



COMMUNITY EMERGENCY RESPONSE PLAN



January 2011



NOTE TO STAFF

Protection of Information

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Unauthorized release of information contained in the appendices may place municipal staff or assets at risk.

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1.0 INTRODUCTION

1.1 Preamble

Municipalities routinely respond to situations requiring fire, police, ambulance, and public works services. However, some situations may escalate beyond the scope of normal operations – these situations need to be dealt with via an emergency plan. The Town of Caledon’s Community Emergency Response Plan is a generic and flexible document, adaptable to any emergency situation.

The Town of Caledon’s Community Emergency Response Plan is a tool to assist emergency personnel and municipal staff in their response to such situations. In order to use this tool to its full potential, it is important that staff is aware of their roles and responsibilities within the response framework

1.2 Title

This document is the **Town of Caledon’s Community Emergency Response Plan**, herein referred to as the Plan.

1.3 Aim

The aim of the Plan is to provide a set of generic action guidelines to increase the Corporation’s ability to efficiently, effectively, safely and professionally deploy services and resources to protect the property, health, safety, and welfare of the residents of Caledon during emergency situations.

1.4 Amending Formula

This Plan may be amended by the Fire Chief/Community Emergency Management Coordinator (CEMC). The appendices do not form part of the Plan. Proposals for amendments to the Plan or its appendices shall be submitted to the Emergency Planning Committee through the Fire Chief/CEMC.

1.5 Emergency – Defined

An “emergency” is 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. By their nature or magnitude, these situations may require municipal expenditures, requests for additional resources, provisions for emergency shelter, or evacuation. These situations are distinct from normal operations where coordinated activities among agencies are adequate to resolve the situation.

1.6 Definitions

Call (Information) Centre is the location from which general public inquiries are answered. The Call Centre will coordinate emergency status information from the Community Control Group (CCG) and outside agencies, and will provide the public with emergency status information. Staff will also liaise with the Red Cross to provide the public with procedural information. The Call Centre will be staffed by Inquiries Officers under the direction of the Call Centre Manager, who will also coordinate the activities of one or more Call Centre locations throughout the Town.

Command Post is the central control/communications centre from which the Emergency Site Manager(s) and Incident Commanders will coordinate on-site activities and communicate with both the Emergency Operations Centre and other operational communications centres.

Community Control Group (CCG) is responsible for planning and directing the actions of all personnel and resources of all agencies responding to an emergency.

Critical Incident Stress Program provides emotional support and counselling to those municipal employees who have been subjected to high levels of stress associated with the resolution of an emergency. The program is delivered by trained personnel.

Duty Officer is a person assigned by the Operations Officer to assist him/her in the EOC.

Emergency Operations Centre (EOC) is the facility from which the CCG coordinates and directs the response effort of all the responding agencies to an emergency. This facility is located at a predetermined location, with an alternate location designated if the primary EOC is not accessible.

Emergency Site Manager is the single individual who is confirmed/appointed by the Community Control Group (CCG), and is responsible for directing and coordinating at the emergency site the actions of all the responding agencies. He/she reports directly to the CCG. The individual in this position may change as the nature of the emergency changes.

Incident Commander is an individual appointed by his/her agency who is responsible for directing and coordinating the actions of all the personnel of his/her agency at the emergency site. The Incident Commander reports directly to the Emergency Site Manager and the individual in this position may change as the emergency progresses.

Media Centre is the location from which information, approved by the CCG, is provided to the media. The Media Centre will also monitor the emergency media coverage to provide the CCG with effective strategies on dealing with media issues. Components of this centre include a press room, a press conference area, and a media location at the emergency site. Media emergency site tours, interviews, and photo opportunities are coordinated through the Media Centre, and are delivered at the emergency site. The Media Centre and Call (Information) Centre activities are linked through the Manager of Economic Development & Communications or alternate.

Operations Officer (Chief Administrative Officer) is responsible for running the EOC and coordinating all decisions or directions of the CCG to all responding agencies.

Regional Community Control Group is responsible for planning and directing the actions of all personnel and resources of all agencies responding to a Regional emergency.

2.0 AUTHORITY

2.1 The Emergency Management and Civil Protection Act

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9, as amended (2003), is the primary authority requiring the passage of the by-law adopting the Plan. Important measures authorized under the legislation which form part of the Plan are:

- expenditure of monies associated with the formulation and implementation of the Plan;
- authorization for municipal employees to take appropriate action before formal declaration of an emergency;
- procedures to be taken for safety and/or evacuation of persons in an emergency area;
- designation of a Member of Council who may exercise powers and perform the duties of the Head of Council under the Plan during the absence or inability of the Head of Council to act;
- establishment of committees and designate employees to be responsible for reviewing the Plan, to train employees in their functions, and to implement the Plan during an emergency;
- authorization to obtain and distribute materials, equipment, and supplies during an emergency; and
- authorization to attend to such other matters as considered necessary or advisable for the implementation of the Plan during an emergency.

2.2 Protection from Liability for Implementation of the Plan

The *Emergency Management and Civil Protection Act* states:

- (1) No action or other proceeding for damages lies or shall be instituted against a Member of Council or an employee of a municipality, a minister of the Crown or a Crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency plan or in connection with an emergency.
- (2) 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.

2.3 Public Accessibility to the Plan

Section 10 of the *Emergency Management and Civil Protection Act* provides that an emergency plan must be available to the public during regular business hours at the municipal office. The Plan (without the appendices) will be made available to the public at the Office of the Clerk.

2.4 Freedom of Information and Protection of Privacy

Any personal information collected under the authority of the Plan shall be used solely for the purpose of planning, preparing and responding to emergencies as defined within the Plan and the release of any information under this Plan shall be made in conformity with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c.M.56, as amended.

2.5 Powers of Regional Emergency Plan

Section 5 of the *Emergency Management and Civil Protection Act, 2003* states that emergency plans for an area municipality within the Region must conform to the Regional Emergency Plan and that the area municipality plans will be deemed to have no effect to the extent of any inconsistency. Further to this Subsection 3.1 of the Region of Peel Emergency Measures Plan states:

- Where the Regional Chair has made a declaration of emergency, all municipal resources required to mitigate the emergency and support the recovery efforts will be coordinated by the Regional Community Control Group in consultation with the affected municipalities.

3.0 COMMUNITY CONTROL GROUP (CCG): ROLES & RESPONSIBILITIES

3.1 Composition of the CCG

Emergency response operations will be directed and controlled by the following officials at an EOC:

- Mayor (Head of Council)
- Chief Administrative Officer (Operations Officer)
- Director of Building & Bylaw Enforcement /Chief Building Official
- Director of Public Works & Engineering
- Manager of Economic Development & Communications
- Fire Chief
- Community Emergency Management Coordinator
- Senior OPP Official
- Peel Regional Ambulance Services
- Region of Peel Medical Officer of Health
- Region of Peel Commissioner of Social Services

Other Town staff, government officials, and outside experts may be called by the Mayor or Operations Officer to join the CCG. The CCG can be called together in whole or in part without the declaration of an emergency.

3.2 Responsibilities of the CCG

The CCG will:

- (1) Advise the Mayor as to whether the declaration of an emergency is recommended.
- (2) Designate any area(s) in the municipality as an emergency site(s).
- (3) Determine the requirement to recall or establish advisory or sub-groups as may be required to support implementation of emergency operations.
- (4) Direct and coordinate the responding services and agencies to ensure that all actions necessary for the mitigation of the emergency are taken expeditiously and in accordance with the law.
- (5) Provide recommendations on the spending of public funds for the implementation of the Plan.
- (6) Appoint, or confirm the appointment of, an Emergency Site Manager(s) who will be the CCG representative on-site and will be responsible for the organization and coordination of all emergency response agencies at the emergency site and will carry out the roles and responsibilities as described in Section 3.13 of the Plan.
- (7) Develop and implement aims, priorities, and strategies in consultation with the Emergency Site Manager(s).
- (8) Approve or endorse the proposed courses of action for the resolution of the emergency.
- (9) Direct the evacuation of buildings, or areas within the emergency site(s), if necessary.

- (10) Direct the dispersal or removal of persons from the emergency site(s) who are in danger, or whose presence hinders emergency operations.
- (11) Direct the discontinuation of public/private utilities or services due to safety or the efficient functioning of emergency operations, if required.
- (12) Direct the activation and operation of evacuation centres to provide temporary accommodation to all residents who are in need of assistance due to displacement as a result of the emergency.
- (13) Direct and commit municipal personnel or equipment to support emergency operations, as required.
- (14) Arrange for assistance from agencies including other levels of government, public/private organizations and volunteers, as required.
- (15) Direct activation of the Communication Emergency Response Sub-Plan to provide a Call Centre and a Media Centre.
- (16) Notify all services, agencies, groups, or persons under the control of the CCG of the termination of the emergency.
- (17) Direct follow-up in support of persons directly involved in emergency operations, including Critical Incident Stress Programs, as required.
- (18) Maintain a detailed log and minutes of all discussions, decisions or actions taken by the CCG.
- (19) Conduct and participate in a post-emergency debriefing, and provide reports as requested by the Operations Officer.

3.3 Mayor (Head of Council)

Upon learning of a potential emergency, the Mayor or alternate should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Mayor or alternate will:

- (1) Following consultation with the Community Control Group, declare an emergency to exist.
- (2) Notify the Minister of Community Safety and Correctional Services, through the EMO Duty Officer, of the declaration of an emergency.
- (3) Request assistance from senior levels of government, through the EMO Duty Officer, when required.
- (4) In consultation with the Operations Officer and the Manager of Economic Development & Communications, approve news releases and public announcements.
- (5) As the Town's key spokesperson, address the media as soon as possible after declaring an emergency. Staff advisors should accompany the Mayor to address technical questions.
- (6) Keep Members of Council updated regarding the situation and actions being taken to resolve the emergency.
- (7) Terminate the emergency at the appropriate time and ensure all concerned, including the Minister, have been notified.

3.4 Operations Officer (Chief Administrative Officer)

Upon learning of a potential emergency, the Operations Officer or alternate should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Operations Officer or alternate will:

- (1) Chair the meetings of the CCG.
- (2) Take action and make orders, not contrary to law, to implement the Plan and to protect the property, health, safety and welfare of the inhabitants of the Town.
- (3) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- (4) Organize and supervise all activities within the EOC.
- (5) Establish a communication link with the Emergency Site Manager.
- (6) Ensure that timely and correct information is displayed or available within the EOC.
- (7) Direct the coordination of all telecommunications systems within the EOC.
- (8) Advise the CCG on administrative matters including Corporate Policies and Procedures.
- (9) Disseminate decisions or directions to all response agencies made by the CCG.
- (10) Approve expenditures of funds for implementing the Plan.
- (11) In the Mayor's absence, or at the request of the Mayor, assume the Mayor's responsibilities in the EOC.
- (12) Liaise with City Managers or Chief Administrative Officers of neighbouring municipalities affected by the emergency or providing assistance to Town emergency operations.
- (13) Maintain a detailed log of all discussions, decisions or actions taken by the CCG.
- (14) Maintain a detailed log of all actions taken by the Operations Officer.
- (15) Coordinate and chair a post-emergency debriefing of all key personnel involved in the emergency operations.
- (16) Prepare a post-emergency report for submission to Town Council.

3.5 Director of Building & By-Law Enforcement / Chief Building Official

Upon learning of a potential emergency, the Director of Building & By-Law Enforcement or alternate should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Director of Building & By-Law Enforcement or alternate will:

- (1) Provide the CCG with information and advice pertaining to building/structural matters and/or animal control issues.

- (2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- (3) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- (4) Establish a communication link with the Building Incident Commander.
- (5) Activate the Building & By-Law Enforcement Emergency Response Procedure and emergency notification system.
- (6) Coordinate with the Director of Public Works & Engineering regarding the securing of unsafe buildings or demolition of structures found to be unsafe or uninhabitable.
- (7) Coordinate Animal Control operations, including the protection of people from wild or diseased animals, control and relocation of wild animals, and the care and welfare of domestic animals in the designated Emergency Site and at reception/evacuation centres.
- (8) Coordinate with the Region's Commissioner of Social Services for the provision of domestic animal care at reception centers.
- (9) Coordinate assistance from other municipal Chief Building Officials and Animal Control services along with other animal welfare groups.
- (10) Maintain a detailed log of all actions taken by Building & By-Law Enforcement.
- (11) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officers.

3.6 Director of Public Works & Engineering

Upon learning of a potential emergency, the Director of Public Works & Engineering or alternate should consider the possible need for activation of the Plan, and, if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Director of Public Works & Engineering or alternate will:

- (1) Provide the CCG with information and advice on public works and engineering matters.
- (2) Participate in decision making, determining priorities, and issuing operational directives through the Operations Officer for the resolution of the emergency.
- (3) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- (4) Establish a communication link with the Public Works Incident Commander.
- (4) Activate the Public Works & Engineering emergency notification and alert system.
- (5) Activate and coordinate the Public Works and Engineering Group Emergency Response Sub-Plan.
- (6) Direct and coordinate all Public Works and Engineering Group operations in accordance with the Plan and directions issued by the CCG.
- (7) Maintain liaison with flood control centres, conservation authorities and environmental agencies and be prepared to conduct relief or preventative operations.

- (8) Provide engineering personnel, materials, supplies, and equipment as required in support of emergency operations.
- (9) Arrange for and coordinate provision and use of personnel, engineering materials and equipment from other municipal, regional, provincial, or federal departments or private/commercial agencies.
- (10) Assist with traffic control and emergency operations by clearing emergency routes, assisting the police in closing and opening roadways, marking obstacles, installing emergency road signs and other actions as required.
- (11) Coordinate the provision of emergency potable water, supplies, and sanitation facilities in support of emergency operations.
- (12) Maintain liaison with regional Public Works and Utilities service agencies (i.e. hydro, gas telephone, cable) and issue directions for the disconnection and the re-connection of services as directed by the CCG.
- (13) Coordinate efforts to re-establish essential services.
- (14) Coordinate debris removal activities in conjunction with Peel Region.
- (15) Coordinate demolition or securing of all unsafe buildings as directed by the Chief Building Official.
- (16) Coordinate Infrastructure Group restoration and clean-up activities following the termination of the emergency.
- (18) Maintain a detailed log of all actions taken by the Infrastructure Group.
- (19) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

3.7 Manager of Economic Development & Communications

Upon learning of a potential emergency, the Manager of Economic Development & Communications or alternate should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Manager of Economic Development & Communications or alternate will:

- (1) Advise the CCG on matters pertaining to public information, public affairs, and media relations.
- (2) Participate in decision making, determining priorities, and issuing operational directives through the Operations Officer for the resolution of the emergency.
- (3) Activate the Economic Development & Communications Department's Emergency Response Sub-Plan.
- (4) Gather, process, and disseminate information for use by the CCG.
- (5) Formulate public information and media releases for review by the Head of Council and Operations Officer.

- (6) Upon approval of the Head of Council or Operations Officer, release information to the public and media.
- (7) Direct the establishment and operation of a Media Centre, a Call (Information) Centre, and an emergency site media centre.
- (8) Issue public announcements, instructions, or warnings as directed by the Head of Council or Operations Officer.
- (9) Provide public relations support as required.
- (10) Coordinate all media requests, including the arrangements for supervised tours near the emergency site(s).
- (11) Arrange for photo or video records of the emergency operations.
- (12) Maintain a detailed log of all actions taken by the Economic Development and Communications department
- (13) Participate in a post-emergency debriefing and provide reports as required by the Operations Officer.

3.8 Fire Chief

Upon learning of a potential emergency, the Fire Chief or alternate should consider the possible need for activation of the Plan, and, if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Fire Chief or alternate will:

- (1) Provide the CCG with information and advice on fire service matters.
- (2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- (3) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- (4) Establish a communications link with the Fire Incident Commander.
- (5) Activate the Fire Services Emergency Alert System.
- (6) Activate and coordinate the Fire Services Serious Emergency Operational Plan.
- (7) Direct and coordinate all fire service operations in accordance with the Plan and directions issued by the CCG.
- (8) If required, notify the Mutual Aid Fire Coordinator and trigger mutual aid arrangements for the provision of additional firefighting or rescue resources and equipment.
- (9) Arrange for additional equipment and material as required.
- (10) Coordinate assistance with other municipal, regional, provincial, or federal departments and agencies.
- (11) Maintain a detailed log of all actions taken by Caledon Fire & Emergency Services.
- (12) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

3.9 Senior OPP Official

Upon learning of a potential emergency, the Senior OPP Official should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Senior OPP Official will:

- (1) Provide the CCG with information and advice on law enforcement matters.
- (2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- (3) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- (4) Activate the Police Services Emergency Alert System.
- (5) Activate and coordinate the police services emergency plan.
- (6) Direct and coordinate all police operations in accordance with the Plan and directions issued by the CCG.
- (7) Establish a communications link with the Police Incident Commander.
- (8) Direct the establishment of inner and outer perimeters around the emergency site(s).
- (9) Direct the control and dispersal of crowds within the emergency site(s).
- (10) Direct the movement of emergency vehicles to and from the emergency site(s).
- (11) Coordinate the arrangements for police operations with other municipal, provincial, or federal departments and arrange for additional supplies and equipment as required.
- (12) If directed by the CCG, coordinate the arrangements for the evacuation of buildings or areas.
- (13) Maintain law and order in evacuation centres and other temporary facilities.
- (14) Protect property and maintain law and order at the emergency site(s).
- (15) Contact the Coroner in the event of fatalities and coordinate whatever additional support in accordance with the Coroners Act.
- (16) Maintain a detailed log and minutes of meeting regarding all actions taken by the OPP.
- (17) Participate in a post-emergency debriefing, and provide reports as requested by the Operations Officer.

3.10 Peel Regional Ambulance Services

Upon learning of a potential emergency, the Senior Ambulance official or Duty Officer should consider the possible need for activation of the Plan, and, if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). The Senior Ambulance official or alternate will:

- (1) Provide the CCG with information and advice on health services matters.
- (2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- (3) Activate the Peel Regional Ambulance Services Emergency Response Sub-Plan.

- (4) Direct and coordinate all ambulance services in accordance with the Plan and directions issued by the CCG.
- (5) Coordinate with senior police officials the movement of ambulances to and from the emergency site(s).
- (6) Coordinate with Peel Region's Medical Officer of Health for the provision of triage and treatment at the emergency site(s), casualty collection posts, and the distribution of casualties in accordance with the Plan and directions issued by the CCG.
- (7) Coordinate the provision of special emergency health service resources at the emergency site (i.e., ambulance buses, support units, paramedics, ambulance helicopters, etc.).
- (8) Provide the main radio and communication link among health services, and notifying and requesting assistance of the Ontario Ministry of Health, Emergency Health Services Branch.
- (9) Liaise with the Region's Medical Officer of Health and assist with the organization and transportation of persons in health care facilities, homes for the aged, nursing and rest homes, invalids and disabled citizens that need to be evacuated.
- (10) Maintain a detailed log of all actions taken by the Peel Region Ambulance Service.
- (11) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

3.11 Region of Peel Medical Officer of Health

Upon learning of a potential emergency, Peel Region's Medical Officer of Health or alternate should consider the possible need for activation of the Plan, and, if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). Peel Region's Medical Officer of Health or alternate will:

- (1) Provide the CCG with information and advice on matters pertaining to public and/or environmental health.
- (2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- (3) Activate the Region of Peel Health Services Emergency Plan and notification system as required.
- (4) Advise on the acquisition of additional pharmaceutical or surgical supplies through liaison with distributors, hospitals, clinics, and laboratories.
- (5) Liaise with the Ministry of Health, Public Health branch.
- (6) Provide recommendations regarding the evacuation of buildings or areas for reasons of health.
- (7) Provide instructions on health and safety matters to the public through the Director of Communications.

- (8) Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, in accordance with Ministry of Health policies.
- (9) Coordinate efforts to prevent and control the spread of disease during an emergency.
- (10) Liaise with the Director of Infrastructure Group regarding the provision and testing of potable water and sanitation facilities.
- (11) Liaise with Social Services on areas of mutual concern regarding health services in Reception Centres/Shelters (e.g. food safety, sanitation, accommodations standards), and liaise with CCAC regarding the provision of home care services
- (12) Maintain a detailed log of all actions taken by the Health Department.
- (13) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

3.12 Region of Peel Commissioner of Social Services

Upon learning of a potential emergency, Peel Region's Commissioner of Social Services or alternate should consider the possible need for activation of the Plan, and if warranted, should trigger the Emergency Plan - Alert Procedure (**Appendix A**). Peel Region's Commissioner of Social Services or alternate will:

- (1) Provide the CCG with information and advice pertaining to social service matters.
- (2) Participate in decision making, determining priorities, and issuing operational directives for the resolution of the emergency.
- (3) Activate the Region of Peel Social Services Emergency Measures Procedure as required.
- (4) Coordinate and direct the actions of all social service and volunteer agencies in accordance with the Plan and directions issued by the CCG.
- (5) Coordinate the provision of emergency feeding, reception, accommodations, clothing, identification, registration inquiry, and personal service programs.
- (6) If directed by the CCG, appoint an Emergency Site Manager(s) to control operations at the emergency site(s).
- (7) Coordinate assistance from other municipal, regional, provincial, federal departments, or private agencies.
- (8) Maintain a detailed log of all actions taken by Social Services.
- (9) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

3.13 Emergency Site Manager(s)

The Emergency Site Manager(s) will:

- (1) Organize and coordinate the response at the emergency site(s) with the Incident Commanders.

- (2) Assess the situation under existing and potential conditions by consulting with Incident Commanders and other agencies, take/authorize any action appropriate to preserve life, protect property, and otherwise mitigate the adverse effects of the emergency.
- (3) Coordinate with the CCG and Incident Commanders to ensure the necessary equipment, supplies, and personnel are available.
- (4) Provide, at regular intervals, information updates and reports regarding activities on-site(s) to the CCG.
- (5) Schedule briefings with individual and collective Incident Commanders as to agency response status.
- (6) Activate or coordinate with agencies, the evacuation of the immediate area or any area likely to be placed at risk, if warranted by conditions, or as directed by the CCG.
- (7) Consider response alternatives and determine appropriate response actions (evacuation, containment, etc.) in consultation with Incident Commanders and the CCG.
- (8) Establish an on-site Command Post at an appropriate distance from the emergency area that provides a good vantage point from which access to the emergency site can be controlled.
- (9) Brief Incident Commanders regarding the situation as they become involved.
- (10) Obtain background information from those involved in the emergency or those who may have witnessed the incident, concerning the nature of hazardous material(s) and/or situation(s). Consult with experts, as required, to mitigate the emergency.
- (11) Develop an emergency site organization plan/layout with the assistance of agency Incident Commanders, and establish inner and outer perimeters and staging areas to control access to and movement within the emergency site.
- (12) Coordinate the release of information at the scene with the Communications Officer on-site.
- (13) Request, from the CCG, logistical support for emergency operations and personnel at the scene.
- (14) Ensure the overall safety of the emergency site, in particular that safety precautions are enforced regarding wearing personal protective equipment. A Safety Officer will be provided by the CCG upon request.
- (16) In consultation with Incident Commanders, develop a demobilization plan for all resources within the emergency site. Implement this plan upon official notification of the termination of the emergency.
- (17) Ensure that all Incident Commanders have established work schedules for their personnel at the emergency site(s).
- (18) Maintain a detailed log of all actions taken by the Emergency Site Manager(s).
- (19) Participate in a post-emergency debriefing and provide such reports as requested by the Operations Officer.

4.0 SUPPORT GROUPS

4.1 Introduction

CCG Support Groups may be formed from Town staff and personnel from other government agencies and organizations. Their advice, resources and information will assist the CCG in making decisions. The Operations Officer is responsible for notifying Support Group personnel to report to the EOC.

4.2 Town Clerk

If requested, the Clerk or alternate will:

- (1) Assist the Operations Officer, acting as Duty Officer in the EOC.
- (2) Appoint an EOC records manager to ensure all records to and from the EOC are maintained.
- (3) Arrange for printing materials, if required.
- (4) Coordinate the provision of clerical staff to assist at the EOC.
- (5) If directed by the Mayor, ensure all Members of Council are advised of the declaration and termination of the emergency.
- (6) If directed by the Mayor, arrange a special Council meeting(s).
- (7) With Security, coordinate the arrangements for identification cards to be issued to the CCG, Town support staff and external resource personnel, as required.
- (8) With the Operations Officer, maintain the operation of feeding, sleeping and meeting areas at the CCG, as required.
- (9) If directed by the CCG, retrieve records from the Corporate Records Centre, and ensure their preservation and availability.
- (10) Maintain a detailed log of all actions taken by the Office of the Town Clerk.
- (11) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.3 Director of Legal Services

If requested, the Director of Legal Services or alternate will:

- (1) Provide legal advice to the Operations Officer.
- (2) Liaise with representatives from the Region of Peel Solicitor's Office.
- (3) Maintain a detailed log of all actions taken by the Legal Service's Department.
- (4) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.4 Director of Corporate Services/Treasurer and Deputy CAO

If the Director of Corporate Services, Treasurer and Deputy CAO is the Acting CAO, he/she will become the Operations Officer and be responsible for carrying out the duties of the Operations Officer as described in Section 3.4 of the Plan. If requested, the Director, Treasurer and Deputy CAO or alternate will:

- (1) Direct and coordinate the personnel, material, and equipment resources of the Corporate Services Department.
- (2) Provide information and advice on fiscal matters as they relate to the emergency.
- (3) Ensure that records of expenses are maintained for future claim purposes.
- (4) If necessary, liaise, with the Treasurer(s) of neighbouring municipalities and Peel Region.
- (5) Maintain a detailed log of all actions taken by the Corporate Services Department.
- (6) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.5 Manager of Information Technology

If requested, the Manager of Information Technology or alternate will:

- (1) Coordinate the provision, installation, operation, and maintenance of all telecommunications systems in support of emergency operations, including liaison with outside telecommunication agencies and commercial or volunteer organizations.
- (2) Equip and open the message centre at the EOC.
- (3) With the Manager of Economic Development & Communications, equip the Media Centre and Call (Information) Centre.
- (4) Maintain an inventory of both Town-owned equipment, and Regional and private sector communications equipment and facilities.
- (5) If directed by the CCG, ensure that Priority Access Dialing (PAD) has been activated by Bell Canada.
- (6) Maintain a detailed log of all actions taken by the Information Technology Division.
- (7) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.6 Director of Recreation & Property Services

If requested, the Director of Recreation & Property Services or alternate will:

- (1) Advise the CCG on matters relating to the use of Recreation & Property Services facilities, and the deployment of Recreation & Property Services staff during emergencies.
- (2) Liaise with ROP Social Services to ensure that adequate and appropriate shelter facilities are available and activated as required.

- (3) Set up the EOC and Media Centre, and maintain a level of preparedness for each
- (4) Provide logistical support during an emergency
- (5) Deploy staff to support shelter or reception centre management
- (6) Maintain a detailed log of all actions taken by the Recreation & Property Services Department
- (7) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.6 Director of Human Resources

If requested, the Director of Human Resources or alternate will:

- (1) Advise the CCG on all matters relating to the deployment of human resources during emergencies.
- (2) Ensure records of human resources and administrative detail that may involve financial liability are completed.
- (3) Coordinate Critical Incident Stress Programs.
- (4) Deploy Safety Officer(s), if requested by the Emergency Site Manager.
- (5) Maintain a detailed log of all actions taken by the Human Resources Division.
- (6) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.8 Bell Canada

During emergency operations, the CCG's request for assistance from Bell Canada will be coordinated through the Director of Information Technology. If requested, the Area Manager, Bell Canada, will:

- (1) Report to the EOC to provide expertise to the Manager of Information Technology, and coordinate the response of Bell Canada resources.
- (2) Activate Bell Canada emergency plan and notification system.
- (3) Provide the Manager of Economic Development & Communications with information for public release relating to telephone service interruption and restoration of services.
- (4) Expedite the installation of emergency telephone lines and services to Command Posts, EOC, and evacuation centres, if requested by the Manager of Information Technology.
- (5) Maintain a detailed log of all actions taken by Bell Canada.
- (6) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.9 Enbridge Consumers Gas

During emergency operations, the CCG's request for assistance from Enbridge will be coordinated through the Director of Public Works & Engineering. If requested by the Operations Manager, Enbridge Consumers Gas will:

- (1) Report to the EOC to provide expertise to the Director of Public Works & Engineering, and coordinate the response of Enbridge resources.
- (2) Activate Enbridge's emergency plan and notification system.
- (3) Provide the Manager of Economic Development & Communications with information for public release relating to gas service interruption and restoration of services.
- (4) Maintain a detailed log of all actions taken by Enbridge.
- (5) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.10 Hydro One

During emergency operations, the CCG's request for assistance from Hydro One will be coordinated through the Director of Public Works & Engineering. If requested by the Operations Manager, Hydro One will:

- (1) Report to the EOC to provide expertise to the Director of Public Works & Engineering, and coordinate the response of Hydro One resources.
- (2) Activate Hydro One's emergency plan and notification system.
- (3) Provide the Manager of Economic Development & Communications with information for public release relating to power interruption and restoration of services.
- (4) Maintain a detailed log of all actions taken by Hydro One.
- (5) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.11 School Boards

During emergency operations, the CCG's request for assistance from the Peel Board of Education and/or the Dufferin-Peel Roman Catholic Separate School Board will be coordinated through the Commissioner of Social Services. If requested by the Operations Manager, the senior representatives from the school boards will:

- (1) Report to the EOC to coordinate the response of the school boards.
- (2) Provide the Manager of Economic Development & Communications with information for public release.
- (3) Make available school board facilities for use as evacuation centres in accordance with the Region of Peel Evacuation Procedure and under the Region of Peel Community Emergency Response Plan.
- (4) Maintain a detailed log of all actions taken by the school boards.
- (5) Participate in a post-emergency debriefing and provide reports as requested by the Operations Officer.

4.12 Peel Amateur Radio Emergency Service (Peel ARES)

Peel ARES is a group of amateur radio operators, specializing in emergency communications. These volunteers can provide direct radio communications links to evacuation centres and backup communications at the EOC and operational command centres as required. Under defining agreements with the Region of Peel and the Red Cross Branch, Peel ARES will:

- (1) At the request of the Manager of Information Technology provide radio equipment and operators at the EOC or other locations as required.
- (2) Provide an ARES coordinator at the EOC to liaise with the Manager of Information Technology.
- (3) Provide radio communications links between opened evacuation centres and the (Regional) EOC or other location at the request of the Commissioner of Social Services.
- (4) In the event of loss of regular telephone service, provide communications to extended areas as required, nationally and internationally.
- (5) Serve as a communication link with senior levels of government as required.

5.0 DECLARATION OF AN EMERGENCY

5.1 Authority to Declare

The *Emergency Management and Civil Protection Act* states:

- 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.

5.2 Notification to the Minister of Community Safety & Correctional Services

Under the *Emergency Plans Act*, the Mayor must immediately notify the Minister of Community Safety & Correctional Services of the declaration of an emergency. To notify the Ministry of Community Safety and Correctional Services, call:

Emergency Management Ontario (EMO)
Duty Officer: (416) 314-0472
EMODO01@ontario.ca

5.3 Assembling the CCG – Fire Communications Centre

Upon receipt of an official message from a member of the CCG, the Fire Communications Centre will notify the members in the order shown in the Emergency Plan - Alert Procedure (Appendix A).

5.4 Notification of an Emergency

Once a state of emergency has been declared and the Minister has been notified as per Section 5.2, the Head of Council will notify the following of the declaration of a state of emergency:

- a. Regional Chair
- b. Council
- c. Neighbouring municipal officials as required
- d. The public
- e. The media

6.0 PLAN IMPLEMENTATION

6.1 Activation of the Plan

Upon declaration by the Mayor, the CCG will activate the Plan and become responsible for directing and controlling all emergency operations, and for providing the necessary personnel and resources.

6.2 Actions of Emergency Response Agencies

Upon notification of an emergency, response agencies will perform duties and responsibilities as outlined in the Plan, or will place personnel on stand-by until further notice.

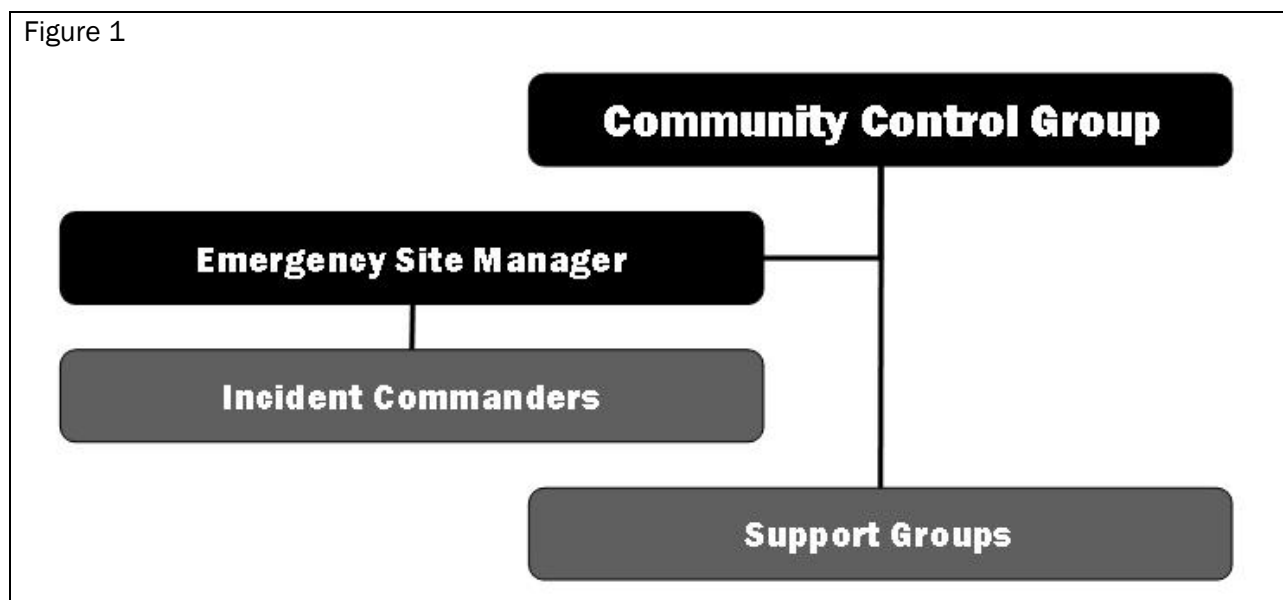
Each agency responding to the emergency will appoint an Incident Commander who is responsible for directing and coordinating the actions of all personnel of their agency at the emergency site. At all times during a declared emergency, Incident Commanders shall report directly to the Emergency Site Manager(s).

For each emergency site(s) defined, the CCG will confirm or appoint an Emergency Site Manager(s) to assume responsibilities outlined in section 3.13 of this Plan. The Emergency Site Manager(s) will report directly to the CCG.

6.3 Chain of Command

All Emergency Site Managers report directly to the CCG and are no longer subject to the command structures of their own organizations. Incident Commanders will report to the ESM and are still subject to the command structure of their own organization (see Figure 1).

Figure 1

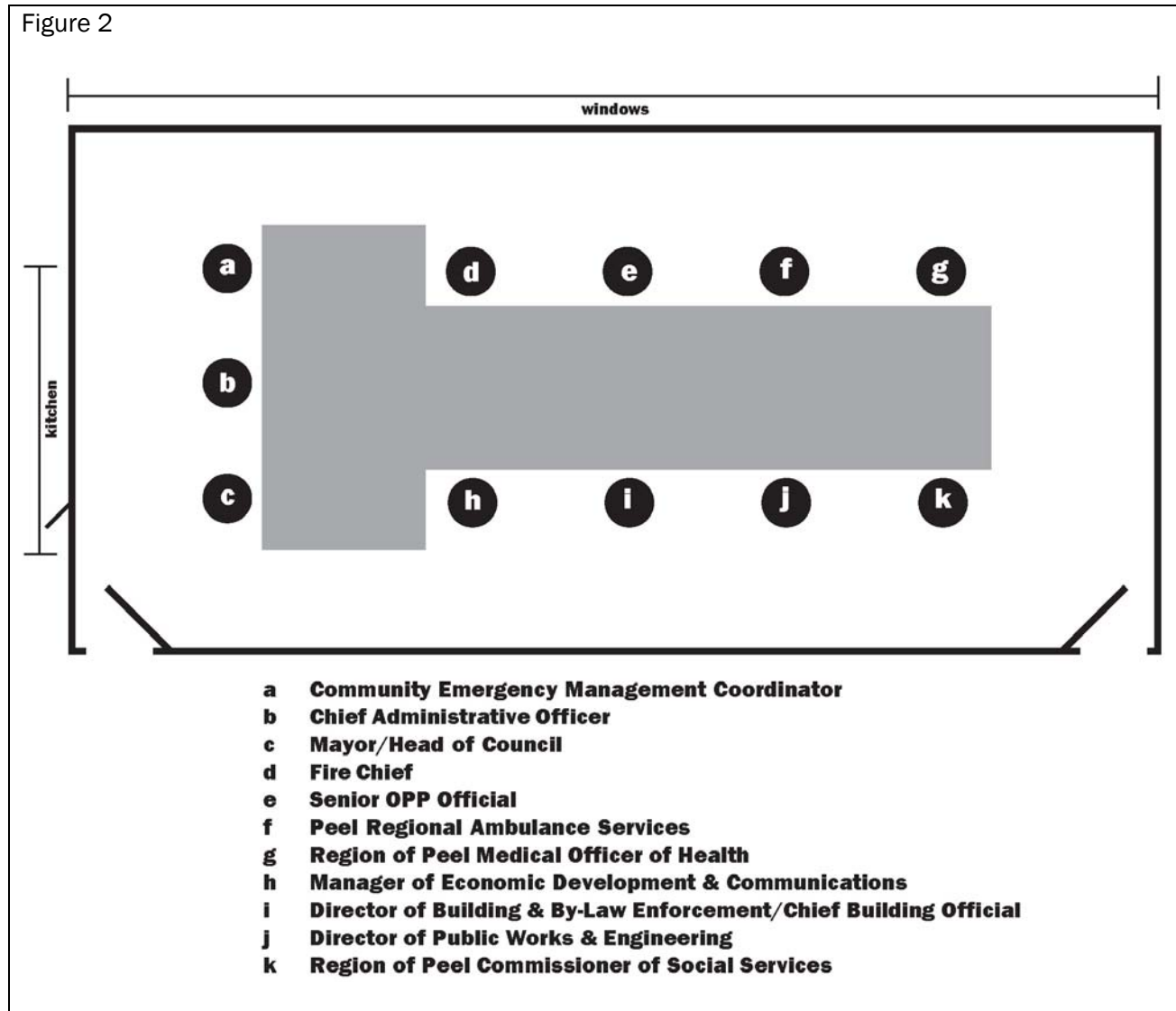


6.4 Emergency Operations Centre (EOC)

The EOC will be established in the Palgrave/Mayfield Room at Town Hall, 6311 Old Church Road, Caledon East. The backup location is Fire Station 307 (Valleywood).

The Director of Recreation & Property Services is responsible for setting up the EOC and maintaining a level of preparedness. See **Figure 2** below for layout.

Figure 2

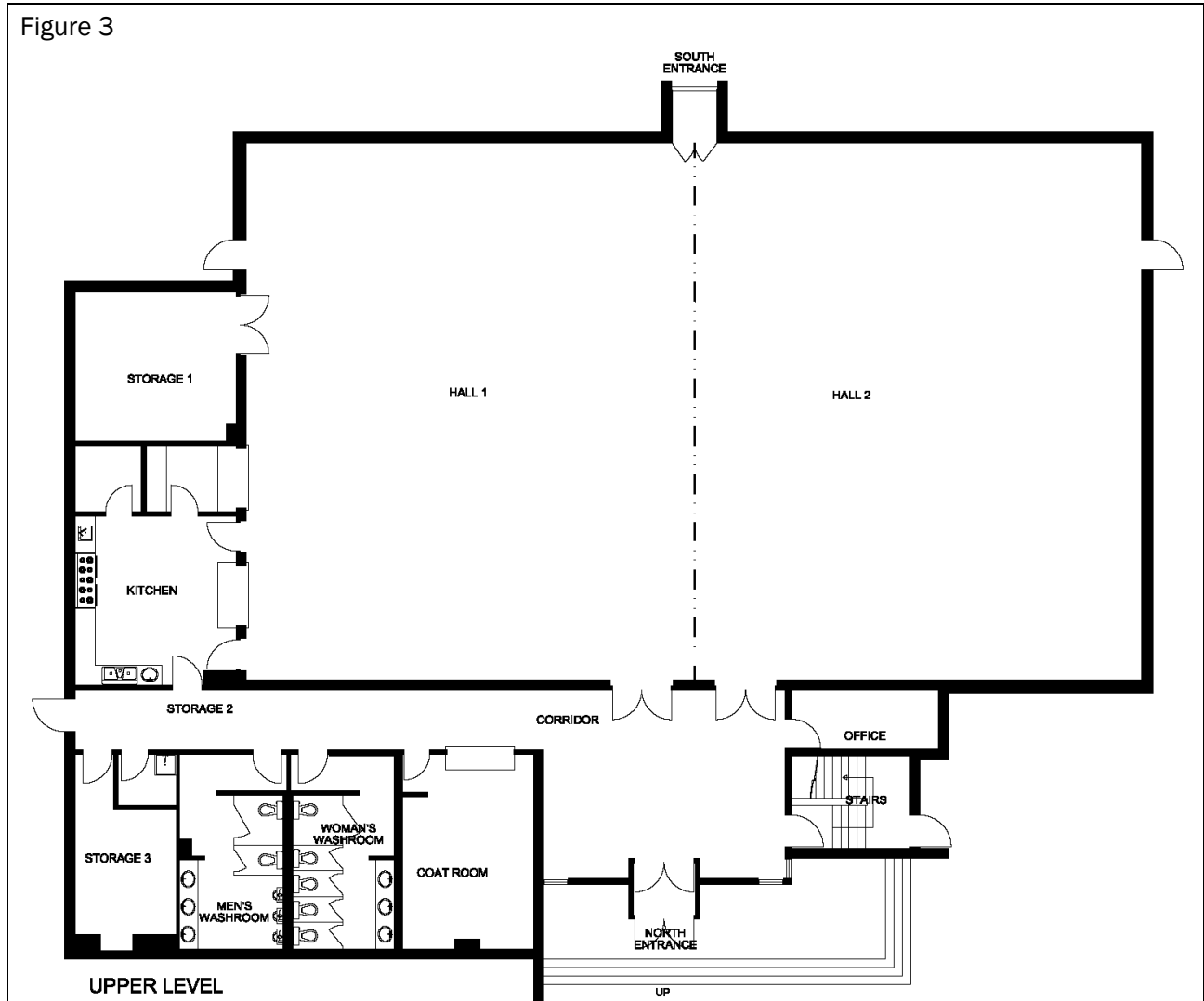


6.5 Media Centre

The Media Centre will be established at the Caledon Community Complex, 6215 Old Church Road, Caledon East.

The Director of Recreation & Property Services is responsible for setting up the Media Centre and maintaining a level of preparedness. See **Figure 3** below for layout.

Figure 3



6.6 Meeting and Reporting Schedules

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items will be established by the Operations Officer. Maps and status boards will be prominently displayed and kept up to date by the Operations Officer.

The Emergency Site Manager(s) will schedule regular briefings with Incident Commanders.

6.7 Evacuation

Once the CCG has made the decision to evacuate an area affected by an emergency, the following agencies will be responsible for implementing the identified actions in order to facilitate the evacuation:

Community Control Group

- Direct activation and operation of evacuation centres through the Manager of Economic Development & Communications, and issue public announcements, instructions or warnings about any evacuations or potential evacuations

Senior OPP Official

- Conduct actual evacuation of residents from the evacuation area, including the establishment of evacuation routes
- Maintain law and order in the evacuation area and evacuation centres

Peel Regional Ambulance Service

- Liaise with Peel Region's Medical Officer of Health and assist with the organization and transportation of persons in health care facilities, homes for the aged, nursing and resting homes, invalids and disabled citizens

Commissioner of Transportation & Works – Region of Peel

- Coordinate the provision and use of all transportation resources in support of the evacuation

Commissioner of Social Services – Region of Peel

- Coordinate the provision and operation of evacuation centres

Director of Recreation & Property Services

- Activate and support the operation of evacuation centres at designated community centres, arenas or libraries as required

Peel Board of Education and Dufferin/Peel Roman Catholic Separate School Board;

- Make available school board facilities for use as evacuation centres

Director of Building & By-Law Enforcement/Chief Building Official

- Provide for the care and welfare of domestic animals, either at evacuation centres or other facilities as required

Manager of Economic Development & Communications

- Upon approval of the Head of Council or Operations Officer, issue any public announcements, instructions or warnings on any evacuations or potential evacuations

6.8 Request For Assistance

Assistance will be requested from neighbouring municipalities, the Region of Peel, and/or the private sector as required.

To request assistance from the Region of Peel, contact:

Peel Regional Police
Duty Supervisor (905) 453-3311

In the event that the *Regional Municipality of Peel Emergency Measures Plan* is invoked, Town resources will operate in accordance with that plan.

6.9 Termination of a State of Emergency

Once the termination of a state of emergency has been declared and the Minister has been notified as per Section 5.2, the Head of Council will notify the following of the termination of a state of emergency:

- a. Regional Chair
- b. Council
- c. Neighbouring municipal officials as required
- d. The public
- e. The media