CEMC to contact and arrange for the resources.
- c. The CEMC contacts the CEMC of that municipality and invokes the mutual assistance agreement.

## 2.3 Requesting Assistance Where No Agreement Is In Place

Where no agreement has been put in place regarding Mutual Assistance the protocol for requesting assistance are:

- a. The CECG determines that additional resources are required and decides which municipality is in the best position to provide those resources.
- b. The CECG authorizes the CEMC to contact the municipality and arrange for the resources.
- c. The CEMC will contact the CEMC of the Municipality and begin negotiations attending emergency meetings of their council if necessary.

## 2.4 Requesting Assistance from Renfrew County Resources

When the CECG decides that because of the nature or scope of the emergency assistance from the County is required the protocol for requesting that assistance is:

- a. The CECG decides that County resources are required.
- b. The CECG authorizes the Mayor to contact the County Warden and arrange for the resources.
- c. The Mayor will contact the County Warden and arrange for the resources.

## 2.5 Requesting Assistance from Provincial Resources

All requests for provincial assistance are processed through the EMO. When the CECG decides that because of the scope or nature of the Emergency those resources in addition to those available from any of the locally available sources are required then the CEMC will immediately contact the EMO Emergency Operations Center to make that request. EMO will act on behalf of the Township to secure the resources required from provincial sources.

As the EMO is acting on behalf of the Township they will immediately join the CECG so as to keep the CECG apprised of the situation.

Requesting help from Provincial sources is not and will not be viewed as a request for the province to take control of the situation. The local CECG will remain in total control of the situation with representatives from provincial resources acting as a resource manager.

### Exceptions:

1. The Township of Bonnechere Valley has a Mutual Aid Agreement in place with specific agencies in which case the Mutual Aid Agreement must be activated and the Province notified; or
2. The Township of Bonnechere Valley deals directly with the provincial counterpart on a regular basis due to existing delegated authorities, (e.g., Ministries of

Transportation, Municipal Affairs, etc.)

When the CECG decides that the situation warrants a request for assistance from Provincial resources the Protocol for requesting that assistance is:

1. The CECG decides that Provincial Assistance is required
2. The CECG authorizes the CEMC to contact and brief the EMO office and to request Provincial Assistance.

## **2.6 Protocol – Requests for Assistance from Other Municipalities**

Requests from other municipalities for support must be made by way of an official request from the Mayor of the requesting Municipality. This provides legal protection for the employees responding to an emergency not working within their usual area of jurisdiction.

The protocol for request for support from the township is that the Mayor must be contacted directly by the head of the municipality affected by the disaster and apprised of the following:

1. Nature and scope of the emergency;
2. The location and any other pertinent information;
3. Whether or not a state of local emergency has been declared;
4. Resources required;
5. Special requirements; and
6. Any other information deemed necessary for the Mayor to render a decision with respect to the allocation of resources.

If there is a standing mutual assistance agreement in place the Mayor can without the approval of council authorize and have the requested resources dispatched to the requesting municipality unless:

- a. The nature or scope of the emergency would degrade the Townships ability to respond within its own borders should the emergency also impact on the Townships jurisdiction and the continued provision of services to its residents.

If there is no mutual assistance agreement in place the Mayor must:

- a. Call an Emergency meeting of Council to include the CAO, CEMC
- b. Table the request for assistance
- c. Convey to the requesting municipality the decision of the Council.

Any resources assigned to a requesting municipality fall under the direction, control and maintenance of the municipality requesting the assistance and as such maintenance, Repair and upkeep of the resources become the responsibility of the municipality requesting them.

## **2.7 Direction from the Province to Provide Support**

As per Section 7(4) of the *Emergency Management Act*, the Premier of the Province of Ontario can direct a municipality to provide support to another municipality or to the Province. Resources so assigned would fall under the direction and control of the organization identified by the Province of Ontario as the lead agency.

### **3.0 Relationship between the CECG and the Emergency Site Commander**

Depending on the nature of the emergency, and once the ESC has been assigned, the CECG relationship with the ESC is to offer support with equipment, staff and other resources, as required. The CECG will assume the responsibilities of maintaining Township services for the areas not affected by the Emergency allowing the ESC and committed staff to concentrate their efforts on the Emergency situation. The ESC is responsible to ensure that the CECG is fully briefed on the Emergency Operations and situation in the field.

### **4.0 Relationship between the ESC and the Command and Control Structures of Emergency Responders**

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

### **5.0 Communications between the CECG and ESC Command**

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also, communications may be required at various locations including evacuation centers and other key responding agencies.

To accomplish this Communications center will be established as part of the Emergency Operations Center. See Part four – The EOC Plan

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART FOUR**

# **THE EMERGENCY OPERATIONS CENTER**



**PART FOUR**

**THE EMERGENCY OPERATIONS CENTER**

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## 1.0 Introduction

In the event of an emergency, an Emergency Operations Centre (E.O.C.) will be established. The Emergency Control Group, the Support and Advisory Staff and other nongovernmental and volunteer groups as required will congregate and work together at the Emergency Operations Centre to make decisions, share information and provide support as required to handle the emergency. The Emergency Operations center is configured so that the elected and designated individuals overseeing the emergency have access to real time information on the mitigation, response or recovery operations. The Emergency Control group must also be able to maintain real time effective communications with both the Emergency Coordinator on the ground and be able to keep both the affected residents and press informed with timely updates.

The Emergency Operations Center Site Commander is responsible for the co-ordination of **all** operations within the Emergency Operations Centre.

## 2.0 Location(s)

### 2.1 Primary Emergency Operations Centre

The primary location of the Emergency Operations Centre is the Township Municipal offices located at 49 Bonnechere Street E, Eganville. Located at this site will be:

- a. Emergency Operations Meeting Room
- b. The Communications Centre
- c. Support and Advisory Staff Offices

### 2.2 Secondary Emergency Operations Center

Secondary Emergency Operations Centers will be located so as to be best able to respond to any emergency in the Township when the primary location is compromised or unavailable. The secondary Emergency Operations Center will be located at the Municipal Garage on Foymount Road except if the nature or composition of the emergency makes that site untenable then as per the agreement the Municipal offices of North Algona Wilberforce Township will be used.

### 2.3 Media Centre

The location of the media center will not be conjoined with the EOC because of space and security reasons. The Media Center including a prepared briefing and press release area will be located at the Eagles Nest, in the Eganville Community Center on Jane Street.

### 2.4 Health, Social Services and Human Resources Operations Centre

Dependent upon the nature of the emergency, health, social services and Human Resources would play a many varied but key role. Consequently, they would require a separate space where they can meet to work on their individual strategies. This would include such organizations as the County Health Unit, The Red Cross, County Social Services and other NGO's but not including volunteer organizations that may be called upon to aid in the emergency.

## 2.5 Emergency Operations Center for County wide Emergencies

Where the Emergency affects two or more Townships the County Operations Center should be activated by the County Warden and would act as the Regional Emergency Operations Center. The County Operations Center is located at the County Administration Center in Pembroke. The local Township Emergency Operations Center would then act as a local control unit involving only the Elected Township Officials and the Township Staff and employees minus the Mayor and the CEMC who will attend at the county level.

## 3.0 Physical Environment

The Emergency Operations Centre will consist of:

1. A meeting room for the Community Emergency Control Group:
2. A communications Center:
3. Room for support and advisory staff and other groups as required:

### 3.1 Community Emergency Control Group Meeting Room

The Emergency Control Group requires a secure and quiet meeting room adjacent to the Communication Room. For these purposes the Council meeting chambers are designated as the Emergency Control Group Meeting room.

To promote an effective emergency meeting, this room will have physical security elements controlling access in order to provide a secure environment where the control group can meet and discuss the management of the emergency without distractions or undue interruptions.

In view of the disruptions caused by the use of radios and cellular telephones they are forbidden in this room. This will be very difficult to control because the people involved all have a need and desire to be in constant contact with their organizations. They must be encouraged to leave their cell-phones and radios with their communicators in the communication room and to make maximum use of their respective communicators and runners.

The clerk will log all significant events on a status board that is visible to all. Another clerk will record in detail all events and decisions to provide a paper trail of the entire emergency response operation

#### CECG Meeting Room Physical Requirements

To be effective the CECG meeting room will be completely set up with all of the equipment and supplies needed to function without interruptions. The following equipment and supplies will be present in the CECG meeting room.

- a. Individual packages with office supplies for every EOC member
- b. Laptop or static based computer with projector for presentations (not yet available)
- c. Wall mounted Township Map
- d. Flip Chart or Dry Erase Board
- e. Projector and Screen

## 3.2 Communication Room

The communication room will contain all the communication facilities required to control the emergency services at the emergency site and operate the EOC effectively, including radios operating on the Township frequency, telephones, fax machines, copier, mobile radio charging stations, etc. Communication room personnel will include the radio operators with their own equipment representing each emergency service in the CECG and message clerks. Each agency that is represented in the CECG should have two radio operators per shift in the communication room. Two people are required so they can work together during peak times and give each other rest breaks. The person who is not operating the radio can operate the agencies telephone and act as runners for their own representative in the CECG. Each agency must supply their own radio operators because only their staffs know the methods, procedures and terminology used within that organization.

Amateur Radio (Ham Radio) operators from A.R.E.S will have space reserved for one or more workstations in the communication room depending upon their requirements as detailed by the emergency and as a backup to all the commercial radio facilities used by the involved agencies.

All written messages received in or sent from the communication room will be numbered and logged in either the incoming or outgoing message register by the message clerk(s). All radio operators will maintain a log of messages received and sent by their radio station to confirm when messages were sent and whom they were sent to. This shall include tactical (verbal) messages passed directly between the originator and the recipient.

The A.R.E.S (Amateur Radio) personnel will be under the direct control of the commander or senior operator from A.R.E.S in attendance but will direct all comments and concerns to the Communications Room Supervisor.

### Communications Room Requirements

- a. A map(s) of suitable scale depicting up-to date information related to the emergency;
- b. A visual board depicting up-to-date status information on the emergency;
- c. A dedicated clerk that maintains a chronological log of all significant communications and events related to the Emergency;
- d. Each emergency or support service with radio communication equipment to utilize this equipment in the Communication Room where practical (A.R.E.S personnel may work from mobile platforms).

The communicators will be responsible for operating telephones and radios within the Communication Room and relaying messages between their respective representatives on the Emergency Control Group and other key locations.

### **3.5 Health and Social Services Support Control Center**

Dependent upon the nature of the emergency, the health and social services would play a many varied role. Consequently they would require a separate space where they can meet any work on their individual strategies. This would include such organizations as the County Health Unit, The Red Cross, County Social Services and other NGO's but not including volunteer organizations that may be called upon to aid in the emergency. The Operations Center for the Health and Social Services Support units will be located at the Township Works Department building on Foymount Road, shared with the Human Resources and Volunteer Coordinator. While the individual groups will maintain control of their respective organizations, control of the operations center is assumed by the Human Resources Coordinator.

### **3.6 The Media Center**

No matter what the emergency, the township can expect to be hosting a large number of media persons. To ensure that information is coordinated and is released in a controlled and organized manner a media center needs to be organized. This center will be under the control of the Information Officer. The media center will be located at the Eagles Nest located in the Eganville Community Center on Jane Street. This location provides a large parking area for media vehicles as well as having the facilities to provide for a medium size group of people for an extended period.

### **4.0 Emergency Operations Center Security Considerations**

To be effective the EOC must maintain an atmosphere free of distractions. To this end access to the EOC must be strictly controlled. Staff members as detailed in Annex J will perform the task of access control and physical management of the EOC resources under the Direction of the CEMC or alternate.

### **5.0 Emergency Operations Center Equipment / Supply list**

Both the Primary and Secondary locations will be equipped with basic supplies that will be required by the Community Control Group on arrival at the center. The storage of these supplies will ensure that when the time comes to set up the EOC the CERC and whatever staff is available are able to provide enough basic supplies to open the EOC. These supplies will be stored at both sites in sealed boxes clearly marked as to their purpose. Each box will contain:

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART FIVE**

# **ROLES & RESPONSIBILITIES**

## Part 5 Roles and Responsibilities

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## 1.0 Introduction

The primary function of the CECG is to act as a support element to the Emergency Site Commander. They are uniquely qualified by their profession; training and experience to be able to aid the Emergency Site Commander obtain Information and Resources quickly. They are structured and positioned to cut through any “red tape” allowing the Site commander to focus all of their efforts on the Emergency. The members of the CECG as well as having decision-making responsibilities as a group have individual responsibilities as a consequence of their job. These responsibilities are unique to each individual according to their service and to the nature of the emergency but play an important role in the overall mitigation of the emergency. Equally important are the Township employees that fill the key supervisory positions in the operation of the EOC. These employees are key to the smooth operation of the EOC and free up the members of the board to concentrate on the Emergency. During any Emergency any number of volunteer groups and individuals will be called upon to help support the personnel directly involved in the Emergency Operation. These volunteers must be coordinated so as to provide the maximum benefit from their efforts but at the same time to avoid duplication of services and confusion.

## 2.0 The Community Emergency Control Group (CECG)

### 2.1 Mayor

In consultation with the Community Emergency Control Group (CECG), the Mayor is responsible for the following:

- a. Upon consultation with the CECG, declare the existence of a State of Emergency in Bonnechere Valley Township.
- b. Contact the County Warden, The Provincial Member of Parliament and the Member of Federal Parliament to apprise them that a state of Emergency has been declared in Bonnechere Valley Township.
- c. Contact the heads of Council of adjoining Townships to inform them that a state of emergency exists and where appropriate keep them apprised of the state of Emergency where deemed necessary request assistance from those townships with whom mutual aid agreements are in place.
- d. On the recommendation of the CECG invoke any mutual assistance agreements with adjoining townships or negotiate assistance with municipalities where no agreement exists to supply resources needed for the emergency.
- e. On the recommendation of the CECG contact the County of Renfrew for assistance where required.
- f. On the recommendation of the CECG and in conjunction with the CEMC contact EMO to request provincial assistance where required.
- g. Ensure that members of Township Council and the public are notified of the declaration of an emergency and are fully apprised and kept informed of the emergency situation.
- h. In consultation with the CECG, issue orders considered necessary to protect the safety, health, welfare and property of the citizens of the Township of Bonnechere Valley.
- i. In consultation with the CECG, invite representatives of other public or private agencies to join the CECG where necessary in accordance with the management of the specific emergency.
- j. Maintain a personal log of all major decisions, instructions issued and actions taken;
- k. Upon shift change at the EOC, provide situation briefing to their alternate or individual left in charge.

## 2.2 Chief Administration Officer (CAO)

The Chief Administrative Officer (or alternate) shall provide and direct all emergency responses or support activities within the Emergency Operations Centre. The CAO shall convene all meetings of the Municipal Control Group.

The CAO is responsible to:

- a. In conjunction with the CEMC supervise the opening up of and organization of the EOC.
- b. Coordinate all operations of the CECG. Schedule and chair all meetings and Ensure that all decisions and recommendations of the CECG are implemented.
- c. Upon recommendation of the CCEG, appoint an Emergency Site Manager.
- d. Provide regular updates and act as principal advisor to the Mayor on all matters relating to the emergency.
- e. In consultation with the CECG and in conjunction with the Mayor, approve major announcements and media releases prepared by the Public Communications Officer.
- f. Coordinate the request for assistance from other municipalities, local organizations and/or Ontario Government Ministries.
- g. Act in the position of financial officer to the CCEG and approve and action all expenditures
- h. Act in the position of purchasing officer for the duration of the Emergency and act on any purchases approved by the CECG.
- i. Act as the primary human resources manager and oversee all recruitment and training of additional human resources required for the Emergency situation.
- j. Maintain a personal log of all major decisions, instructions issued and actions taken.
- k. Upon shift change at the EOC, provide situation briefing to alternate.

## 2.3 Emergency Management Coordinator – (CEMC)

As one of the first persons contacted when the first responders call for assistance the CEMC will immediately report to the EOC.

The Community Emergency Management Coordinator (CEMC) is responsible for:

1. Activating and arranging the Emergency Operations Centre;
2. Ensuring that security is in place for the EOC and registration of CECG members;
3. Ensuring that all members of the CECG have necessary plans, resources, supplies and maps, and equipment available in the CECG meeting room;
4. Providing advice and clarifications about the implementation details of the Emergency Response Plan;
5. Supervising the Communications Coordinator;
6. Assuming the responsibilities of the Citizen Inquiry Supervisor in concert with the communications coordinator;
7. Through the Press Officer, ensure that a communication link and ongoing liaison are established between the CECG and the Emergency Site Manager.
8. Ensuring that the operating cycle is met by the CECG and related documentation is maintained and kept for future reference;

9. Maintaining the records and logs for the purpose of debriefings and post emergency reporting that will be prepared.
10. Maintain a personal log of all decisions and actions of the members of the EOC for post Emergency review of the Emergency plan.
11. Providing advice and clarification to the CECG on phasing out of emergency operations.
12. Aiding the Mayor and CAO in the return to normal operations
13. Ensure that the Solicitor General of Ontario (via contact with Emergency Management Ontario) has been notified of the declaration of an emergency.
14. In conjunction with the HR coordinator Aid in the recruitment and training of all human resources needed for the Emergency

## 2.4 Fire Chief

The Fire Chief is responsible for:

- a. Activating the Emergency Notification System through the Ontario Provincial Police when as the first response it is determined that the nature or scope of the Emergency is greater than can be handled by the Township resources;
- b. Providing a detailed briefing to the CECG on the situation at the Emergency site.
- c. Providing the CECG with information and advice on firefighting and rescue matters;
  - d. Depending on the nature of the emergency, in concert with the other first response units on the scene assigning the Interim Emergency Site Manager and informing the CECG;
- e. Act in the position of Emergency Site Commander if designated as such by the other emergency responders on site.
- f. When detailed as the Emergency Site, commander set up and maintains a field operations center at the Emergency site.
- g. Establishing an ongoing communications link with the senior fire official at the scene of the emergency through the field operations center;
- h. Through the CECG or CAO Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- i. Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing to the CECG;
- j. Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;

## 2.5 Works Superintendent

**Although not a “first Response” unit the Township works department is expected to play a vital in the mitigation of any Emergency regardless of its scope or nature. As such the works Superintendent is on the primary call list and a member of the CECG.**

Works Superintendent is responsible for:

- a. Providing the CECG with information and advice on engineering and public works matters;
- b. Establishing an ongoing communications link with the public works official at the scene of the emergency;
- c. Ensuring liaison with the public works representative from the neighboring community(s) to ensure a coordinated response if mutual assistance is required by the exigencies of the emergency.
- d. Ensuring provision of engineering assistance;
- e. Set a priority list for the construction, maintenance and repair to township roads as required allowing access to the emergency site by all response units.
- f. Act in an advisory capacity to the county roads department where they are required to repair or maintain roads to allow access to the Emergency Site.
- g. Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- h. Providing public works vehicles and equipment as required by any other emergency services;
- i. Ensuring liaison with officials regarding flood control, conservation and environmental matters and being prepared to take preventative action.
- j. Arrange for and coordinate the equipment requirements of the units responding to the emergency including rentals and use of private equipment.
- k. Arrange for all transportation needs as detailed by the CECG including busses or other means as needed.

## 2.6 Water / Sewer Superintendent

Although not a “first Response” unit the Township water department is expected to play a vital role no matter what the emergency. As such the water Superintendent is on the primary call list and a member of the CECG

The Water/Sewer Superintendent is responsible for:

- a. Providing the CECG with information and advice on water and sewage matters;
- b. Depending on the nature of the emergency, assigning the Site Manager informing the CECG;
- c. Ensuring the provision of engineering services if required;
- d. Ensuring the maintenance of sanitary sewage and water systems;
- e. Providing equipment for emergency pumping operations.
- f. Ensuring liaison with the fire chief concerning emergency water supplies for firefighting purposes;
- g. Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- h. Arranging for and providing portable washroom facilities to the Emergency site if required.
- i. Arranging for Portable washroom facilities for any evacuation center set up by the County Social Services team.
- j. Discontinuing any sewer or water service to any resident or property, as required, and restoring these services when appropriate;
- k. Ensuring liaison with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions;
- l. Ensuring liaison with officials regarding flood control, conservation and environmental matters and being prepared to take preventative action.

## 2.7 Detachment Commander Ontario Provincial Police

The Detachment Commander is responsible for;

- a. Activating the emergency notification system, and ensuring all members of the CECG are notified;
- b. Notifying the necessary emergency and community services, as required;
- c. Establishing a site command post with communications to the EOC;
- d. Depending on the nature of the emergency, assign the Interim Emergency Site Manager and inform the CECG;
- e. Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- f. Establishing the inner perimeter within the emergency area;
- g. Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- h. Providing traffic control staff to facilitate movement of emergency vehicles;
- i. Alerting persons endangered by the emergency and coordinating evacuation procedures;
- j. Opening of evacuee centers in collaboration with the Social Services Representative;
- k. Ensuring liaison with the Social Services Officer regarding the establishment and operation of evacuation and reception centers;
- l. Ensuring the protection of life and property and the provision of law and order;
- m. Providing police service in EOC, evacuee centers, morgues, and other facilities, as required;
- n. Notifying the coroner of fatalities;
- o. Ensuring liaison with other community, provincial and federal police agencies, as required;
- p. Providing the Emergency site manager, if required by the nature of the emergency.

## 2.8 Emergency Medical Services

As a primary first responder the EMS representative would be part of the primary callout to the CECG

The Emergency Medical Services Representative is responsible for:

1. Ensuring emergency medical services at the emergency site;
2. Depending on the nature of the emergency, assigning the Site Manager and informing the CECG;
3. Establishing ongoing communications link with the senior EMS official at the scene of the emergency;
4. Obtaining EMS from other municipalities for support, if required;
5. Ensuring triage at the site;
6. Advising the CECG if other means of transportation is required for large scale response;
7. Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community;
8. Ensuring liaison with the receiving hospitals;
9. Ensuring liaison with the Medical Officer of Health, as required.

## 2.9 Emergency Financial Officer

In an emergency situation the normal hiring and material procurement procedures are suspended and the CCG has the authority to authorize virtually any expenditure they feel is necessary to mitigate the Emergency situation. To ensure that money is not mismanaged and to ensure accurate accounting for future claims it is paramount that a financial Officer be present at all meetings of the CCG and be the primary person responsible for ensuring accurate accounting of all moneys and resources expended.

The Emergency Accounting Officer is responsible for:

1. Keeping an accurate record of all expenditures authorized by the CCG.
2. Working in concert with the Human Resources Coordinator to ensure all temporary employees brought in for the emergency are compensated correctly
3. Working in concert with the Human Resources Coordinator ensuring that the financial aspects of employees and equipment brought in from other municipalities is recorded.

## 2.10 Human Resources Coordinator

During emergency operations it may become necessary to involve volunteers and non-government organizations to aid in the emergency. Though well minded these individuals and organizations can if not properly supervised and directed hinder emergency operations, so as to eliminate the detrimental effects these groups can have the Human Resources Coordinator act to ensure that these valuable resources are employed for the maximum benefit. While acting in this capacity the Human Resources Coordinator will be responsible for:

- Coordinating and processing requests for human resources;
- Coordinating offers of, and appeals for, volunteers with the support and the CECG;
- Selecting the most appropriate site(s) for the registration of human resources;
- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed;
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for township records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- In concert with the CEMC arrange for transportation of human resources to and from site(s);
- Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups.

## 2.11 Emergency Site Commander

### Field Function

After assessing the nature and scope of the situation the First responders (usually Police and Fire) will decide if the Emergency Plan needs to be activated. Once the decision has been made to activate the Emergency Plan the onsite First responders will appoint a site commander who will take immediate charge of all resources on the scene.

The first duty of the CECG when formed is to appoint a permanent site commander to the Emergency Site, this will probably an experienced person from the Fire, Police or Medical organizations dependant on the nature of the Emergency.

### EOC Function

The Emergency Site Commander as a member of the CECG is responsible to ensure that the members of the CECG have a complete picture of the Emergency situation. They are responsible to report the disposition and state of all the resources at their command and recommend additional resources needed to mitigate the emergency. If due to the nature or severity of the Emergency the Site Commander cannot attend the regular scheduled meetings of the CECG he can as detailed in 5.2.1 name an assistant commander who will attend the briefings.

The permanent Emergency site commander will be responsible for;

1. Taking immediate charge of all resources on the scene
2. Coordinating the on scene resources and units to best work on the Emergency
3. Ensure all units in the Emergency area are in radio contact with the Field Operations Center and with their Operators at the Emergency Operations Centre.
4. Compile all requests for resources from the units in attendance.
5. Maintain a chronological log of all activities taken in response to the Emergency.
6. Appoint an assistant Emergency Site Commander who will attend the meetings of the CECG and give detailed briefings and resource requests



## **3.0 The Emergency Management Program Committee**

### **3.1 Accountability**

The Emergency Management Program Committee is accountable to Council through the CEMC.

### **3.2 Compositions and Chair**

The Community Emergency Management Coordinator will chair all meetings.

The committee will be comprised of 5 members wherever possible:

- The current CEMC
- An EMS or other Emergency medical Representative
- One member from the current Counsel
- 2 or more members drawn from the community at large

3.2.1 From time to time other individuals will be invited to attend Emergency Management Program Committee meetings to provide input and expertise in Their specific fields.

### **3.3 Responsibilities**

The Emergency Management Program Committee is responsible for:

- Ensuring that an Emergency Plan is prepared as a component of the Emergency Management Program in accordance with the guidelines as detailed by the emergency management act.
- The development and maintenance of, and the providing of direction and support for the Emergency Management Program
- Ensure that the Emergency Plan is periodically reviewed and revised with regard to the terms of reference, policies and procedures; and Bylaw No. 2002-45 and in accordance with any changes as dictated by the Ministry.
- Recommend to Council through the CEMC agreements, if any, with Renfrew County or other municipalities for the purpose of emergency assistance or the formulation of coordinated emergency preparedness, response or recovery; and
- Recommend to Council through the CEMC any agreements with individuals, bodies, corporations or other non-government agencies for provision of goods and services.

3.3.1 In addition to the responsibilities specified the Emergency Planning Committee may create sub-committees or task groups, as required, to carry out such responsibilities.

## 4.0. ADVISORY MEMBERS OF THE CECG (Called As Needed)

When due to the nature or state of the emergency the resources or expertise of the Township are inadequate the CECG can through proper channels request assistance from other sources. These resources will act in an advisory manner to the CECG and for all purposes will come under the supervisory function and report directly to the CECG.

- (a) County Medical Officer Of Health
- (b) County Social Services
- (c) Legal Services
- (d) Representatives from EDPS and ST James Schools
- (e) Other Experts as dictated by the Emergency

### 4.1 County Medical Officer of Health

The Renfrew County Medical Officer of Health is responsible for providing the Emergency Control Group With information and advice on all areas of public health. Advice is provided on immediate precautions necessary for the safety of emergency service workers and for the reduction of the potential adverse effects on public health. The Renfrew County Medical Officer of Health is not required to be in physical attendance at the EOC unless asked to do so by the CECG dependant on the nature and scope of the emergency where human life is at risk. The Medical Officer of Health is responsible for:

1. Acting as a coordinating link for all emergency health services of the CECG;
2. Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
3. Depending on the nature of the emergency, assigning the Site Manager and informing the CECG;
4. Establishing an ongoing communications link with the senior health official at the scene of the emergency;
5. Providing advice on any matters, which may adversely affect public health;
6. Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator;
7. Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
8. Ensuring coordination of care of bed-ridden citizens and in evacuee centers during an emergency;
9. Ensuring liaison with volunteer and private health related agencies, as required, for augmenting and coordinating public health resources;
10. Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
11. Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuee centers.

## **4.2 Social Services Representative (County Of Renfrew)**

Dependant on the nature of the emergency it may become necessary to evacuate portions of the Township. When this situation is evident the CECG will immediately contact the County Social Services Department and they will sit as a member of the CECG for the remainder of the Emergency.

The Social Services Department from the County of Renfrew is responsible for Advising The Emergency Control Group on all aspects of social assistance to Individuals affected by or temporarily displaced by the emergency. The General Manager of the Social Services Department is also responsible for co-coordinating the opening, operation, control and supervision of evacuation/reception centers for the provision of emergency social assistance (e.g., food, clothing, shelter, personal services, financial assistance, registration & inquiry, etc.). Arranging for post emergency Critical Incident Stress Debriefings for affected citizens is another responsibility for the General Manager of Public Health and Community Services.

The County Social Services Representative will on arrival at the EOC be given an information briefing by the CEMC containing all of the Information required to begin operations. The portfolio will contain.

- a. Addresses and contact names for all suitable facilities to be used as Evacuation centers
- b. Contact names and numbers for Township resources at their disposal (water, sewage, transportation)
- c. Contact names and callout lists for Volunteer Organizations in the Immediate and their areas of expertise.

Due to the confidential nature of the Information contained in the briefing package it is not included in this document. Copies of the package are held by the CEMC and the CAO exclusively.

## **4.3 Township Legal Services**

The Legal Services Representative is responsible for providing advice to any member of the Community Control Group on matters of a legal nature as they may apply to the actions of the Township of Bonnechere Valley in its response to the emergency, as requested.

## **4.4 School Representatives**

Once emergency operations have begun the CECG will contact the Renfrew County board of Education and the Renfrew County Separate School Board to apprise them of the situation and how the Emergency is expected to affect their normal routines. Dependant on the nature of the Emergency Township staff may be tasked to aid in the evacuation of the school(s). If the schools as a building are going to be required then the representative from the school will coordinate with County Social Service for the use of the facilities.

The County Board Of Education and the Separate School Board are responsible for providing any school (as appropriate and available) for use as an evacuation or reception Centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centers;

Ensuring liaison with the municipality as to protective actions to the schools (i.e. implementing school stay in place procedure and implementing the school evacuation procedure.

Copies of Eganville & District Public School and St James Separate Schools Emergency Plan is kept by the CEMC. Due to the confidentiality of the plan they are not included in this document.

## 4.5 Other Experts and Services

In an emergency, many agencies may be required to work with the Community Control Group. These might include Emergency Management Ontario, Ontario Provincial Police, and the Office of the Fire Marshall, industry, volunteer groups, conservation authorities and provincial ministries.

## 6. EOC SECTION SUPERVISORS

### 6.1 Supervisor Emergency Operations Center

The overall supervision of the Emergency Operations Center will be the Responsibility of the CAO and the CEMC.

### 6.2 Communications Room Supervisor

A Communications Manager will be designated by the Chief Administrative Officer to coordinate all of the activities and communications within the Communication Room. The Communications Manager and an assistant will be selected at the time of the emergency with preference given to an experienced Police Communicator, a member of a Fire Department not directly involved with the incident, or a municipal employee with communications experience or as available.

The Communications Manager will be responsible for:

- a. Providing the Chief Administrative Officer with reports on the emergency situation and any other pertinent information at regular intervals, or as requested;
- b. Providing assistance to the communicators in relation to communication equipment problems, where possible and practical;
- c. Co-coordinating and prioritizing the flow of messages between the Communication Room and the Emergency Control Group, and other desired groups or locations;
- d. Maintenance of a personal log of significant communications and events;
- e. Maintenance of a situation or status board;
- f. Maintain and ensure the constant update of map(s) containing information relative to the Emergency

## 6.3 Press Officer / Emergency Information Officer

The Press Officer will be responsible for advising the Emergency Control Group on all matters related to information to be presented to the public through the media, and the monitoring of information being presented by the media.

The Emergency Information Coordinator is responsible for:

- a. Set up and operating the Media Center and Emergency Information Center when the emergency has been declared
- b. Coordinate set up of Emergency Information Center
- c. Supervise the Emergency call center and Emergency information center operators.
- d. Establishing and maintain a constant communications link to the CECG through the EOC
- e. Attending the meetings of the CECG to receive instructions and updates as necessary.
- f. Publication of the phone number and details of the Emergency Call Center.
- g. In concert with the EIO coordinate the messages to be delivered by the Call and Information center.
- h. Publish location and details of Emergency Information Center
- i. Dissemination of all information to the public through the use of media kits, news releases, press briefings, public service announcements, flyers, telephones, the internet and public meetings at the direction of the CECG
- j. In concert with the CAO prepare the media briefings to be delivered by the Mayor
- k. Set Up and supervise the Media briefings
- l. Issue press passes and access cards to bona fide media personnel to the media briefings and Media Center
- m. Issue press passes as directed by the CECG to the Emergency Area
- n. Coordinate set-up of Emergency Call Center telephone lines
- o. In coordination with the Press Officer produce the Information script and limitations to be followed by the call center operators
- p. In coordination with the Press Officer produce the Information packages and limitations briefing for the Information center operators

## 6.4 Senior Social Services Representative

Dependant on the nature, severity and projected duration of the emergency the CECG can call upon the services of the County Social Services to provide aid and Direction to the CECG.

The Senior Social Services Representative is responsible for:

1. Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services;
2. Supervising the opening and operation of temporary and/or long-term evacuee centers, and ensuring they are adequately staffed;
3. Ensuring liaison with the police chief with respect to the pre-designation of evacuee centers which can be opened on short notice;
4. Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centers;
5. Ensuring that a representative of the Renfrew County Board of Education and/or Renfrew County Roman Catholic Separate School Board is/are notified when facilities are required as evacuee reception centers, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;
6. Ensuring liaison with the nursing homes as required;
7. Making arrangements for meals for the staff/volunteers at the EOC and the Site.

## 7.0 Support and administration personnel

The Administrative support team is comprised of Township employees who in addition to their regular duties will provide administrative support to the CECG during Emergency Operations. The Support team will consist of those employees who by the nature of their employment would have involvement in regular Emergency Operations the Administrative support team will be under the supervision of the deputy CAO or in their absence the senior Administration employee in attendance who will coordinate their activities.

Staff members may be detailed by the CAO or CEMC to provide the following support functions to the CECG;

1. Ensuring that maps and status boards in the EOC are kept up to date;
2. Providing a process for registering CECG members and maintaining a CECG member list;
3. Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates and, and ensuring operators are informed of CECG members telephone numbers in the EOC;
4. Arranging for printing of material, as required;
5. Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;
6. Upon direction by the Mayor, ensuring that all council are advised of the

declaration and termination of declaration of the emergency;

7. Upon direction by the Mayor, arranging special meetings of council, as required, and advising members of council of the time, date, and location of the meeting;
8. Arranging for additional temporary administrative staff as required fulfilling the tasks as detailed by the nature of the emergency.

## **7.1 CAO's Administrative Assistant**

In addition to their regular duties the CAO's Administrative assistant will also act in the capacity of Administrative assistant to the CECG. They will be responsible for:

1. Providing administrative assistance to the CECG;
2. Maintaining a log of all conversations and Decisions made by the CECG;
3. Ensure that the Map boards and charts are kept up to date;
4. Maintain the location board for all CECG members

## **7.2 Township Administrative Staff**

During Emergency Operations the Township administrative staff will maintain their workstations in the EOC. In addition to their regular duties they will be expected to perform administrative tasks as detailed by the EOC Supervisor.

## **7.3 A.R.E.S Communications Supervisor / Coordinator**

The Telecommunications Coordinator reports to the Emergency Management Coordinator and is responsible for;

1. Activating the emergency notification system of the local amateur radio operators
2. group;
3. Initiating the necessary action to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates;
4. Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
5. Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
6. Arranging for any other communications equipment as required.

## 7.4 Other Township Employees

Irregular, Part Time or on call employees of Bonnechere Valley Township will during Emergency Operations be called in during the Emergency. These Employees will be detailed to augment the various departments that due to their involvement in the emergency need additional manpower to maintain operations. These employees will be under the direct supervision of the department head that they are assigned to, such employees are;

1. Waste Site Attendants
2. Parks and Recreation Workers
3. Any seasonal or contract workers employed by the Township at the time of the emergency.

These workers can be assigned to but not exclusive to the following departments depending on their qualifications and need;

1. EOC Security and General Maintenance
2. Works Department
3. Water / Sewer Department
4. Runners
5. Other duties as detailed by the CAO



# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART SIX**

# **PHASING OUT OPERATIONS**

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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**PART SIX  
PHASING OUT  
OPERATIONS**

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## Introduction

Once the Emergency situation has been abated the CEMC and the CAO will begin phasing out operations of the various departments and resources involved. The termination of the emergency should not be viewed as the end of the work to be done but simply another phase of the Emergency Operation and should be treated with the same dedication.

### 1.0 Section 4(2) of the Emergency Management Act states that:

#### Declaration as to termination of emergency

(2) The head of council or the council of a municipality may at any time declare that an emergency has terminated. R.S.O. 1990, c. E.9, s. 4 (2). And that

#### Solicitor General to be notified

(3) The head of council shall ensure that the Solicitor General is notified forthwith of a declaration made under subsection (1) or (2). R.S.O. 1990, c. E.9, s. 4 (3).

#### Premier may declare emergency terminated

(4) The Premier of Ontario may at any time declare that an emergency has terminated. R.S.O. 1990, c. E.9, s. 4 (4).

## 2. Declaring the Emergency Terminated

### 2.1 Duties of the Mayor

When the Mayor in consultation with the CECG determines that that the Emergency has Terminated, **OR** that the severity of the emergency has abated to a degree that a state of emergency is no longer required the Mayor will Immediately make a formal declaration that the State of Emergency has been terminated and will fill out a "Termination of a State of Local Emergency" form and will notify:

- a. The Solicitor General (through the EMO's Office)
- b. The Office of the Member of Parliament (Federal)
- c. The office of the member of the provincial legislature
- d. The Office of the Warden of Renfrew County
- e. The Township Council
- f. The Mayors of neighboring Townships or any other township who has been involved in the Emergency of the emergency.
- g. The general public through a press release.

That the State of Local Emergency has been terminated.

- A "Termination of a State of Local Emergency" form is included as Annex S of this publication

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

The Mayor will also:

- a. Within 2 days call a special closed meeting of council to brief them on the Emergency Operation, end actions and situation report on the resolution of the emergency.
- b. Prepare from his personal log a briefing for the Emergency Planning Committee in its preparation of the After Action Report

## **2.2 Duties of the CAO**

Once the Emergency has been declared as terminated the CAO will:

- a. Advise the members of the CECG of a date and time to meet and complete a debriefing report on the emergency for the EPC.
- b. Advise the members of the CECG of the date and time that the debriefing session will take place.
- c. Chair the debriefing session of the CECG and prepare a report for the EPC to compile the after action report.
- d. Chair a debriefing session with any organizations, Individuals or Agencies involved in the Emergency but not part of the CECG and prepare a briefing for the EPC. (Including Volunteer and NGO organizations)
- e. Request a detailed briefing from each of the Township departments.
- f. Takes such steps as necessary to return each department to its normal operating status.
- g. Prepare a briefing for the Emergency session of council on the state of Township resources with recommendations on returning to normal operations.
- h. In conjunction with the Mayor and the CEMC prepare a detailed report on the emergency operation for dissemination to Emergency Measures Ontario.

Information contained in the Situation Report - a sample of which is contained in Annex S is appropriate for keeping the Province apprised of the emergency situation

## 2.3 Duties of the CEMC

Once the State of Emergency termination has been declared the CEMC will immediately:

1. Retrieve and secure the log from the recording secretary
2. Retrieve and secure the personal log of the Mayor and CAO
3. Retrieve and secure the Communications log(s)
4. Retrieve and secure the press release and statement package from the Media Officer
5. Retrieve and secure all of the Situation Reports sent and received and
6. Aid the CAO in the return to normal operations

Once normal operations has resumed but not more than 3 days after the termination of the emergency the CEMC will:

1. Call a meeting of the EPC to begin the after action report
2. Prepare a briefing for the EPC on the Emergency Operation
3. Chair the EPC while preparing the after action report
4. Deliver the After Action Report with recommendations to Council with copies forwarded to the EMO area supervisor.

## 2.4 Duties of the CECG

Once the emergency has been terminated the members of the CECG will return to their respective organizations. The members of the CECG will:

1. Secure all personal log(s) for use by the EPC in their after action report
2. Take charge of and ensured that their personnel working in the Communications center are organized

## 3.0 Demobilizing the EOC

As the emergency situation begins to abate the EOC Commander can begin to demobilize the EOC. This will be accomplished by the systematic release of resources, as they are no longer required. The EOC commander will ensure that the CECG is kept well informed of the demobilization process and that the CECG members are the releasing agents for their own resources in the CECG. Once the EOC is completely closed the EOC commander will prepare a detailed briefing on the EOC operations and present that briefing to the CAO for inclusion in the final report by the CAG.

### 3.1 Demobilizing of Equipment and Resources

As the Emergency situation improves the Emergency Site Commander can begin the demobilization of the resources at his command. The Emergency Site Commander will inform the CECG of which resources are no longer required and:

- a. Human resources will be returned to the EOC for debriefing and dismissal.
- b. Equipment resources owned and operated by a non township first response organization will be turned over to the control of that organization;
- c. Equipment resources on loan or rented by the township will be removed to the Township Garage site for inspection and repair

The rate and details of demobilization are directly tied to the nature of the emergency therefore specific demobilization plans will be addressed in the Specific Hazard Plans.

## **3.2 Return to Normal Operations**

It is imperative that all departments return to their normal operating as soon as possible after the termination of the emergency.

## **3.3 Return of Resources**

As soon as is feasible any physical resources borrowed from other sources must be inventoried, cleaned, repaired if necessary and returned to the Township or Organization that owns them. The department heads will refer to the Equipment checklist that was completed when the equipment arrived and ensure that any damage or repairs required returning them to the state that was present at the time of the arrival is completed. The repair and maintenance of loaned equipment takes priority over Township owned resources.

## **4.0 The after action report**

### **4.1 The Emergency Planning Committee**

The Emergency Planning Committee is responsible for creating the after action report Following the termination of an emergency. They will gather all information pertaining to the handling emergency and are authorized to request any member of the CECG to attend a meeting if clarification is required on any action or decision that was taken during emergency operations.

The Emergency Planning Committee's only responsibility is to ensure that by looking at all facets of how the emergency was handled and how the emergency plan was able to respond to the situation whether the plan needs to be changed or augmented. The community control group is not responsible for nor will they look at or make recommendations towards how any persons or organizations responded to or acted during the emergency.

The Emergency Planning Committee will create a report on the effectiveness of the emergency Response plan and make any recommendations it feels necessary for the update or revision of the Emergency Plan to be delivered in a closed session to the Township of Bonnechere Valley Council. The meetings of the Community Control Group are closed to the media and the public.

The final report of the Community Control Group Will Include

- a. An assessment of the effectiveness of the emergency plan
- b. An assessment of strong areas
- c. An assessment of weak areas or areas that were unworkable
- d. Recommendations on general or advanced training required by township staff to support the aims of the plan.
- e. Recommendations for the update of the emergency plan.
- f. Recommendations to equipment or supplies that should be purchased.

The report created by the community control group is for internal use only. If requested the CEMC may review the report and its recommendations with EMO for their input.

In the event that an Upper Tier government calls for or convenes an inquiry into the emergency the Emergency Planning Committee will immediately upon request turn over all document pertaining to the emergency to the Legal Advisor for the Township. The Emergency Planning Committee will suspend its review of the emergency plan until such time as the upper tier inquiry is finished its work. The Emergency Planning Committee will consider any recommendations made by such an inquiry when creating their report.



# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART SEVEN**

# **COMMUNICATIONS**

**PART SEVEN**

**COMMUNICATIONS PLAN**

**Part one – Media communications**

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## 1.0 Introduction

The purpose of this communications plan is to outline the policies and procedures for the co-ordination of communications between the CECG and any outside agencies wishing information (e.g. – the media, regulatory bodies, general public) when the Emergency Response Plan has been activated. This plan will address not only media relations and communications issues, but also includes procedures for the rapid assessment of potentially harmful situations and the methods for responding to these situations quickly and effectively.

It is the goal of this communications plan to establish guidelines for dealing with a variety of situations, and to ensure that the Media and Communications Officer are familiar with those procedures and their roles in the event of a crisis. The plan is designed to be used in conjunction with the normal decision-making hierarchy of the organization and does not supplant that decision-making process.

## 2.0 Objectives:

The objectives of this plan are:

- a. To factually assess the situation and determine whether a communications response is warranted.
- b. To enable the Communication Team to make recommendations on appropriate responses.
- c. To ensure that the Communications team is able to take immediate action to:
  - Identify those parties that should be informed about the situation.
  - Communicate facts about the situation.
  - Minimize rumors.
  - Aid in the return to normal operations and instill a sense of confidence.
- d. To enable the Mayor or alternate in conjunction with the Media Officer and the CAO to make factual, timely and appropriate announcements as they are due or warranted.

## **3. Emergency Information Plan**

### **3.1 General**

Once an emergency has been declared and the Emergency Response Plan has been activated it will be important to ensure that the information being released to the media and to the public is done in a coordinated and controlled fashion. By controlling the output of information the CECG can ensure that the spread of rumors will be greatly reduced.

### **3.2 Media and Communications Officer**

In order to fulfill these functions an Emergency Information Officer (EIO) will oversee all facets of the Emergency Information Plan. The specific Responsibilities of the EIO are found in Part 5 of this publication. The Communications plan is found as Part Seven of this publication.

### **3.3 The Media Center**

The EIO will be responsible for the operations of the Media and Information Center located at the Eganville Community Center, Eagles Nest on Jane Street in Eganville. Details of the Media Center are found in Part 4 of this publication

### **3.4 Citizen Inquiry Group**

In any Emergency situation there can be expected to be a large number of citizens or concerned relatives trying to get information about the emergency. To ensure that the Emergency Operations Center does not get overwhelmed with these requests a Citizen Inquiry Group will be formed to respond to all requests for information from the general public. The Citizen Inquiry group will be made up of all available Council Members and will be co-located with the Emergency Operations Center at the Municipal Offices on Bonnechere Street. The citizen Inquiry Group will be under the supervision of and take their direction from the EOC coordinator. In the case of an emergency situation where large-scale evacuations are implemented the Citizen Inquiry group would co-locate with the NGO organization in charge of the evacuation center(s) so as to be kept well informed of the location of all the citizens of Bonnechere Valley.

## **4.0 Initial Response:**

Immediately after an emergency situation has occurred the Media officer must be prepared to respond to the media. Initial response and dissemination of any information will be handled by the Media Officer after consulting with the CAO. Sample Scripts for Initial response are attached as annex "a" of this document.

### **4.1 Initial Response Timeline**

- Emergency occurs
- EOC & Media Center are Activated
- Media Officer / CAO give brief account of the emergency to the Media
- Media Officer / CAO prepare in depth briefing for the Mayor to present to the Media, (at that time the Media Officer will set a schedule with the media for follow-up broadcasts.

## **5.0 Designated Spokespersons**

Only those persons designated by the Media Officer or CAO shall give interviews with the media.

## **6.0 Rumour Control**

The Media officer must work quickly to minimize the spread of rumors, they must schedule an immediate response for the media and the statements released must not give any indication that anything is being hidden or kept back. The media officer must be prepared to hold impromptu media briefings as soon as possible once new information becomes available.

## **7.0 Contact Log**

The contact log is designed to keep track of which media have been contacted or have contacted the Media Center and which media persons have been contacted. This will ensure an even distribution of Information without excessive repetition. It will also serve to alert the Media Officer on any "games" by the any media member to get conflicting information. The contact log will also help ensure that call-backs are not forgotten and that important media are not overlooked. The log will be turned over to the CEMC immediately upon the termination of the emergency for use in the post emergency analysis. Blank copies of the Contact Log are found attached as annex a of this document.

**Appendix B: Sample Scripts**

**Sample News Release**

A \_\_\_\_\_ at \_\_\_\_\_ involving \_\_\_\_\_ occurred

Today at \_\_\_\_\_. The incident is under investigation and more information is

Forthcoming.

A (what happened) at (location) involving (who) occurred today at (time). The incident is under investigation and more information is forthcoming.

For instance:

**An explosion at 1210 Market Street, the main plant for the Acme Toy Company occurred today at 3 p.m. The incident is under investigation and more information is forthcoming.**

You could put down a definitive time for the next news conference or release of information if you know it but it is not necessary. This will not solve your problems, but may buy you enough time to prepare for the next news conference or release.

You could also add information if it is available such as how many casualties' there are known up to this point or any other pertinent information available. Once again, this information should be definitive and not speculative, verify everything you say. This will help your credibility in the long run.

## Appendix C: News Conference Guidelines

1. When you notify media of news conferences/availabilities, be sure to define what kind of event you are having. News conferences are held to announce something for the first time. Press availabilities are held simply to make individuals available to answer questions or demonstrate something.
2. Don't call unnecessary news conferences/availabilities. If it's not worth their time, the media will only be angered.
3. If holding a news conference, try to tell media in advance some details of what you will be announcing.
4. Gauge the size of your crowd carefully when reserving a room; better to have too much than too little space. Make sure microphones, chairs, lighting and water are in place at least 30 minutes prior to the event.
5. Decide format in advance -- who will introduce speakers, who decides when question/answer period ends, and other details.
  6. Decide in advance whether handouts are needed. If speaker is giving a talk for which there is a text, you may want to wait and hand out material after the talk so media will stay and listen. However, it's advisable to tell the media you will provide a text of the speech so they are not irritated by having to take unnecessary notes.
7. Check to see what else is happening in your organization or in the community before scheduling a press conference.
8. Consider whether you need to let other organizations and agencies know you are having a news conference. (You may wish to invite others to attend or participate in your event.)
9. Decide who will maintain control at the news conference, who will decide where cameras are set up, who sits where.
10. Try to plan the length of the news conference, but be flexible.
11. Consider the time of the news conference. If you want to make the noon, 6 p.m. or 11 p.m. TV and radio news, you need to allow time for crews to travel and edit tape.
12. If you are going to set restrictions on an event such as limited photo access, try to put the restrictions in writing and communicate to the media at least 24 hours in advance.



## **Appendix D: Media Relations**

### In General

1. Always return media calls. The more co-operative you appear, the better.
2. Communicate with the media -- talk to them as well as listen to them. During crisis time, you may learn a great deal from the media that can be useful to you in further dealing with the crisis.
3. Avoid antagonizing the media. A short tone at a press conference, during a phone call, or elsewhere can affect your future relationship with an individual or other media who may hear the conversation
4. Consider establishing a dedicated call-in phone line that will offer information to media or others. Information on news conferences, rumour control information, newly acquired information, can be placed on a tape that can be updated. This is particularly useful when regular phone lines are tied up with calls.
5. Consider how information you release to media may affect other agencies, businesses or individuals. If you say things that may result in media calling other agencies, call those agencies first to warn them of impending calls.
6. When talking to the media, be sure to give credit to other agencies, groups or individuals working on the crisis, including your own staff.
7. Try to be pro-active with new information. Even those things may be frantic; if you acquire new information regarding the crisis, reach out to the media.
8. Be honest. Don't make false or misleading statements.

## **Annex E: Media Interviews**

### **How to prepare for Broadcast Interviews**

- Prepare "talking paper" on primary points you want to make.
- Anticipate questions--prepare responses.
- Practice answering questions.
- Cover controversial areas ahead of time.
- Know who will be interviewing you, if possible.
- Determine how much time is available.
- Audiences often remember impressions, not facts.

### **Do's and Don'ts during the Interview process**

- Do build bridges.
- Do use specifics.
- Do use analogies.
- Do use contrasts, comparisons.
- Do be enthusiastic/animated.
- Do be your casual likable self.
- Do be a listener.
- Do be cool.
- Do be correct.
- Do be anecdotal.
- If you don't have the answer or can't answer, do admit it and move on to another topic.
- Don't fall for that "A or B" dilemma.
- Don't accept "what if" questions.
- Don't accept "laundry list" questions.
- Don't go off the record.
- Don't think you have to answer every question.
- Don't speak for someone else --beware of the absent-party trap.

### **How to Handle Yourself during a TV Talk Show Interview**

- Talk "over" lavalier microphone.
- Audio check-- use regular voice.
- If makeup is offered, use it.
- Sit far back in the chair, back erect...but lean forward to appear enthusiastic and force you to use hands.
- Remember... TV will frame your face--be calm, use high hand gestures, if possible.
- Keep eyes on interviewer-- not on camera.
- Smile, be friendly.

## **Tips on Appearance**

- Avoid wearing pronounced strips, checks or small patterns.
- Grey, brown, blue or mixed colored suits/dresses are best.
- Grey, light-blue, off-white or pastel shirts or blouses are best.
- Avoid having hair cut right before interview.

## **How to Respond During a Newspaper Interview**

- Obtain advanced knowledge of interview topics.
- Make sure you are prepared in detail; print reporters are often more knowledgeable than broadcast reporters and may ask more detailed questions.
- Begin the interview by making your point in statement by making your major points in statement form.
- Try to maintain control of the interview.
- Don't let reporter wear you down.
- Set a time limit in advance.
- Don't let so relaxed that you say something you wish you hadn't.
- Avoid jargon or professional expressions.
- Reporter may repeat self in different ways to gain information you may not want to give.
- Don't answer inappropriate questions; simply say it is "not an appropriate topic for you to address at this time," or "it's proprietary" for example.
  
- Be prepared for interruptions with questions...it is legitimate for reporters to do that.
- Do not speak "off the record."
- Remember, the interview lasts as long as a reporter is there.

## **After The Interview**

- You can ask to check technical points, but do not ask to see advance copy of the story.
- Never try to go over reporter's head to stop a story.
- Do not send gifts to reporters--it is considered unethical for them to accept them.

## SECTION TWO

### Introduction

In any emergency situation dissemination of information will be paramount to ensure that the population in general is well informed and to contain the spread of rumours. To accomplish this Township will operate an Emergency Call Centre and an Emergency Information Centre.

#### 1.0 Location:

Both the Emergency call center and the Emergency information center will operate from the Municipal Offices located at 49 Bonnechere Street, Eganville. In the case that the Municipal office cannot be occupied due to the nature or scope of the emergency the Emergency Call Center will operate from the Township of North Algona Wilberforce Offices as per agreement (pending).

#### 1.2 Telephone Number(s)

The number published, as the Emergency Call Center Line shall be: 628-3101 extension 227

#### 1.3 Responsibilities and Functions.

The designated Emergency Information Officer (EIO) shall be responsible for the staffing, physical setup and operation of the call center and emergency Information center as detailed in part 5 sections 6.5 of this plan. In the absence of the designated EIO the Senior Administration staff member present shall assume control of the Call and Information Centers.

#### 1.4 Staffing:

Staffing of the call center and Information center will be accomplished using current available resources augmented by any councilors not otherwise tasked by the CECG and available plus 1 additional person brought in for that specific function. The augmented person shall be Joanne Donnelly from the waste department unless otherwise specified.

#### 1.5 Hours of Operation:

Hours of Operation of the call center unless otherwise dictated shall be 08:00 AM until 10:00 PM. These hours are a guideline and are flexible to accommodate the size and scope of the emergency operation.

Hours of Operation of the Information center unless otherwise specified by the CECG will operate from 08:00 AM until 10:00 PM. These hours are a guideline and are flexible to accommodate the size and scope of the emergency operation.

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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# **PART EIGHT**

# **EMERGENCY NOTIFICATION PLAN**

# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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**PART EIGHT**

**Emergency Notification Plan**

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Appendices to Part 8

- a. Contact List - CECG
- b. Contact List – Township Departments
- c. Contact List – Other Emergency Services



# **TOWNSHIP OF BONNECHERE VALLEY EMERGENCY PLAN**

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## **1.0 Introduction**

In any emergency situation the first few hours are critical to the success or failure of the steps being taken to mitigate the Emergency. The faster the Community Control Group and the Site Commander can meet and get an organized response going the less severe or disruptive the effects of the emergency. The Community Control group must report to the Emergency Operations Center without any delay where they can be met by an organized staff and get down to work immediately.

## **2.0 Objectives**

The objective of this plan is to ensure that the Community Emergency Control Group can be contacted, get organized and begin the task of assessing and responding to the Emergency situation without any undue delays.

## **3.0 Initial Contact**

Once the first responder units on the scene have ascertained that a real or potential emergency has occurred they will immediately:

- Immediately attempt to contact in order of priority
  - The CEMC
  - The CAO
  - The CEMC Alternate
  - The Mayor
  - Any member of Council
- If the Emergency Response unit cannot reach any of these persons by any means then the Emergency Response unit Commander shall contact Emergency Management Ontario.

## **4.0 Contact Procedure – Township Departments**

Once the CEMC or designate has been notified of the existence of an emergency they will immediately contact the heads of all township departments who in turn will contact all of their staff informing them of where to assemble.

Department contact lists to be kept internally