

**THE CORPORATION OF THE TOWNSHIP OF STIRLING-RAWDON**

**EMERGENCY PLAN**

**BY-LAW NO. 427-04**

**ENTITLED** a by-law to formulate a plan for protecting property and the health, safety and welfare of the inhabitants in an emergency area.

**WHEREAS** Section 3 of the Emergency Management Act, R. S. O. 1990, c. E.9. provides 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.

**AND WHEREAS** Council deems it expedient to formulate and adopt an emergency plan;

**NOW, THEREFORE, THE CORPORATION OF THE TOWNSHIP OF STIRLING-RAWDON HEREBY ENACTS AS FOLLOWS:**

1. That the emergency response plan hereto annexed as "Schedule A" and entitled "Township of Stirling-Rawdon Emergency Response Plan" shall be the emergency plan of the Township of Stirling-Rawdon.
2. That the municipal emergency response plan formulated pursuant to this by-law, with the exception of the portions excluded from public record for security reasons, shall be made available to the public for inspection and copying at the office of the Municipal Clerk during office hours.
3. That the proper officials of The Corporation of the Township of Stirling-Rawdon are hereby authorized and directed to do all such things necessary to give effect to this By-law.
4. That by-law number 274-02 is hereby repealed.
5. That this by-law shall come into force on the date of its enactment.

**READ A FIRST, SECOND AND THIRD TIME AND FINALLY PASSED THIS 20th DAY OF DECEMBER 2004.**

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CLERK

# Part 1

Administration

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**Emergency Quick Reference Guide**

- ⇒ Upon the arrival of three or more members, the Community Control Group (CCG) may initiate its function.
- ⇒ Ensure that all Community departments have been notified and either activated or placed on standby. Each CCG member is responsible for their own department.
- ⇒ The Mayor must inform the Ministry of Community Safety and Correctional Services - EMO that the Township has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Ontario Provincial Police (OPP) who will pass the notification on accordingly. The OPP number to use for this purpose is (705) 329-6950.
- ⇒ Turn to individual responsibilities within the plan. Provide input and assistance as required.
- ⇒ Each member of the CCG will report and respond to immediate needs in accordance with the Operations Cycle format.

**TOWNSHIP OF STIRLING-RAWDON**

**Emergency Response Plan**

Forward

The Emergency Plan for our community has been developed to provide an all-hazards approach to emergency measures. 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 work to ensure that our community is prepared to respond to an emergency in the most effective manner possible.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Mayor

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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 or human caused emergency.

It enables a centralized controlled and coordinated response to emergencies in the Township of Stirling-Rawdon, and meets the legislated requirements of the Emergency Management Act.

For further details, please contact the Emergency Management Coordinator.



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**Glossary of Terms**

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<b><u>Term</u></b>	<b><u>Definition</u></b>
<b>Emergency</b>	Emergency is defined as a situation caused by a natural, accidental, or intentional act, or otherwise, that constitutes an actual or impending danger to life or property.
<b>Emergency Operations Centre (EOC)</b>	An EOC is the structure/facility wherein the Control Group conducts its Emergency Management functions. There is a primary and secondary EOC identified to ensure operational viability.
<b>Community Control Group (CCG)</b>	The CCG is the group responsible for managing the emergency situation on a community wide basis. The membership, as detailed in the plan, consists of all key decision makers and officials who have the authority to direct or coordinate human and material resources within the community.
<b>Reception Centre</b>	The centre is a facility which is set up for the purpose of receiving evacuees, providing refreshments and temporary shelter. Its primary purpose is to register evacuees and if necessary direct them to an evacuation centre as required.
<b>Evacuation Centre</b>	The centre is a facility set up to provide emergency shelter, food, recreation and basic requirements to a group of people who have been evacuated from an area as a result of an emergency.
<b>Information Centre</b>	A facility set up to brief and inform the media.

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## Introduction

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### Definition of Emergency

**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.** They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Township of Stirling-Rawdon.

The population of the Township of Stirling-Rawdon is 4,448 residents.

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

The Township of Stirling-Rawdon Emergency Management Committee 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 Stirling-Rawdon important emergency response information related to:

- Arrangements, services and equipment; and
- 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 Stirling-Rawdon Emergency Response Plan may be viewed at the Township Municipal Office or Library. For more information, please contact:

Emergency Management Coordinator  
Kevin Schooler  
Township of Stirling-Rawdon  
(613) 395-0214

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## Authority

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The *Emergency Management Act (EMA)* is the legal authority for this emergency response plan in Ontario.

The EMA states that the:

“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.”

As enabled by the Emergency Management Act, 2003, this emergency response plan and its' elements have been:

- Issued under the authority of Township of Stirling-Rawdon By-law No. 427-04; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

## Definition of Emergency

The EMA defines an emergency as:

“An emergency means a situation or impending situation caused by forces of nature, an accident or an intentional act that constitutes a danger of major proportions to life or property.”

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

## Action Prior to Declaration

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 property and the health, safety and welfare of the Township of Stirling-Rawdon.

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**Plan Maintenance**

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The Plan was written in 1999 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 Clerk-Administrator 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 two years as a minimum requirement.

The Control Group should receive training or participate in an exercise, once every two years as a minimum requirement.

The Vital Services Directory should be updated annually.

The Clerk-Administrator will determine the schedule under which the maintenance activities will be performed.

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## Distribution List

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Position/Location	Number of Copies
Mayor	1
Clerk-Administrator	1
Police Chief	1
Fire Chief	1
Station No. 1 Deputy Chief	1
Station No. 2 Deputy Chief	1
Medical Officer of Health	1
Treasurer	1
Superintendent of Works	1
Social Services Official	1
Emergency Measures Ontario	1
Emergency Operations Centre	2
Red Cross	1
Township Solicitor	1
Building Inspector	1
Hydro One	1

# **Part 2**

Emergency Operations

## Part 2                      Emergency Operations and Procedures

### 2.0      Community Control Group (CCG) – Responsibilities and Procedures

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

The CCG is made up of the following members;

- Mayor (or alternate)
- Clerk-Administrator (or alternate)
- Police Representative (or alternate)
- Fire Chief (or alternate)
- Public Works Manager (or alternate)
- Medical Officer of Health (or alternate)
- Social Services Official (or alternate)
- Treasurer (or alternate)
- Critical Incident Stress Organizer
- Building Inspector

The CCG is responsible for the following:

1. Maintaining the operational readiness of the plan and the resources which are required to support it.
2. Implementing the Emergency Plan in whole or in part to respond to an impending, potential, or existing emergency.
3. Coordination and direction of Community resources used to mitigate the effects of an emergency.
4. Ensuring that the composition of the CCG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
5. Advising the Mayor regarding requests for assistance from the Province, and the Federal Government.
6. Ensuring the provision of essential resources and services to support emergency response activities.
7. Coordination of services provided by outside agencies.
8. Appointing an Emergency Site Manager.
9. Ensuring that the Public 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, water, gas, closing businesses or malls.
12. Appeals for volunteers.
13. Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
14. Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
15. Maintenance of an operational log detailing the group's decisions and activities.
16. Deactivating the plan, and notifying all of those who had been notified of its activation.
17. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.
18. Maintaining status board and maps which will be prominently displayed & kept up to date.

## 2.1 **Mayor – Responsibilities and Procedures**

The Mayor or Acting Mayor of the Township of Stirling-Rawdon, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Township Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP)

A Community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- Township Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Township Council
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP)

### **a) Requests for Assistance**

Assistance may be requested from the county at any time by contacting the County Warden. 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 neighbouring communities.

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

The Emergency Notification Contact List, including contact numbers for requesting assistance, is attached as Appendix A.

**2.2 Clerk-Administrator / Operations Officer / Public Information Officer**

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

- a. Activating the emergency notification system.
- b. As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- c. Advising the head of council on policies and procedures, as appropriate.
- d. Approving, in conjunction with the head of council, major announcements and media releases prepared by the Public Information Officer, in conjunction with the CCG.
- e. Ensuring that a communication link is established between the CCG and the ESM.
- f. Calling out additional staff as required.
- g. Maintaining a log.
- h. Notifying information centre staff.
- i. Ensuring that the Information Centre is set up and operational.
- j. Initial and subsequent press releases, subject to approval by the Mayor and Operations Officer.
- k. Establish and maintain linkages with provincial, county and industry media officials as appropriate.
- l. Coordinate interviews and press conferences.
- m. Designate a site media spokesperson as appropriate.
- n. Ensuring set up and staffing of public inquiry lines.
- o. Coordination of public inquiries.
- p. Monitoring news coverage.
- q. Maintaining copies of all media releases.
- r. Maintain a personal log.

**2.3** **Police Representative**

The Police Representative or alternate is responsible for:

- a. Activating the emergency notification system.
- b. Establishing and maintaining ongoing communications with the senior police at the emergency site.
- c. The provision of traffic control to facilitate the movement of emergency vehicles.
- d. Co-ordination of evacuation routes.
- e. Liaison with Social Services regarding the location of reception/evacuation centres.
- f. The protection of life and property and the provision of law and order.
- g. The provision of police services in evacuation centres, morgues, and other facilities as required.
- h. Notifying the coroner of fatalities.
- i. Liaison with external police agencies, as required.
- j. Providing an Emergency Site Manager if requested to by the CCG.
- k. Maintaining a log.

**2.4 Fire Chief / Communications Officer**

The Fire Chief / Communications Officer are responsible for:

- a. Activating the emergency notification system.
- b. Providing the CCG with the information and advice on fire fighting 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 etc.
- f. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation etc.
- g. Providing an Emergency Site Manager (ESM) as required.
- h. Maintain a log.
- i. Ensure adequate communications and liaison.
- j. Liaison with amateur radio, on behalf of CCG.
- k. Liaison with Bell Canada on behalf of CCG.
- l. Liaise with CCG Operations Officer regarding all telecommunications issues.

**2.5 Public Works Manager**

The Public Works Manager or alternate is responsible for;

- a. Activating the emergency notification system.
- b. Providing the CCG with information and advice on engineering matters.
- c. Liaison with the senior public works officers from the neighbouring community(s) to ensure a coordinated response.
- d. The provision of engineering assistance.
- e. The construction, maintenance and repair of public roads and services.
- f. Maintenance of sanitation and a safe supply of potable water, as required.
- g. The provision of equipment for emergency pumping operations.
- h. Discontinuing any public works service or utility to any consumer, as required, and restoring these services when appropriate.
- i. Providing public works vehicles and resources to any other emergency service, as required.
- j. Maintain liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- k. Providing an Emergency Site Manager if required.
- l. Maintain a log.
- m. Advising control group regarding road status/accessibility.
- n. Liaison with neighbouring community(s) roads depts.
- o. Road closures/road blocks.
- p. Road/route maintenance.

**2.6 Role of the Medical Officer of Health or Designate**

The Medical Officer of Health is responsible for:

1. Acting as a coordinating link for all emergency health services at the Municipal Control Group (MCG)
2. Ensuring that the Hospital and Access Centre are informed as appropriate in order for these organizations to implement their Emergency Plans as necessary.
3. Liaison with the Ontario Ministry of Health, Public Health Division
4. Liaison with the ambulance service representatives regarding public health matters as well as arrangement for dealing with mass casualties in collaboration with hospital services.
5. Providing advice on any matters that may adversely affect public health.
6. Providing authoritative instructions on health and safety matters to the public through the Public Information Coordinator.
7. Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
8. Liaison with other agencies for the coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency.
9. Ensuring liaison with voluntary and private 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. Liaison with the Senior Public Works Officer regarding the need for potable water supplies and sanitation facilities.
12. Liaison with Senior Ontario Works Officers on areas of mutual concern regarding health services in evacuees centres.
13. Ensuring public health inspection of emergency site, where necessary, and evacuee centres to ensure safe water, safe food and the control and prevention of health hazards.
14. Liaison with the District coroner and coordinate resource support as needed.
15. Continuing delivery of mandated public health programs and services to ensure continuity of care and general public health protection as resources permit.

2.7 **Social Services Official**

The Social Services Official or alternate is responsible for;

- a. Ensuring for the care, feeding and shelter of evacuees.
- b. Designation and operation of reception and evacuation centres.  
(Including evacuation centre managers.)
- c. Liaison with the police regarding the pre-designation of evacuee centres which can be opened on short notice.
- d. Liaison with the Medical Officer of Health in areas regarding public health in evacuation centres.
- e. Liaison with the public and separate school boards regarding the use of school facilities for reception and evacuation centres.
- f. Liaison with the nursing homes and homes for the aged.

2.8 **Treasurer**

The Treasurer (or alternate) is responsible for;

- a. Documentation of expenditures, accounts payable and receivable.
- b. Advice regarding all financial aspects of an emergency.

## 2.9 Emergency Operations Centre Procedures (EOC)

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

Primary EOC Location;                      Stirling-Rawdon Township Office.

Alternate EOC Location;                      Woodbeck Auto Parts (south)

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

Upon arrival at the EOC, each CCG member 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 CCG decisions on to member's agencies/areas of responsibility.
- h. Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each CCG 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 CCG functions most efficiently on a system known as an Operations Cycle.

**2.10 Relationship between CCG and Emergency Site Manager (ESM)**

Depending on the nature of the emergency, and once the Site Manager has been assigned, the CCG relationship with the Emergency Site Manager is to offer support with equipment, staff and other resources, as required.

The CCG will also ensure that the rest of the community maintains municipal services.

**2.11 Relationship between ESM, and command and control structures of emergency responders**

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

**2.12 Emergency Information Coordinator**

\_\_\_\_\_ will act as the Emergency Information Coordinator during an emergency. The Emergency Information Coordinator is responsible for the dissemination of news and information to the media for the public.

Maintain a personal log of all actions taken.

**Emergency Information Plan**

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

- Emergency Information Coordinator;
- Community Spokesperson; and
- Citizen Inquiry Supervisor.

The local Emergency Information Centre (EIC) will be located in the Municipal Building, 234 North Street. In the event that this centre cannot be used, the secondary location will be Woodbeck Auto Parts, 87 Woodbeck Road.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the Community Control Group. This area, if established, will be staffed as determined the community spokesperson.

The Citizen Inquiry Section is located in the evacuation centre under the supervision of the Social Services Representative.

### **Operations Cycle**

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

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members should contact their agencies' and pass on any relevant information or directives that come out of the CCG meeting. The frequency of the meetings are 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. CCG members use this time to follow up and ensure CCG decisions are being implemented. Each member is responsible for informing their respective agency of the schedule for CCG meetings. No calls are suppose to interrupt the proceedings. All calls must occur prior to or after the formal meetings of the CCG.

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

# **Part 3**

Emergency Support

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

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**3.0 Canadian Red Cross - Responsibilities**

- a. Upon receiving notification, activate the local Red Cross Emergency Response Plan.
- b. Provide support to the emergency response.
- c. Provide registration and inquiry services.
- d. Assist St. John Ambulance at first aid stations established at reception centres, on a need basis as determined by St. John Ambulance.
- e. Liaise with Regional Red Cross to access additional resources.  
i.e. Emergency Response Team.
- f. Establish and maintain contact with the Social Services Official in the EOC to coordinate activities.
- g. Perform duties in accordance with the guidance given in Part 4 Guide to Emergency Social Services.

3.1 **Clergy Responsibilities**

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

3.2 **Salvation Army – Responsibilities**

- a. Upon receiving notification, activate the Salvation Army organization.
- b. Liaise with external Salvation Army resources to provide additional assistance on a need basis.
- c. Provide emergency resources for the care of evacuees, including bedding, food and clothing.
- d. In conjunction with other clergy provide for spiritual needs of evacuees.
- e. Establish contact with the Social Services Official and support the operation as required.

3.3 **St. John Ambulance - Responsibilities**

- a. Upon receiving notification, activate organization.
- b. Establish contact with the Social Services Official and support the operation as required.
- c. Establish first aid posts at reception centres.
- d. Assist public health nurses at evacuation centres on an as required basis.
- e. Assist in the evacuation of casualties.
- f. Assist in the evacuation of home care patients as required.
- g. Perform responsibilities in accordance with Part 4 Guide to Emergency Social Services.

3.4 **Public Board of Education - Responsibilities**

- a. Provide schools for reception centres.
- b. Provide schools for evacuation centres.
- c. Provide access to school facilities in accordance with the agreement regarding access/use of schools by municipalities/county in the event of an emergency for reception and evacuation facilities. See attached Bylaw No. 111-99.
- d. Provide liaison with the Social Services Official and the CCG.

**3.5 Critical Incident Stress Organization – Responsibilities**

- a. Respond to direction from Medical Officer of Health to provide critical incident stress services to those in need of the service.
- b. Liaise with the Medical Officer of Health in the CCG.

**3.6 Legal Advisor - Responsibilities**

- a. Provide legal opinions and advice to the CCG as required.
- b. Provide legal representation as required.

### 3.7 **Communications Centre**

The Communications centre is located in close proximity to the EOC to facilitate the briefings and passage of information which take place during an emergency. For this reason it must have a primary and secondary location which corresponds to the location of the EOC. During the notification process, if the primary EOC were designated as the place to set up operations, the communications centre would then be set up in its primary location.

Upon notification, the Operations Officer will notify the Communications Coordinator, who will ensure that the communications centre is set up and operational within one hour after notification. It is essential that the communications centre is operational as soon as possible because the media will be involved as soon as they are aware that an emergency situation exists. The centre is known by local media but must be publicized for media from the outside. Upon arrival at the communications centre, the media will be given background information folders, which highlight the township, its people, industry and geography. The background information will be useful to the media and it will help generate some time prior to giving the initial briefing to the media regarding the immediate situation.

The media will work in accordance with scheduled press releases and briefings, provided these are well publicized and proceed as scheduled. The lack of structure will encourage the media to go out and get the news on their own. The media has a job to do and it is the communication coordinator's job with the support of the communication centre to ensure that the media's needs are met within the required limits.

The Communications Technician, designated by the Communications Coordinator, will be required to install telephone lines necessary to the operation of the Communications Centre.

Communications Centre personnel will be briefed by the Communication Coordinator regarding media protocol, media kits and releases.

**3.8 Emergency Telecommunications Plan**

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

The Emergency Telecommunications Coordinator for the Township of Stirling-Rawdon is a pre-designated Amateur Radio Operator. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required.

The Emergency Telecommunications Office will be located in the office adjacent to the EOC. It will be equipped with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with police, fire, EMS and the Ontario Fire Marshall.

Communications between the EOC and the other responding agencies will be with the support of a runner. All messages are to be written on the Amateur Radio Message Forms and logged.

Should the Township of Stirling-Rawdon lose all telephone communications pre-arranged communications could be obtained from the local taxi company and the school bus radios, which will act as relay to the EOC and the emergency site.

# **Part 4**

Guide to Emergency Social Services

## Part 4      Township of Stirling-Rawdon Emergency Social Services Response Guide

### 1.      **Introduction**

By definition emergencies are extraordinary circumstances which affect the health, safety and welfare of people. In the Township of Stirling-Rawdon, it is the Social Services Official which has defined responsibilities for the social services requirements of the citizens in the event of an emergency. The provision of these services will be bolstered by help from external agencies. The following guide will assist in terms of the organization and procedures required to provide social services during an emergency.

### 2.      **Aim**

The aim of this guide is to:

- set out organized procedures detailing the care and shelter of evacuees using staff and resources from the Township, public health, and various volunteer agencies;
- provide for the allocation of responsibilities involving the feeding, clothing, shelter and registration and inquiry;
- provide for the care of evacuees including first aid, special assistance to children, and the elderly;
- provide for any other care or service which falls within the capability of those agencies involved in the care of evacuees.

**3. Notification**

Upon notification of an existing, impending or potential emergency, the Social Services Official will implement the notification system. The message will contain a standby or activation direction. Each agency is responsible for formulating their own notification procedures and plans required to fulfill the responsibilities laid down herein.

**4. Implementation**

This guide will be implemented under either one or both of the following conditions;

- a. when an emergency is declared.
- b. when ordered by the Social Services Official.

**5. Organizational Structure**

The Social Services Official, or his alternate in the event of his absence, has the authority to activate and direct the implementation of operations which occur under this guide. The Social Services Official is the representative who sits on the local control group and co-ordinates the activities of the various social service agencies accordingly. When necessary, at the discretion of the Social Services Official, a social services sub-committee may be set up to manage the social services activities. Membership on the sub-committee would include representation from each agency involved in the provision of emergency social services. The Social Services Official will appoint a chair as required, and the chair of the sub-committee will co-ordinate routine operations and report to the Social Services Official.

An evacuation centre manager shall be appointed for each evacuation centre. It is the evacuation centre manager who is in charge of and responsible for the detailed operations of evacuation centres. The centre manager will report directly to the Social Services Official or when a sub-committee exists to the chair of the social services sub-committee. It is the responsibility of the Social Services Official to appoint the evacuation centre managers. A list of potential managers to be used during emergencies is the responsibility of the Social Services Official to develop and maintain. Managers may be appointed on an ad hoc basis and when appointed to a centre, will have authority over that shelter alone.

All agencies working in a centre will co-ordinate with the centre manager to ensure that the centre functions smoothly and efficiently. The allocations of space and services must be coordinated through the centre manager.

6. **Evacuation Centre Manager** (to be appointed by Social Services)
- The following are the duties and responsibilities of the Evacuation Centre Manager;
  - Assume overall responsibility and authority for the operation and functions which take place in the evacuation centre.
  - Appoint an alternate to act on their behalf in their absence and inform the Director, Social Services, or chair of the sub-committee accordingly.
  - Maintain liaison with the Director, Social Services or chair of sub-committee.
  - Liaise with the supervisors from the agencies performing services in the centre.
  - Receive lists of requirements from agencies working in the centre and forward requests on to the Director or the chair of the sub-committee to obtain resources as required. Most resources will be provided through purchase orders, which are authorized by the Director, Social Services or the chair of the subcommittee.
  - Excluding prescription drugs, assume responsibility for signing of all invoices for goods delivered to the shelter.
  - Provide all records and invoices to the Director, Social Services at the closure of the centre.
  - Liaise with the Director, Social Services or the chair of the sub-committee regarding the relocation of evacuees if necessary.
  - Maintain logs of decisions and activities related to the centre and submit all records to the Director, Social Services upon closure of the centre.

Each agency performing a service in a centre will do so in accordance with their assigned area of responsibility, as outlined in Part 3 of the Township Emergency Response Plan. Every agency is responsible for developing and maintaining their own plans or procedures, which will enable them to fulfill their respective duties and responsibilities in relation to the plan.

The provision of food, bedding and clothing has been detailed to the Salvation Army. Provision of those services will conform to the Salvation Army's standard operating procedures. Liaison with the centre manager is essential.

Clothing will be given an assigned collection, sorting, distribution and storage area.

#### 6. **Evacuation Centre Manager (cont'd)**

The Salvation Army in conjunction with the evacuation centre manager, shall arrange for the procurement of sufficient bedding materials such as blankets and sleeping bags for the relative comfort and health of evacuees. The Vital Services Directory, Appendix B of this plan, indicates where bedding supplies may be obtained.

Where possible, food will be prepared and served at the centres. Whenever food is ordered in from outside it must be coordinated through the centre manager for purchase order authorization.

#### 7. **Reception Centre**

A reception centre is usually only set up to receive evacuees, which are going to be displaced from their homes for a brief number of hours. Registration and inquiry may be set up and light refreshments served. Its purpose is to give the evacuees a place to go and be safe while the cause of their displacement is rectified. The agencies which staff an evacuation centre will perform similar functions in a reception centre although on a reduced scale of activity and staffing. Evacuees who require more extensive care will be relocated to an evacuation centre or the existing facility transformed into an evacuation centre on a need basis.

# **Part 5**

Guide to Emergency Media Relations

## Part 5                      Guide to Emergency Media Relations

This guide is to be used in conjunction with Part 3 paragraph 3.7, Communications Centre procedures. The guide provides a framework for conducting the Township's media relations during an emergency.

The Mayor and the Clerk-Administrator have the ultimate authority for the release of information to the media. Their responsibilities may be delegated to the Public Information Officer at their discretion.

The Information Centre, the Public Information Officer, and this guide should be implemented immediately upon activation of the Township's Emergency Response Plan.

Media relations cannot be handled totally by one person. A media relations team should be set-up and lead by the Public Information Officer.

Member of the media relations team should include;

- The Public Information Officer
- A member of Stirling-Rawdon Police force as the media/public relations representative
- A media or public relations representative from the industry involved, (if there is an industrial element to the emergency)

The media relations team will under the supervision of the Public Information Officer:

- a. Distribute the background information to the media and prepare all media tours and briefings.
- b. Conduct and arrange interviews.
- c. Ensure consistency of messages going out to the media.
- d. Monitor all media broadcasts and stories related to the emergency.
- e. Prepare the Mayor for interviews.
- f. Prepare and issue all press releases after approval from the Mayor and Clerk-Administrator.
- g. Arrange and conduct press conferences/briefings at regular intervals.
- h. Prepare a post-emergency report and submit it to the Clerk-Administrator.

# **Part 6**

Guide to Emergency Recovery

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**Part 6**                      **Guide to Emergency Recovery**

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This guide is intended to provide a structure from which the Township of Stirling-Rawdon will be able to perform the tasks necessary to bring the Township back to a normal state of existence.

The Community Control Group will decide when to activate the recovery process, which in most circumstances occurs during the period when the termination of the emergency is being discussed.

The structure is formed on a committee and sub-committee basis. The following committees are required.

- The Recovery Committee
- Citizen Needs Sub-Committee
- Township Infrastructure Sub-Committee
- Finance/Claims Sub-Committee
- Communications Sub-Committee

The responsibilities of the committees and their membership consist of the following;

**The Recovery Committee**

The Recovery Committee is the ultimate authority when it comes to directing the Township recovery process. All sub-committees report to the Recovery Committee.

**Members:**

- The Mayor
- The Clerk-Administrator
- Chairs of sub-committees

(Provision for ad hoc membership is made when a need for special representation is identified.)

**Duties:**

- Inform citizens/Council recovery activities
- Coordinate sub-committee activities
- Liaise with Province re: funding support
- Termination of recovery when appropriate
- Provide a final report to Township Council

**Citizen Needs Sub-committee**

The chair of the sub-committee directs the activities of the sub-committee.

**Members:**

- Social Services Official (Chair)
- Medical Officer of Health, or representative
- Red Cross (representative)
- Salvation Army (representative)
- Public Information Officer (representative)

Provision is made for ad hoc membership when a need for special representation is identified.

**Duties:**

- Continuation of evacuee centres/services
- Long term housing assistance
- Storage/distribution of donated items
- Assistance to special populations
- Health standards maintenance
- Report to the Recovery Committee

**Township Infrastructure Sub-committee**

The chair of the sub-committee directs the activities of the sub-committee.

**Members:**

- Superintendent of Works (Chair)
- Building Inspection (representative)
- Public Health (representative)

Provision is made for ad hoc membership when a need for special representation is identified.

**Duties:**

- Infrastructure Damage Assessment
- Area Access Control/Restrictions
- Insurance Liaison Services
- Demolition Services
- Sanitation Requirements
- Public Utilities Liaison
- Report to the Recovery Committee

**Financial / Claims Sub-Committee**

The chair of the sub-committee directs the activities of the sub-committee.

**Members:**

- Treasurer (Chair)
- A Council Member

Provision is made for ad hoc membership when a need for special representation is identified.

**Duties:**

- Coordinate records of emergency expenditures
- Liaison with the Ministry of Municipal Affairs and Housing re: funding assistance
- Claims to Provincial / Federal Government
- Township Insurance Claims
- Financial Impact Assessments
- Report to the Recovery Committee

**Communications Sub-Committee**

The chair of the sub-committee directs the activities of the sub-committee.

**Members:**

- Mayor (Chair)
- Clerk-Administrator
- Public Information Officer

**Duties:**

- Liaise with the Recovery Committee
- Document Township progress of emergency recovery.
- Prepare and distribute media releases of recovery progress.
- Liaise with Communications Technician regarding recovery of Township Communications infrastructure.
- Maintain public relations function of the Information Centre.

