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- B. Telecommunications Plan
- C. Checklist to Declare an Emergency
- D. Declaration of Emergency
- E. Full Contact List
- F. Emergency Information Plan
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1. Introduction

This plan is written in a manner that will facilitate the **Municipal Emergency Control Group's (MECG)** response to an emergency or potential emergency. Sections are ordered in which they typically occur during an emergency, beginning with the Site and ending with Recovery. This plan contains several Annexes that may be used during an emergency response or aid in the maintenance and updating of this plan. This plan may be viewed at the municipal office at 38 Railway Crescent, Bruce Mines. However, since Annexes contain personal information such as addresses and phone numbers, Annexes will not be available for viewing and will only be distributed to approved agencies.

2. Aim

The aim of this plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to protect public safety, health, welfare, and property, as well as environmental and economic health of the residents, businesses, and visitors of the Township of Plummer Additional when faced with an emergency beyond normal procedures.

This Emergency Response Plan enables a centralized controlled and coordinated response to emergencies in the Township of Plummer Additional and meets the legislated requirements of the *Emergency Management and Civil Protection Act (EMCPA)*.

Generally, the plan outlines how to utilize local resources effectively and efficiently during an emergency so that:

- There is an effective response to and overall control of an emergency situation.
- Immediate action is taken to save lives and protect property.
- Immediate action is taken to minimize or eliminate all sources of danger.
- There is an efficient evacuation of all persons considered to be in danger.
- Facilities are established for the reception and care of evacuees and casualties.
- If required, there is the provision of essential social services for evacuees.
- Information is distributed in a timely, factual, and official manner to media and the public.
- Effective local government and essential services continue to be maintained throughout the community while the emergency takes place.

3. Site

An emergency may or may not be bound by a defined site. The agency which is the authority having jurisdiction for the site will generally be the **Incident Commander (IC)**. First responding agencies will determine who the IC will be. For an emergency that has an undefined site, the Municipal Emergency Control Group (MECG) will determine the IC. Some emergencies, such as a long-term power outage, may not need a site IC.

During the course of an emergency, it is not unusual for the IC to change from one agency to another. The outgoing IC will notify the MECG (if activated) of changes in IC. The MECG can also direct a change in IC if the MECG believes another agency to be better able to manage the site. The IC will be responsible for managing the response at the site including establishing an inner and outer perimeter, notifying the MECG if required, communicating with the MECG (if activated), and requesting additional resources as required. If activated, the MECG will support the site with resources, advice, and assistance; as well as managing any response required beyond the outer perimeter.

The IC should notify the MECG of the possibility of an emergency if any of the following criteria are met:

- resources assigned to the site are inadequate
- resources available locally are inadequate
- repercussions outside the site will have to be managed by municipal officials in a controlled manner
- response at the site will be long term and will cause disruptions or delays in municipal services or affect other critical infrastructure
- other support or resources will be required by the site

If there is no defined site, the MECG should be notified of the severity of the situation as soon as possible by any of the first responding agencies.

4. Notification of the Municipal Emergency Control Group

The Municipal Emergency Control Group (MECG) will be the members of the community who have an official capacity in responding to the emergency and will be called by telephone.

The MECG consists of:

- Mayor
- CAO
- Clerk
- Road Working Foreperson
- CEMC

and will have advisors from:

- EMS;
- OPP;
- Algoma Public Health
- Bruce Mines Volunteer Fire Department

The MECG can decide, depending on the nature of the emergency, to add other advisors to the MECG. **Any member of the MECG can initiate the notification system.**

MECG members will be notified in the order listed above and if any of these members cannot be contacted, their alternate should be contacted.

A list of MECG contact numbers and MECG alternates can be found in [Preface 1](#).

A standardized script to follow when calling the MECG can be found in [Preface 2](#).

Where a threat of an impending emergency exists, the MECG will be notified and placed on **standby**.

When calling each member of the MECG the following information should be provided:

- Description of the emergency
- Location of Emergency Operations Centre
- When to assemble
- Any supplies that need to be brought by members (i.e. emergency response plan, cell phone and charger, etc.)

Once the caller has completed the list, the caller shall try to contact those MECG members who were not available the first time.

The caller and MECG member shall note the exact time contact was made.

All members of the MECG must be notified but not all members must be present for the MECG to function.

5. Activation of the Emergency Operations Center

The Operations Officer will coordinate the set-up of the Emergency Operations Centre (EOC). Set-up of the EOC will involve the following general steps:

- Unlock either the EOC or alternate EOC
- Ensure there are enough tables and chairs for MECC members
- Ensure materials for MECC members are available such as personal logs, emergency response plans, pens, paper, etc. **Boxed kits for each member are made, stored and clearly labeled in the office sea can.**
- Set-up a sign in/sign out log
- Ensure maps of the municipality are displayed
- Computers are operating
- Informational display boards are available

The primary EOC will be located in council chambers at 38 Railway Cres. In the event that the primary EOC cannot be used, the alternate EOC will be used.

The alternate EOC will be located at the Bruce Station Hall, 109 Station Rd.

Should neither EOC be available for use, an alternative location will be chosen.

Upon arrival at the EOC, each MECC member will;

- a. Sign In
- b. Check telephone/communications devices
- c. Open personal log using Activity Log IMS 214 – attached as [ANNEX A](#).
- d. Contact their own agency and obtain a status report
- e. Participate in the Operations Cycle
- f. Participate in determining priorities and tasks
- g. Pass MECC decisions on to member's agencies/areas of responsibility
- h. Continue participation in the EOC Operations Cycle

Upon leaving the Emergency Operations Centre, each Control Group member will;

- a. Conduct a hand over with the person relieving them
- b. Sign their personal log and give it to the Operations Officer for retention
- c. Sign out in EOC log

The EOC is to remain a restricted room with access to only MECC members and support staff.

6. Chair of MECG Meeting

The Operations Officer will Chair the MECG meeting and will:

- Set time allotments for MECG members and ensure each MECG member keeps to their allotted time.
- Ensure all tasks are assigned and prioritized.
- Status of last meeting tasks are provided by each agency responsible.
- Ensure notes of meetings are recorded and relevant information is displayed in the EOC.
- Establish frequency of meetings and next meeting date and time.

7. MECG Meeting

During the MECG meeting the following must be accomplished:

- Each MECG member must provide latest information or update from their agency.
- Determine as a group the tasks that must be accomplished, prioritize and assign tasks.

When providing an update, MECG members must:

- Keep information concise and accurate.
- Request assistance from other agencies, if required.
- Request any resources needed to complete task.
- Provide an update on previous tasks assigned.

During the MECG meeting, the agency that is the site Incident Commander should speak first, so that the latest information is shared with the other MECG members.

MECG members should always sit in the same location in the EOC so that people will quickly learn names and the agency that is represented.

When holding meetings, the option of attending virtually should be made available for those who cannot make it to the EOC.

7.1 Tasks

During the MECG meeting, some of the tasks that should be discussed and determined if action is required are (but not limited to):

- Getting an update from the site.
- Deciding if an emergency needs to be declared.
- Deciding if an evacuation is required.
- Deciding on messaging to the public and media.
- Determining if the Emergency Response Plan needs to be activated.
- Determining if the Emergency Telecommunications Plan [ANNEX B](#) needs to be activated.
- Evaluating if outside assistance or resources are required.
- Determining if current make-up of the MECG is appropriate.

8. Declaration of an Emergency

8.1 Definition of an Emergency

As per the Emergency Management and Civil Protection Act (EMCPA), an emergency is defined as ***a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.***

8.2 Who can declare an Emergency

As per the EMCPA section 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. R.S.O. 1990, c. E.9, s. 4 (1).***

If the head of council is not available then the alternate head of council may declare an emergency.

Also, as per the EMCPA section 4 (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).***

[Contacting the Provincial Emergency Operations Centre (PEOC) meets this requirement]

8.3 Action Prior To Declaration

When an emergency exists but has not yet been declared, community employees may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the Township of Plummer Additional. The subordinate plans, attached as annexes ([ANNEX K](#)) to this document, may also be implemented, in whole, or in part in the absence of a formal declaration.

8.4 Reasons for Declaring an Emergency

Listed are some reasons why an emergency may be declared in Plummer Township:

- A significant critical infrastructure failure occurred or likely to occur:
 - Electrical Grid;
 - Telephone/Communications Grid;
- An evacuation has occurred or is likely to occur;
- The municipal response capability is strained;
- Outside assistance or resources are required;
- The event is likely to have a long-term financial impact on the municipality, businesses, or its citizens;
- The event is attracting significant media attention.

Refer to *Checklist in Consideration of a Declaration of Emergency* in [ANNEX C](#) .

An emergency should only be declared after consideration with all Municipal Emergency Control Group (MECG) members.

The Emergency Declaration form may be found in [ANNEX D](#) .

In addition to notifying the Provincial Emergency Operations Centre (PEOC), the Mayor will notify:

- Council
- Municipal staff
- Public
- Neighbouring Municipalities [ANNEX E](#), as required

For provincially declared emergencies the EMCPA section 7.0.1 (1) Subject to subsection (3), *the **Lieutenant Governor in Council or the Premier**, if in the Premier’s opinion the urgency of the situation requires that an order be made immediately, may by order **declare that an emergency exists throughout Ontario or in any part of Ontario**. 2006, c. 13, s. 1 (4).*

8.5 Employees Protected

As per the Emergency Management and Civil Protection Act section 11 (1) *No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a public servant or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty. 2006, c. 13, s. 1 (6); 2006, c. 35, Sched. C, s. 32 (6).*

8.6 Municipality Not Relieved of Liability

As per the Emergency Management and Civil Protection Act section 11, paragraph (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. 2006, c. 13, s. 1 (6).*

9. Roles and Responsibilities

9.1 Municipal Emergency Control Group

The roles and responsibilities of the Municipal Emergency Control Group (MECG) are as follows:

- Activating the Emergency Plan during emergency operations. Any member may do this.
- Providing advice and assistance to the Head of Council in carrying out the duties under the Plan.
- Directing, coordinating and monitoring the response to ensure that all actions necessary for mitigation of the effects of the emergency are taken in accordance with the law and are carried out effectively and efficiently.
- Contacting the appropriate emergency response agencies to ensure that all actions necessary for the mitigation of the effects of the emergency are carried out effectively and efficiently.
- Advising the Mayor in making critical decisions including the declaration of an emergency or designated emergency areas within the Township.
- Appointing or confirming the appointment of an Incident Commander (IC).
- Determining the location of the EOC and composition of Control Group.
- Designating the entire community or any part of the community as an “emergency area”
- Ensuring the discontinuation of utilities or services provided by public or private concerns, i.e., hydro, water, and gas.
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger.
- Determining if transportation is required for evacuation or transport of volunteers and/or supplies.
- Arranging for services and equipment from local agencies not under community control i.e., private contractors, volunteer agencies, and service clubs.
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary.
- Authorizing expenditure of money required dealing with the emergency.
- Ensuring that information regarding the emergency is promptly forwarded to the Emergency Information Officer, for dissemination to the media and public.
- Participating in the debriefing following the emergency.
- Notifying the services, agencies or groups under their direction, of the termination of the emergency.
- Maintaining a log outlining decisions made, actions taken and submitting logs to the Operations Officer when departing the emergency operations centre.

9.1.1 Log Protocols

- All members of the MECG must maintain a log.
- All members are to record all activities that they perform in the EOC in the log (i.e.. Phone calls, emails, decisions made, arrival and departure times etc.)
- Form ICS 214 – Activity Log [ANNEX A](#) will be used as a log.
- Each person must have their own log.
- At the end of the day/shift each person will sign their log and give it to the Operations Officer for safe keeping.
- Do not use white-out or scratch anything out in a log - if a mistake is made, simply put one line through it, initial it, and then include proper information.
- If a full page is not used, put a line through the unused portion.
- Include name, position, date, time, emergency, and page # of ? on each page
- Date shall be written as YY/MM/DD
- Time shall be written in the 24-hour clock format
- Keep comments factual and without sentiments
- Never use pencil, only pen.
- OPP and APH and EMS follow their own log protocols

9.2 Mayor

The Mayor is ultimately responsible for the emergency. With the advice of the Control Group, the Mayor is responsible for:

- Declaring an emergency and identifying the area or location of the emergency, if applicable.
- Providing overall leadership in responding to an emergency;
- Ensuring the members of council are advised of the declaration and termination of an emergency and are kept informed of the emergency situation.
- Notifying or initiating the notification of the appropriate provincial ministry of emergency declarations (OFM and EMO).
- Ensuring the public, media and neighbouring officials are notified of emergency declarations.
- Assuming the role of primary spokesperson, in consultation with the Control Group and Emergency Information Officer.
- Formally requesting assistance from federal or provincial governments through the Ministry of Municipal Affairs and Housing and Emergency Management Ontario, as applicable.
- Declaring an emergency to be terminated and notifying OFM and EMO.
- Participating as required in the Post-Emergency Recovery Plan.

9.3 Operations Officer (CAO or Clerk)

- Chairing the Control Group meetings.
- Enlisting the aid of the MCEG Assistant/Master Logger, as needed.
- Assisting the Mayor with their duties and responsibilities.
- Coordinating all operations within the Emergency Operations Centre.
- Liaising with other affected municipalities.
- Approving the issuance of news releases to the media and general public prepared by the Emergency Information Officer (EIO).
- Working with Emergency Information Officer to coordinate the media centre.
- Ensuring continual daily operations of the municipality.
- Coordinating and directing staff to provide assistance, as required.
- Calling in additional support staff as needed.
- Securing all personal logs at the end of each shift/day and at the end of the emergency.
- Ensuring that there is a recording of all expenses incurred.
- Setting the timing of Meeting Cycle intervals

9.4 CEMC

- Ensuring that security is in place for the EOC and registration of Control Group members.
- Ensuring that all Control Group members have the necessary plans, resources, supplies, maps and equipment.
- Maintaining records and logs for the purpose of debriefs and post-emergency reporting.
- Acting as a liaison and contact person with Emergency Management Ontario (EMO) for the Township during the emergency response.
- Providing advice and clarifications about the implementation details of the Emergency Response Plan.
- Providing advice and assistance in relation to the municipality's response to the emergency.
- Ensuring the flow of communication between emergency partners.
- Establishing and staffing a media centre separate from the Emergency Operations and Communications Centres.
- Ensuring briefings are prepared and presented to Township Council, media and Emergency Management Ontario.
- Assembling damage assessments and participating in coordinating a plan for recovery.
- Assisting in the management of the Emergency Response Centre during recovery operation.
- Ensuring that the incident is properly documented.
- Ensuring that the required de-briefings are held with an appropriate time period.

9.5 Roads Department /Foreman

- Providing the Control Group with information and advice on engineering and public works matters.
- Liaising with neighbouring public works departments to ensure a coordinated response.
- Ensuring construction, maintenance, and repair of Township roads.
- Assisting with road closures and/or roadblocks.
- Assisting the Town of Bruce Mines with issues related to municipal water supplied to Township residents.
- Providing or securing equipment to aid in managing the emergency.
- Supporting the fire department in securing water supply.
- Assisting in securing emergency potable water, supplies and sanitation facilities in consultation with the Medical Officer of Health.
- Liaising with public utilities to disconnect any service posing a hazard and providing or securing alternative sources if possible.

9.6 Community Fire Safety Officer (CFSO)

- Establishing contact and maintaining communication with the Bruce Mines Fire Department chief or fire fighters.
- Acting as a liaison and contact person with Ontario Fire Marshal (OFM) for the Township during the emergency response.
- Supporting the Fire Chief as needed.

9.7 Fire Chief – Bruce Mines Fire Department

- Providing the Control Group with information and advice on firefighting and rescue matters.
- Providing assistance to other agencies and being prepared to take charge of or contribute to non-firefighting operations, e.g. first aid, evacuations, rescue, etc.
- Enlisting the aid of other fire departments and equipment, as required.
- Advising public utilities to disconnect any service presenting a hazard.
- Maintaining a personal log of all actions taken and following proper log protocols (pg. 11).

9.8 Telecommunications (ARES) Coordinator

The Telecommunications Coordinator reports to the CEMC and is responsible for:

- Activating the emergency notification system of the local amateur radio operators' group.
- Relaying important and time sensitive information through the ARES network if local telecommunications systems are down.
- Ensuring that the emergency communications centre is properly equipped and staffed.
- Assisting with problems that may arise.
- Making arrangements to acquire additional communications resources as needed.

9.9 Ontario Provincial Police

- Activating the Community Control Group notification system.
- Notifying staff of the emergency and any actions that need to be taken.
- In accordance with the *Community Safety and Policing Act* and standards set out in the regulations, and with the requirements of the *Canadian Charter of Rights and Freedoms* and the *Human Rights Code*. The OPP is responsible for:
 1. Crime prevention.
 2. Law enforcement.
 3. Maintaining the public peace.
 4. Emergency response.
 5. Assistance to victims of crime.
 6. Any other prescribed policing functions.

9.10 Emergency Medical Services

- Implementing EMS Emergency Response Plan.
- Providing emergency medical services at the emergency site.
- Providing an Incident Commander (IC) if it is an EMS lead response.
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency.
- Obtaining additional EMS from the Algoma District.
- Requesting additional EMS resources from neighbouring services through CACC.
- Ensuring triage at the site.
- Advising the MECG for large scale response.
- Ensuring liaison with the receiving hospitals (communication with CACC, patching through to receiving facility).
- Assisting in moving evacuees.
- Maintaining a personal log of all actions taken and following proper log protocols (using EMS protocols)

9.11 Medical Officer of Health – Algoma Public Health

In accordance with the Health Protection and Promotion Act and Ministry of Health directives, Algoma Public Health's roles and responsibilities during emergency response may include, but are not limited to, the following:

- Attend the municipal Emergency Operation Centre and provide public health consultation and notification of actions.
- Provide consultation, recommendations, and information to the public, local health sector, community emergency management coordinators, and other partners on matters which may adversely affect public health (e.g., toxic spills, water quality, air quality, sanitation, communicable diseases, etc.)
- Liaise with the Ontario Ministry of Health and other Medical Officers of Health, as required, to coordinate a public health response.
- Coordinate the surveillance and response to communicable disease and other public health related emergencies.
- Coordinate vaccine storage, handling and distribution, and coordinate and support mass vaccination clinics during incidents related to vaccine preventable disease.
- Provide harm reduction supplies and training, as appropriate.
- Provide consultation and inspect evacuation and other public facilities to ensure appropriate infection prevention and control and compliance with applicable legislation.
- Liaise with municipalities and other local agencies in consideration of priority populations during an emergency.
- Liaise with the appropriate provincial, municipal, or local agencies to provide consultation, direction, or information regarding:
 - water and air quality,
 - infection prevention and control,
 - provision of potable water and sanitary facilities, sewage and waste disposal, overcrowding, general sanitation,
 - food handling, storage, preparation, distribution and service, and
 - health hazards.
- Issue orders pursuant to the Health Promotion and Protection Act to mitigate or eliminate the risk of health hazards and communicable diseases.
- In the event of mass casualties and/or casualties resulting from communicable disease within the meaning of the Health Protection and Promotion Act, providing recommendations to minimize the spread of disease and liaising with the Office of the Regional Supervising Coroner.

9.12 Support Staff

Support staff are required in the EOC to provide support, logistics and advice to the Control Group. Support staff can be municipal employees or staff and experts from outside agencies.

In recognition of limited human resources within the municipality, council can assist with some support staff functions. In so doing, the councillor(s) must recognize and respect the fact they are acting as support staff, and not as a councillor. Therefore, the councillor(s) has no authority or influence as a councillor.

Although support staff work in the EOC, they are not considered as part of the Municipal Emergency Control Group. However, they should follow the same protocols as the MCEG does when in the EOC (i.e., signing in and out, maintaining logs, etc.).

Not all support staff need to be contacted and/or utilized during an emergency. For support staff and councillor contact information please refer to [ANNEX E](#). Support staff can vary greatly from one emergency to another, but in general, positions in sections 9.13-9.17 are usually required in an EOC.

9.13 MCEG Assistant

Filled by Town Staff

- Assisting the Control Group members, as required.
- Assisting the Operations Officer with calls and EOC set-up.
- Initiating the operation and staffing of telephones at the community offices, as the situation dictates.
- Ensuring there is a log for all emergency operations centre staff to sign in and out of the EOC.
- Providing Identification cards to MCEG members and support staff, if required.
- Assisting the Mayor as required.
- Taking minutes of MCEG meetings.
- Ensuring pertinent information is displayed for all to see.
- Ensuring that maps and status boards are kept up to date.
- Ensuring all information is collated chronologically and kept secured for future use (i.e. debriefings and after-action reports).
- Maintaining a personal log of all actions taken and following proper log protocols (pg.11)

9.14 Emergency Information Officer - Clerk

- Liaising with the Municipal Emergency Control Group to obtain up to date information for media releases, drafting media releases for approval, coordinating interviews and organizing press conferences.
- Activating the **Emergency Information Plan ANNEX F** and opening the Emergency Information Centre when necessary.
- Developing media releases and ensuring that the media releases are approved by the Mayor and CAO before dissemination and distributing hard copies.
- Monitoring social media and correcting false information.
- Establishing a regular communication link with the MECG and any other media coordinators, i.e. provincial, federal, public or private industry, involved in the emergency and ensuring that all information released to the media and public is consistent and accurate.
- Scheduling Mayor and/or official visits (MPP/MP) to the emergency site, evacuation centers, etc.
- Coordinating for site visits by the media and arranging for transportation of media to the site.
- Ensuring that the following are advised of telephone numbers of the EIC:
 - Media
 - Control Group
 - Neighboring Municipalities
 - Any other appropriate persons, agencies or businesses;
- Monitoring news coverage and correcting any erroneous information.
- Setting up registration of media.
- Maintaining copies of all media releases and newspaper articles pertaining to the emergency.
- Establishing a Public Inquiry Line and/or email, including the appointment of personnel.
- Maintaining a personal log and following proper log protocols (pg. 11)

9.15 Evacuation Coordinator – CAO or Clerk

- Initiate and direct the orderly and efficient evacuation of assigned areas.
- Prepare an evacuation space on standby in case of a shelter in place order.
- Identifying and securing transportation for residents and establishing evacuation routes.
- Communicating with first responders to direct on-scene efforts.
- Ensuring the Emergency Information Officer has accurate information to communicate to the public and media. [ANNEX G](#)
- Contacting the Red Cross to secure services for evacuees.
- Arranging for emergency social services, including temporary shelter, food and care for residents and pets until Red Cross can assume responsibility.
- Ensure records of expenses are maintained for future claim purposes.

Red Cross services are available through a “Just In Time” agreement. Identification of service delivery needs, eligibility criteria, and anticipated costs need to be discussed. Once roles and responsibilities are determined, the Red Cross will initiate the service provision upon agreement and confirmation from the municipality to activate. [ANNEX H](#)

9.16 Finance Officer - Treasurer

- Providing information and advice on financial matters as they relate to the emergency.
- Liaising, if necessary, with the treasurer(s) of neighbouring communities.
- Ensuring records of expenses are maintained for future claim purposes.
- Ensuring prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.
- Maintaining a personal log of all actions taken and following proper log protocols (pg.11)

9.17 Donations Management Officer

Filled by Township councillor(s)

- Co-ordinating and processing requests for donations;
- Co-ordinating offers of, and appeals for donations, under the direction of the Municipal Emergency Control Group;
- Selecting the most appropriate 3rd party agency for the management of financial donations;
- Ensuring records of financial donations are maintained;
- Arranging for the proper storage of donations of material goods;
- Ensuring specific details of material goods requests are provided to the media via the EIO;
- Arranging for proper distribution system of material and financial donations;
- Maintaining a personal log of all actions taken and following proper log protocols (pg.11)

10. Requests for Assistance

Assistance may be requested from the Province of Ontario at any time without any loss of control or authority. Such requests can be made by contacting the Provincial Emergency Operations Centre 24/7/365 at **1-888-314-0472**

Assistance from neighbouring municipalities may be made by direct contact.

When making any request for assistance, the following information should be relayed to the agency providing assistance:

- Exactly what type of assistance is needed, for example:
 - Generators – what type, size, gas or diesel etc.
 - Personnel – what certification or licensing is required
 - Sandbags – how many
- How soon is the assistance required;
- Duration of the assistance;
- What quantities of resources will be needed;
- Who will transport resources to the emergency site;
- Where resources will be delivered;
- Who is responsible for feeding/sheltering personnel resources;
- Who is responsible for care and maintenance of resources.

10.1 Military assistance - All requests for military assistance must be made via PEOC. Do not contact the military directly for assistance.

10.2 Red Cross – See [ANNEX G](#) for services provided and procedures to secure services.

11. Termination of Declaration

As per the Emergency Management and Civil Protection Act (EMCPA) section 4 (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).

As well, as per the EMCPA 4 (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).

The Emergency Termination form may be found in [ANNEX I](#).

In addition to notifying PEOC upon such termination, the Mayor will notify:

- Council
- Municipal staff
- Public
- Neighbouring Municipalities [ANNEX E](#), as required

11.1 When to Terminate Declaration

When deciding to terminate a declaration, the following should be considered:

- All evacuees have returned home.
- All outside resources have been returned.
- The municipality is no longer in need of further outside assistance.
- A semblance of normalcy has returned to the municipality.
- All outstanding invoices have been paid.
- All damage has been repaired.
- All critical infrastructure is in place and working properly.
- All money donated/promised by other levels of government has been received.
- Other municipalities or levels of government no longer have declarations in place.
- Special instructions directed to the public are no longer in place.
- There are no benefits to keeping the emergency declaration in place.

Upon termination, a final meeting with briefing is to be held (see section 12.7).

12. Recovery

Recovery is the process of restoring a stricken community to a pre-disaster level of functioning. This may include the provision of financial assistance, repairing buildings and/or restoration of the environment.

Recovery can occur simultaneously with response and will likely last long after the emergency is over.

What needs to be recovered will depend on who, what, and how people and things were affected by the emergency.

12.1 Critical Infrastructure

Identify the essential services that will be needed to ensure the health, safety, and well-being of the public. If any of these services were compromised during the emergency, steps will need to be taken to restore these services as soon as possible.

Basic services required would be – water, electricity, shelter (permanent or temporary), food supply, and basic health services (EMS).

In an evacuation, any essential services lost will need to be re-established before people can return to the municipality and their homes.

Other services to be considered are fuel (for vehicles and homes), building and home supplies (especially if homes have been damaged), telephone, and internet.

12.2 Social Services

[Algoma District Services Administration Board](#) should be contacted to assist with the provision of social services after an emergency.

Services that may need to be started or expanded include:

- Ontario Works (for those that lost employment, homes etc.);
- Employment Insurance (for those that lost employment);
- Mental health services for victims;
- Personal support services.

12.3 Landfill and Recycling

If the emergency has caused a great amount of damage to homes and personal belongings the landfill site may be filled quickly, with years taken off from its life expectancy. Proper steps need to be taken to ensure:

- Minimal waste is sent to the landfill.
- Debris and waste are not left in homes or yards for long periods promoting rodents and other infestations.
- Materials are recycled or repurposed as much as possible.

Tipping fees at landfills could be waived for a limited time after the emergency along with extended landfill hours.

Collection of hazard materials will need to be managed including building materials that may contain asbestos.

Debris from trees and other plant material can be diverted to another location where it can be shredded and used as mulch or cut into firewood for use by the public.

Steel and other metal material should be separated and recycled.

Concrete, cement and blocks can be separated and crushed to be used later as road base or fill.

Food waste will need to be discarded properly according to public health guidelines.

12.4 Municipal Disaster Recovery Assistance Program

The Municipal Disaster Recovery Assistance program helps municipalities that have incurred extraordinary costs because of a natural disaster.

Eligible expenses may include capital costs to repair public infrastructure or property to pre-disaster conditions, and operating costs over and above regular budgets that are necessary to protect public health, safety or access to essential services.

Costs are not eligible if they are covered by insurance or if they would have been incurred anyway had the natural disaster not occurred.

Program activation and delivery

The Minister of Municipal Affairs and Housing makes the decision to activate the program based on evidence demonstrating that the event meets the eligibility criteria for Municipal Disaster Recovery Assistance. The minister considers both the cause and extent of damage, along with the initial claim and supporting documentation provided by the municipality.

If the program is activated, the province and municipality enter into a grant agreement. All payments under the grant agreement are based on eligible costs actually incurred by the municipality as a result of the natural disaster.

Eligibility Requirements

In order to be eligible for the program, a municipality must have:

- Experienced a sudden, unexpected and extraordinary natural disaster.
- Incurred costs over and above regular budgets that can be demonstrably linked to the disaster. These costs must equal at least three per cent of the municipality's Own Purpose Taxation levy.
- Passed a resolution of council and submitted an initial Municipal Disaster Recovery Assistance claim (with supporting documentation) within 120 calendar days of the date of the onset of the disaster.

More information can be found at www.ontario.ca/disasterassistance (must have internet connection for link to work).

12.5 Disaster Recovery Assistance for Ontarians

Disaster Recovery Assistance for Ontarians is designed to provide financial assistance in the aftermath of a natural disaster that causes costly, widespread damage to eligible private property.

The Minister of Municipal Affairs and Housing may activate the program for areas affected by natural disasters. Applicants within an area for which the program has been activated can apply to be reimbursed for basic, necessary costs related to the disaster.

Homeowners, tenants, small owner-operated businesses, farmers, and not-for-profit organizations are eligible to apply for financial assistance through Disaster Recovery Assistance for Ontarians. The program does not provide assistance for costs that are covered by insurance.

12.6 Donations Management

People from across the municipality, province or country may want to donate goods, services, or money. It is important early on in the recovery phase to establish with the public what exactly is needed. It is **strongly recommended** that if a message for donations is sent to the public that **only financial donations are requested**. Financial donations are much easier to manage logistically, and donations can be made from around the world. The money can then be used to purchase exactly what is needed or given to victims in the form of gift cards. It is also recommended that a third-party non-government organization be utilized to manage financial donations such as Red Cross or the Salvation Army. Any remaining funds when the emergency is over can be donated to local volunteer charity.

If material goods must be requested please ensure the following:

- Be very specific about goods requested.
- Food donations must be professionally packaged with security seals intact and not passed expiration dates.
- **Absolutely no personally prepared food donations will be accepted.**
- Food donations from restaurants, caterers, church groups, etc. must have been prepared in facilities pre-approved by the public health unit.
- Proper refrigeration may be required for food donations.
- Warehousing and security of all donations must be considered.

Distribution of goods will need to be planned in advance. Some items can be boxed as packages for each person and/or family. Other goods can be arranged so that people can choose what they need. The distribution centre will need to be readily accessible and large enough to contain all donated goods. Also, a distribution system for those who are not mobile will need to be considered. Local volunteer groups such as Meals on Wheels may be able to provide this service.

12.7 Debriefing and After-Action Report

A debriefing should take place with all stakeholders as soon as possible after the emergency. The idea of the debriefing is to identify what went well during the emergency and what the challenges were. The debriefing is not to place blame or to voice opinions regarding actions taken or not taken.

The debriefing will be chaired by the Operations Officer and follow a structured format where each phase of the response and recovery is discussed, and participants are allowed to provide input on what they did or did not do.

Input from participants must be based on facts and void of speculation, presumptions and hearsay.

Minutes and notes from the debriefing will be gathered by the Operations Officer. The information will then be written into an After-Action Report (AAR) that will detail changes that need to be made to the emergency response plan or the municipality's emergency management program. The AAR will feature who is responsible for implementing changes and timelines for those changes. Once complete, the AAR will be presented to the emergency management committee and/or council who will then decide on any changes requiring budget approvals, by-law amendments, etc. The MCEG will decide who is to write the report.

12.8 Critical Incident Stress Management

Critical Incident Stress Management should be considered for the public and for staff whenever there is a traumatic event. It will help with the personal recovery process and help prevent post-traumatic stress.

CISM resources can be found under *Emergency Resources* [ANNEX J](#)

13. HIRA Emergency Plans

Emergency plans for the highest ranked risks on the Municipality's Hazard Identification Risk Assessment are found in [ANNEX K](#). Plans will be added and edited as necessary.

14. Provisions for Changes

The contents of this document shall not be changed without the passing of a new by-law with the exception of:

- changing the Table of Contents to reflect additions to the Annexes, and
- updating any contact information that is provided within this Plan.