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## Emergency Quick Reference Guide

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- ⇒ The Emergency Plan may be implemented by the first responding agency to an emergency that is beyond the capability or responsibilities of that agency.
- ⇒ Upon the arrival of three or more members, the Municipal Emergency Control Group may initiate its function.
- ⇒ Ensure that all Community departments have been notified and either activated or placed on standby. Each Municipal Emergency Control Group member is responsible for their own department.
- ⇒ The Mayor must inform the Province of Ontario that the Township of Lanark Highlands has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Office of the Fire Marshal and Emergency Management.

**The number to use for this purpose is 416-314-0472/1-866-314-0472**

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

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## **Introduction**

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

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

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

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## **Aim**

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

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## Authority

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

**4. (1) “The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”**

This Emergency Response Plan has been adopted by The Township of Lanark Highlands pursuant to By-law No. 2018-1525. A copy of the By-law is available for inspection at the Municipal Offices.

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## Definition of an Emergency

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The Emergency Management and Civil Protection Act defines an emergency as:

**1.0 “emergency” means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise;**

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## Action Prior to Declaration

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When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this Emergency Response Plan as may be required to protect the property, health, safety and welfare of the Township of Lanark Highlands.

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## Requests for Outside Assistance

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

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

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

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## Freedom of Information and Protection of Privacy

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

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## **Plan Maintenance**

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

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

The notification system will be tested annually.

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

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

The Vital Services and/or Local Services Directory should be updated annually, or where applicable.

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

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

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**Distribution List**

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<b>Position/Location</b>	<b>Number of Copies</b>
<b>Mayor</b>	<b>1</b>
<b>Council</b>	<b>6</b>
<b>Clerk Administrator</b>	<b>1 *</b>
<b>OPP</b>	<b>1</b>
<b>Fire Chief</b>	<b>1</b>
<b>CEMC (and alternates)</b>	<b>3 *</b>
<b>EMS</b>	<b>1</b>
<b>Fire Dispatch</b>	<b>1</b>
<b>Public Works Superintendent</b>	<b>1</b>
<b>Medical Officer of Health</b>	<b>1</b>
<b>Treasurer</b>	<b>1</b>
<b>Director of Social Services</b>	<b>1</b>
<b>Emergency Information Officer</b>	<b>1</b>
<b>OFMEM</b>	<b>1 *</b>
<b>PEOC</b>	<b>1</b>
<b>Emergency Operations Centre</b>	<b>14 *</b>

(\* = complete copy of plan with Annexes)



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## Part 2                      Emergency Operations and Procedures

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<b>2.0    Municipal Emergency Control Group (MECG) – Membership and Implementation</b>
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The Municipal Emergency Control Group (MECG) is the group that is responsible for the direction and control of the overall emergency response within the community. The MECG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The MECG is made up of the following members:

Mayor (*or alternate*)  
Clerk Administrator (*or alternate*)  
OPP representative  
Fire Chief (*or alternate*)  
EMS/Ambulance  
Public Works Superintendent (*or alternate*)  
CEMC (*or alternate*)  
Medical Officer of Health (*or alternate*)  
Director of Social Services (*or alternate*)  
Treasurer  
Emergency Information Officer

### **IMPLEMENTATION OF EMERGENCY RESPONSE PLAN:**

Any member of the MECG may request, through the Clerk Administrator, that the Emergency Response Plan be implemented.

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

The Clerk Administrator will immediately notify the Mayor and other members of the MECG. Notification lists and procedures are located in Appendix A.

## 2.1 Emergency Operations Centre - Procedures

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

Primary EOC Location:                      Refer to Tab "L"

Alternate EOC Location:                      Refer to Tab "L"

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

Upon arrival at the EOC, each MECG member/designate will:

- a. Sign In.
- b. Check telephone/communications devices.
- c. Open personal log.
- d. Contact their own agency and obtain a status report.
- e. Participate in the initial briefing.
- f. Participate in planning initial response/decision making process.
- g. Pass MECG decisions on to member's agencies/areas of responsibility.
- h. Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each MECG member will:

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

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

## **2.2 Operations Cycle**

An Operations Cycle is how the MECG manages overall emergency operations. MECG members will come together, usually around a planning board or map at which time they will in turn report their agencies' statuses to the Mayor and Operations Officer. It is essential that every member, covering each area of responsibility, be heard from during this process. The MECG is a team, and the actions taken by one, or the lack of action by one, may have a significant impact on operations.

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

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

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

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

The Municipal Emergency Control Group (MECG) is responsible for the following:

1. Implementing the Emergency Response Plan in whole, or in part, to respond to an impending, potential, or existing emergency.
2. Coordinating and directing community resources used to mitigate the effects of an emergency.
3. Ensuring that the composition of the MECG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
4. Advising the Head of Council regarding need for declaration or termination of an emergency.
5. Advising the Head of Council regarding requests for assistance from the Province and/or the Federal Government.
6. Ensuring the provision of essential resources and services to support emergency response activities.
7. Coordinating services provided by outside agencies.
8. Appointing or confirming an Incident Commander.
9. Ensuring that the Emergency Information Officer is kept informed and up to date to facilitate the information flow to the media and the public.
10. Coordinating the evacuation of citizens who may be in danger.
11. Discontinuing utilities or services provided by public or private concerns, ie. Hydro and closing businesses.
12. Appealing for volunteers.
12. Establishing advisory subcommittees to work on specific problem areas related to the emergency, as required.
13. Authorizing expenditures during the emergency, provision for cost accounting and facilitation of cost recovery.
14. Maintaining a Master Log detailing the MECG's decisions and activities.

15. Deactivating the plan, and notifying all of those who had been notified of its deactivation.
16. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the Emergency Response Plan.

**2.4 Mayor**

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

- a. Declaring an Emergency.
- b. Terminating an Emergency.
- c. Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through the Office of the Fire Marshal and Emergency Management*).
- d. Taking such actions and making such orders, as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in the Township of Lanark Highlands.
- e. Ensuring the Members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
- f. Ensuring that the local MPP and MP, neighboring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- g. Approving all major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the Clerk Administrator and MECG.
- h. Maintaining a personal log.

**2.5 Clerk Administrator/Operations Officer**

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

- a. Activating the emergency notification system.
- b. As the Operations Officer, coordinating all operations within the EOC, including the scheduling of regular meetings.
- c. Chairing meetings of the MEEG.
- d. Advising the Head of Council on policies and procedures, as appropriate.
- e. Approving, in conjunction with the Head of Council, major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the MEEG.
- f. Ensuring that a communication link is established between the MEEG and the Emergency Site Manager.
- g. Calling out additional staff as required.
- h. Ensuring that a master record of all events and actions taken (main events board) is compiled.
- i. Maintaining a personal log.

**2.6 OPP Representative**

The Ontario Provincial Police Representative, or alternate, is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Establishing and maintaining ongoing communications with the senior police representative at the emergency site.
- c. Providing traffic control to facilitate the movement of emergency vehicles.
- d. Coordinating evacuation routes.
- e. Protecting life and property and the provision of law and order.
- f. Ensuring perimeter security and crowd control at the emergency site.
- g. Providing police services in evacuation centres, morgues, and other facilities, as required.
- h. Notifying the coroner of fatalities.
- i. Liaising with external police agencies, as required.
- j. Providing an Incident Commander, if requested, by the MECG.
- k. Maintaining a log.

**2.7 Fire Chief**

The Fire Chief, or designate, is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Providing the MCEG with information and advice on firefighting and rescue matters.
- c. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- d. Initiating Mutual Aid as required.
- e. Determining if additional or specialized equipment is required ie. protective suits, Chemical, Biological, Radiological, Nuclear (Haz-Mat) team, etc.
- f. Coordinating or providing assistance with rescue, first aid, casualty collection, evacuation, etc.
- g. Providing an Emergency Site Manager as required.
- h. Maintaining a log.

**2.8 EMS**

The EMS representative is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Providing the MCEG with information and advice on treatment and transport of casualties.
- c. Liaising with the Medical Officer of Health, area hospitals, police and fire officials during an emergency situation.
- d. Alerting all staff using the Provincial Health Emergency Alert System.
- e. Taking charge of casualties within the emergency area and being responsible for triage, lifesaving care, and the transport to area hospitals.
- f. Maintaining a personal log.

**2.9 Public Works Superintendent**

The Public Works Superintendent, or alternate, is responsible for;

- a. Requesting activation of the emergency notification system.
- b. Providing the MCEG with information and advice on Public Works matters.
- c. Ensuring municipal facilities are available for evacuation or reception center purposes, if required.
- d. Liaising with the senior public works officers from the neighboring community(s) to ensure a coordinated response.
- e. Providing-engineering assistance.
- f. Constructing, maintaining and repairing public roads.
- g. Assisting with road closures and/or roadblocks.
- h. Providing equipment for emergency pumping operations.
- i. Discontinuing any public works service to any consumer, as required, and restoring these services when appropriate.
- j. Liaising with Electrical and Gas utilities.
- k. Providing public works vehicles and resources to any other emergency service, as required.
- l. Maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- m. Providing an Emergency Site Manager if required.
- n. Maintaining a log.

**2.10 Community Emergency Management Coordinator (CEMC)**

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

- a. Requesting activation of the emergency notification system.
- b. Providing information, advice and assistance to members of the MCEG on emergency management programs and principles.
- c. Providing direction to the EOC support staff, as required, in support of the MCEG, and ensuring proper set-up and operation of the EOC.
- d. Maintaining the Emergency Response Plan in accordance with requirements of the Emergency Management and Civil Protection Act.
- e. In conjunction with the Clerk Administrator, coordinating a post-emergency debriefing and assisting in the development of a final report to Mayor and Council.
- f. Maintaining a personal log.

**2.11 Medical Officer of Health**

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

- a. Requesting activation of the emergency response plan.
- b. Acting as a coordinating link for all emergency health services at the MCEG.
- c. Liaising with the Ontario Ministry of Health, Public Health Branch.
- d. Liaising with the ambulance service representatives.
- e. Liaising with the Community Care Access representative.
- f. Providing advice on any matters which may adversely affect public health.
- g. Providing authoritative instructions on health and safety matters to the public through the Emergency Information Officer.
- h. Coordinating the response to disease related emergencies, or anticipated emergencies, such as epidemics, according to Ministry of Health policies.
- i. Ensuring communication with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- j. Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- k. Ensuring the safety of drinking water in conjunction with the public works representative.
- l. Liaising with the senior social services representative regarding health services in evacuation centres.
- m. Maintaining a log.

**2.12 Director of Social Services**

The Director of Social Services, or alternate, is responsible for:

- a. Providing for the delivery of emergency social services, as required by the Township of Lanark Highlands.
- b. Managing reception and evacuation centres, as required by the Township of Lanark Highlands.

### **2.13 Treasurer**

The Treasurer, or alternate, is responsible for;

- a. Documenting expenditures, accounts payable and receivable.
- b. Advising regarding all financial aspects of an emergency.
- c. Performing other duties as assigned by Clerk Administrator.
- d. Maintaining a personal log.

**2.14 Emergency Information Officer**

The Emergency Information Officer is responsible for;

- a. Notifying EOC staff.
- b. Ensuring that the Information Centre is set up and operational.
- c. Preparing initial and subsequent media releases, subject to approval by the Mayor and Operations Officer.
- d. Establishing and maintaining linkages with provincial, county and industry media officials as appropriate.
- e. Coordinating interviews and media conferences.
- f. Designating a site media spokesperson as appropriate.
- g. Ensuring set up and staffing of public inquiry lines.
- h. Coordinating public inquiries.
- i. Monitoring news coverage.
- j. Maintaining copies of all media releases.
- k. Maintaining a personal log.

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**Part 3****Emergency Support**

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**3.0 Scribe**

The Scribe is responsible for:

- a. Assisting the Clerk Administrator and CEMC as required.
- b. Ensuring all important decisions made and actions taken by the MECG are recorded.
- c. Ensuring that maps and status boards are kept up to date.
- d. Notifying any additional support staff required to assist.
- e. Arranging for printing of material, as required;
- f. Coordinating the provision of clerical staff to assist in the EOC, as required.
- g. Ensuring identification cards are issued to authorized MECG members and support staff for access to EOC.
- h. Other duties as assigned by the Clerk Administrator and/or CEMC.

**3.1 Telecommunications Coordinator (ARES)**

- a. Liaising with the CEMC regarding telecommunications requirements.
- b. Activating the emergency notification system of the local amateur radio operators group
- c. Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise.
- d. Maintaining an inventory of community and private sector amateur radio communications equipment and facilities within the community, which could be, in an emergency, used to augment existing communications systems.
- e. Making arrangements to acquire additional communications resources during an emergency.

**3.2 Canadian Red Cross**

- a. Upon receiving notification, activating the local Red Cross Emergency Response Plan.
- b. Providing support to the emergency response.
- c. Providing registration and inquiry services, if required.
- d. Staffing first aid stations established at reception centres, on an as-need basis.
- e. Liaising with Red Cross to access additional resources.
- f. Establishing and maintaining contact with the Director of Social Services in the EOC to co-ordinate activities.

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

- a. Providing schools for reception centres, as required and/or applicable.
- b. Providing schools for evacuation centres, as required and/or applicable.
- c. Providing liaison with the Director, Social Services and the MEEG.

- a. Providing legal opinions and advice to the MECG, as required.
- b. Providing legal representation, as required.