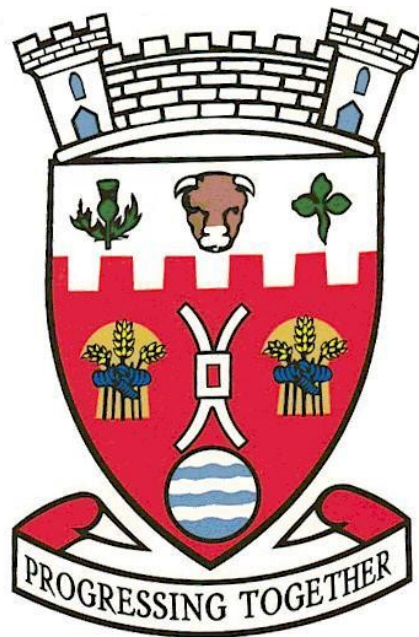


TOWNSHIP OF PUSLINCH

EMERGENCY RESPONSE PLAN



Prepared by the Township of Puslinch
Community Emergency Management Committee

Approved by Council
June 16, 2004

HE CORPORATION OF THE TOWNSHIP OF PUSLINCH
BY-LAW NUMBER 38/04

Being a by-law to provide for the establishment of an emergency management Program and to repeal by-law 7/97

WHEREAS, the Province of Ontario has passed the Emergency Management Act, R.S.O., 1990 as amended;

AND WHEREAS, this Act requires that the emergency management program of a municipality conform to the emergency management standards promulgated by Emergency Management Ontario (EMO);

AND WHEREAS, this Act makes provisions for the municipality and council to develop and implement an emergency management program for the protection of public health and safety, the environment, critical infrastructure and to promote economic stability and a disaster-resilient community;

AND WHEREAS, an emergency management program shall include an emergency response plan, emergency management training, emergency exercises and public education campaigns;

AND WHEREAS, the Act provides that the Head of Council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the Emergency Response Plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area;

NOW THEREFORE, the Council of the Corporation of the Township of Puslinch enacts as follows:

1. THAT the Community Emergency Management Committee for the Township of Puslinch be empowered to develop and implement an Emergency Management Program for the municipality in accordance with the Emergency Management Ontario “Framework for Community Emergency Management Programs”;
2. THAT the Community Emergency Management Committee for the Township of Puslinch will cause the emergency management program including the emergency response plan to be reviewed annually and to make recommended changes to the program and/or plan as considered appropriate and to refer such recommended changes to Council for review and approval;
3. THAT the Emergency Response Plan provide that the Head of Council or designated Alternate be empowered to declare an emergency;
4. THAT the Emergency Response Plan provide for proper notification procedures for members of the Community Control Group in the event of an emergency situation and

that the members of the Community Control Group be empowered to respond to an emergency in accordance with the municipality's Emergency Response Plan whether or not such an emergency has been officially declared to exist;

5. THAT the Emergency Response Plan for the Township of Puslinch attached hereto as Schedule "A" is hereby adopted; and
6. THAT By-law Number 7/97 is hereby repealed.

READ A FIRST AND SECOND TIME THIS 16th DAY OF JUNE, 2004.

READ A THIRD TIME AND FINALLY PASSED THIS 16th DAY OF JUNE , 2004.

Brad Whitcombe (Original Signed)
MAYOR

Brenda Law (Original Signed)
CLERK-TREASURER

**TOWNSHIP OF PUSLINCH
EMERGENCY RESPONSE PLAN**

Amendments

BY-LAW NO.	DATE APPROVED	DESCRIPTION	CONSOLIDATED
38/04	June 16/04	Council Adoption of Emergency Response Plan	

GLOSSARY OF TERMS

There is a need for common terminology that would be jointly understood by the public and private sectors. The following definitions and explanations will be helpful during the development and implementation process. The following definitions come from various sources including the Canadian Oxford Dictionary, the *Emergency Management Act*, National Fire Protection Association, etc.

Acceptable Down Time -The period of time a function or activity can be disrupted without significant impact to essential services, production, customer service, revenue, or public confidence. Each municipal and business activity must develop its individual Maximum Allowable Down Time. Also referred to as Maximum Allowable Recovery Time.

Approved -Acceptable to the authority having jurisdiction.

Authority Having Jurisdiction -The organization, office, or individual responsible for approving equipment, materials, a facility, or a procedure.

Biological Agents -These are living organisms that cause disease, sickness and mortality in humans. Anthrax and Ebola are examples of biological agents.

Buffer Zones -These zones are intended to separate the public and other facilities from the consequences of an incident involving hazardous materials. These zones describe the allowable land uses around a hazardous facility. The exclusion zone designates that no other land use is allowed adjacent to the facility. The extent of the exclusion zone is determined by the chemical and physical properties of the hazardous materials and the inventory quantities present in the facility. The next zone would allow for manufacturing, warehouses, open space (parkland, golf courses, etc). Then there would be a zone allowing commercial offices, and low-density residential. The final zone, farthest from the facility, would carry the designation of unrestricted land use and would allow all other uses including institutions and high-density residential.

Business Continuity Program -An ongoing process supported by senior management and funded to ensure that necessary steps are taken to identify the impact of potential losses, maintain viable recovery strategies and recovery plans, and ensure continuity of services through staff training, plan testing, and maintenance.

Business Resumption -See Recovery.

Community -A political body/organization, within a defined boundary, having authority to adopt and enforce laws and provides services and leadership to its residents. This term includes upper and lower tier municipalities and First Nations.

Community Control Group (CCG) -The Community Control Group operating from the community Emergency Operations Centre is responsible for coordinating municipal emergency response and recovery activities. The Community Control Group usually includes leading community officials, emergency management representatives and other relevant staff.

Community Emergency Management Coordinator (CEMC) -An individual officially designated by a community who is responsible and accountable for the community's emergency management program. The Community Emergency Management Coordinator must be, by definition, a municipal employee, as per the *Municipal Act*.

Community Emergency Management Program Committee (CEMPC) -The community emergency management program committee is the critical management team that oversees the development, implementation and maintenance of a community emergency management program.

Community Emergency Response Volunteers (CERV) Ontario -The Community Emergency Response Volunteers (CERV) Ontario program is a province-wide network of neighbourhood-based, multi-functional teams of volunteers trained in basic emergency management principles and skills.

Consequence -**The outcome of an event or situation expressed qualitatively or quantitatively, being a loss, injury, disadvantage or gain.**

Critical Infrastructure -Interdependent, interactive, interconnected networks of institutions, services, systems and processes that meet vital human needs, sustain the economy (protect public safety and security), and maintain continuity of and confidence in government.

Damage Assessment -An appraisal or determination of the effects of a disaster on human, physical, economic, and natural resources.

Declared Emergency -A signed declaration made in writing by the Head of Council or the Premier of Ontario in accordance with the *Emergency Management Act*. This declaration is usually based on a situation or an impending situation that threatens public safety, public health, the environment, critical infrastructure, property, and/or economic stability and exceeds the scope of routine community activity.

Disaster - A widespread or severe emergency that seriously incapacitates a community.

Emergency -A situation or an impending situation caused by the forces of nature, an accident, and an intentional act or otherwise that constitutes a danger of major proportions to life or property. These situations could threaten public safety, public health, the environment, property, critical infrastructure and economic stability.

Emergency Management -Organized and comprehensive program and activities taken to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.

Incident Management System -The combination of facilities, equipment, staff, operating procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively respond to an incident or emergency/disaster.

Emergency Management Ontario (EMO) -EMO is an organization within the Ministry of Community Safety and Correctional Services, government of the Province of Ontario. EMO is responsible for monitoring, coordinating and assisting in the development and implementation of emergency management programs in Ontario.

Emergency Management Program {Risk-Based} -A program that is based on a hazard identification and risk assessment process and leads to a comprehensive emergency management program that includes the four core components of mitigation/prevention, preparedness, response and recovery.

Emergency Management Program Committee -A management team to oversee the development, implementation and maintenance of an emergency management program.

Emergency Management Standards -Common criteria used to develop, implement and maintain an emergency management program in accordance with the recommended best practices.

Emergency Operations Centre (EOC) -The EOC is a facility where the Community Control Group assembles to manage an emergency;

Emergency Response Plan -A risk-based plan developed and maintained to respond to an emergency. This includes steps to guide the response effort, identifies persons, equipment, and resources for activation in an emergency and outlines how they will be coordinated.

Emergency Response Organization -Group or organization with staff trained in emergency response who are prepared and may be called upon to respond as part of the coordinated response to an emergency situation.

Emergency Site Manager/Incident Commander -Public sector official (usually fire, police, ambulance or public works) at the site, in charge of coordinating resources and developing actions to resolve the emergency situation.

Emergency Response -Coordinated public and private response to an emergency

EMO -Emergency Management Ontario

EOC -Emergency Operations Centre.

Evacuee Centre -A facility to provide shelter, food and other services to a group of people who have been evacuated from an area.

Evacuee Registration -A process to account *for* displaced persons. This process usually takes place at designated reception centres.

Exercise -There are 4 main types of exercises and various sub-types:

Static Exercises: Static Exercises are almost always held in a single facility using a seminar-type setting. There are four types of static exercises:

Case Studies: Case Studies involve the examination of a particular case study- either real or fictional. The assembled exercise players study the case and one or more solutions or courses of action are outlined. In some exercises the case is presented in stages to present multiple or expanding problems and issues. Sources of case studies include local experience, past emergencies, or externally prepared studies written for training purposes.

Paper Exercises: Paper Exercises, like case studies, begin by presenting a problem or emergency. The key difference with a paper exercise is that information is provided to exercise players, through paper inputs in "real time" to simulate actual emergency events and messages.

Tabletop Exercises: Tabletop Exercises expand on paper exercises by requiring the exercise players to describe their actions using maps, models, etc.

Synthetic Exercises: Synthetic Exercises use computers to generate incident events and evaluate player actions.

Telecommunications Exercises: Telecommunications Exercises, through the use of radios, fax machines, telephones, and/or computers, test the function and suitability of a community's emergency telecommunications systems. There are two main types of telecommunications exercises:

Notification Exercises: Notification Exercises test notification procedures. They are very useful in ensuring the validity of existing contact information contained in the plan.

EOC Exercises: EOC Exercises test communications and information flow within the EOC and between emergency management/response partners.

Specialty Exercises: Specialty Exercises are designed to simulate response to specific types of emergencies such as a biological attack, a hazardous materials spill, bomb threats etc. Although this type of exercise does not generally evaluate the entire emergency plan, it can be very useful in evaluating particular annexes or the plan and in the training/assessment of specific response capabilities.

Field Exercises: Field Exercises are larger-scale emergency simulations involving an emergency site and, often, the activation of the community EOC. This type of exercise generally involves physical response by emergency service organizations and may also include mock casualties, outside organizations, and multiple jurisdictions. Field exercises offer numerous opportunities to evaluate the emergency response plan and the community's response capability.

Framework -The "Framework for Community Emergency Management Programs" standard for community emergency management programs in Ontario,

Functional Exercises -Limited involvement or simulation by field operations to test communication, preparedness, and deployment of operational resources.

Hazard (1) -A risk that is a threat

Hazard (2) -An event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business, or other types of harm or loss.

Hazard Identification: The process of defining and describing a hazard, including its physical characteristics, magnitude and severity, probability and frequency, causative factors, and locations/areas affected.

Hazardous Material -A substance (gas, liquid or solid) capable of creating harm to people, property and the environment, e.g. materials which are flammable, toxic, etc.

Maximum Allowable Recovery Time -See Acceptable Down Time

Mitigation -Actions taken to reduce or eliminate the effects of an emergency or disaster.

Mitigation Plan -Based on the community risk assessment, each community should implement a strategy and plan to eliminate hazards or mitigate the effects of hazards that cannot be eliminated. A mitigation plan should contain details on activities planned to eliminate or reduce the degree of risk to life, property, and environment from the identified hazards.

Municipality- **Municipality means a city, town, village and township and includes a county, district and regional municipality and the County of Oxford.**

Mutual Aid Agreements -An agreement developed between two or more emergency services to render aid to the parties of the agreement. These types of agreements can include the private sector emergency services when appropriate.

Mutual Assistance Agreement -An agreement developed between two or more jurisdictions to render assistance to the parties of the agreement. Jurisdictions covered with these types of agreements could include neighbouring, cities, regions, provinces or nations.

Ontario Emergency Response Team (OERT) -An emergency response team that is dispatched to a contiguous state or province to coordinate emergency response and mutual assistance.

Partnerships Toward Safer Communities (PTSC) Program -A program developed and implemented by Emergency Management Ontario and the Canadian Association of Fire Chiefs for joint community/industry emergency management program cooperation and integration where hazardous facilities exist.

Provincial Emergency Response Team (PERT) -An emergency response team that is dispatched to a community to coordinate provincial emergency response.

Provincial Nuclear Emergency Response Plan (PNERP)

Preparedness -Actions taken prior to an emergency or disaster to ensure an effective response. These actions include the formulation of an emergency response plan, a business continuity plan, training, exercises, and public awareness and education

Prevention -Actions taken to prevent an emergency or disaster.

Private Sector -A business or industry not owned or managed by any level of government.

Probability -The likelihood of something happening.

Public Awareness Program- Provides generic information to the broader public to raise awareness about emergency management and suggests ways to reduce the risk of loss of life and property damage in the event of an emergency.

Public Education Program -Provides focused information to a target audience to educate about protective actions to reduce the risk of life and property damage, in the event of an emergency. For example, for communities located in a high-risk flood area, the public should know what measures should be taken in the event of a flood.

Public Sector - A particular element or component of government, such as police, fire, ambulance and public works, of a municipal, provincial or federal government.

Reception Centre -Usually located outside the impact zone of the emergency, the reception centre is a place to which evacuees can go to register, receive assistance for basic needs, information and referral to a shelter if required.

Recovery -Actions taken to recover from an emergency or disaster.

Recovery Plan -A risk-based emergency plan that is developed and maintained to recover from an emergency or disaster.

Response -Actions taken to respond to an emergency or disaster.

Response Organization -Group or organization with personnel trained in local emergency response, whether medical or not, who are prepared and may be called upon to respond as part of the coordinated response to an emergency situation e.g., industrial response teams, CERV, etc.

Risk- A chance or possibility of danger, loss, injury, or other adverse consequences.

Risk Assessment -Identification of risks to public safety, public health, the environment, property, critical infrastructure and economic stability from natural, human-caused and technological sources/activities, and evaluation of the importance of the activity to the continued operation of the community. The vulnerability of the community to each activity should also be evaluated.

Shall - Indicates a mandatory requirement

Should -Indicates a recommendation or that which is advised but not required

Terrorism -It is the unlawful and intentional use of force against persons or property to intimidate or coerce a government, a civilian population or any segment thereof, in the furtherance of political or social objectives.

Threat -Any event that has the potential to disrupt or destroy critical infrastructure, or any element thereof. Threat includes accidents, natural hazards as well as deliberate attacks (OC�PEP).

Vulnerability -The degree of susceptibility and resilience of the community and environment to hazards, the characteristics of a community or system in terms of its capacity to anticipate, cope with and recover from events.

TOWNSHIP OF PUSLINCH EMERGENCY RESPONSE PLAN

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TOWNSHIP OF PUSLINCH EMERGENCY RESPONSE PLAN

SECTION 1 – INTRODUCTION

The Emergency Management Act, R.S.O. 1990 as amended, defines an **emergency** as “*a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property*”. The response to such emergencies often requires a coordinated effort on the part of a number of agencies both public and private. This coordinated response shall be guided by a select group of individuals known as a Community Control Group. This plan, which has been prepared by the Township of Puslinch Community Emergency Management Committee, identifies the members of that group and their individual roles and responsibilities during an emergency situation.

1.1 **Hazards:**

A hazard can be defined as an “*event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business or other types of harm or loss*”. This definition is taken from FEMA (the United States of America’s Federal Emergency Management Agency). The Township of Puslinch Community Emergency Management Committee has identified a set of community hazards that are most likely to result in an emergency situation for the municipality. The hazards may include natural, technological and human events. The following list identifies the most likely hazards to occur in the Township in order of their priority.

- Hazardous Transportation Incident
- Hazardous Industrial Site Incident
- Energy Emergency
- Weather Events (fog, blizzards, ice, hail, hurricanes and tornadoes)
- Industrial Fires/Explosions
- Human Health Emergencies and Epidemics
- Agricultural Emergencies
- Petroleum/Gas Pipeline Emergencies
- Contaminated Water
- Drought

While there are ways to mitigate and prevent some hazardous events, many situations occur that are difficult avoid. Nevertheless, there are steps that we can take to lessen the impacts to our communities including loss of life and property damage. This plan is intended to serve as a guide in implementing those steps necessary to lessen the impact of an emergency on the community.

1.2 **Puslinch Township Facts:**

Puslinch is the most southerly municipality in Wellington County. It is approximately 214 square kilometres in area. The population of the Township of Puslinch 2002 was 6,300 persons living in approximately 2,250 households. This translates into a population density of about 29 people per square kilometre. Over the next 20 years, the population of the Township is expected to reach 9,000 with 3,200 households (Wellington County Official Plan, 1999, as amended).

The Township is a blend of agricultural farmland, rural estate residential areas, seasonal residential and recreational areas, industrial subdivisions, aggregate operations and significant natural heritage features such as the Mill Creek Watershed, Puslinch Lake (the largest Kettle Lake in North America) and Mountsberg Reservoir. The main areas of concentrated development within the Township include the urban centres of Aberfoyle and Morriston and the hamlets of Arkell and Puslinch.

The City of Guelph has, overtime, annexed areas of the Township. The northeasterly and northwesterly areas of the Township are divided by the City of Guelph boundary. The Township is also bound by the City of Cambridge in Waterloo Region to the west along Townline Road. The Township has a number of critical transportation infrastructures running through its jurisdiction, including the 401, Provincial Highway 6, the Guelph Junction Railway and the Canadian Pacific Railway.

The population density, the unique blend of land uses, proximity to large urban centres and the transportation infrastructure has had a considerable and positive effect upon the development of the Township. This development in turn provides a number of unique hazards for the Township, which must be considered and addressed as part of the community's planning for emergency response to significant natural, technological and human events.

1.3 **Municipal Government and Services:**

The Township of Puslinch Municipal Offices, which include the Administration Centre, Road/Works Department and Fire Department are located at 7404 Wellington Rd 34 in Aberfoyle. The Mayor and four councillors, elected for a three-year term, govern the Township.

Township administration includes the Clerk-Treasurer's Department, Building Department, Planning Department and Roads Department.

The Township is serviced by a Volunteer Fire Department, which covers most of the Township except for a portion of the municipality in the southeast (Puslinch Lake) that is serviced by the Cambridge Fire Department. The Township has municipal agreements in place for this service. Also, the local fire department is linked to the Wellington County Mutual Aid Fire Service by agreements.

The Township is policed by the Wellington County O.P.P. Police Services. Utility services include Hydro One, Bell Canada and Union Gas. There are a number of cell tower sites within the Township of Puslinch.

SECTION 2 – AIM

The Aim of the Township of Puslinch Emergency Response Plan is to make provisions for the extraordinary actions required to efficiently and effectively deploy the services necessary to address an emergency situation or event in order to safe guard the health, safety, welfare, environment and economic vitality of the community.

The Township of Puslinch has identified the following:

- i) To establish an early response to a local emergency.
- ii) To establish overall management of the emergency operations.
- iii) To assist the site manager in maintaining order and control at the site by deploying services necessary so that emergency efforts at the site are not impeded.
- iv) To take immediate action by eliminating potential sources of additional danger/hazards of the incident site.
- v) To provide for controlled evacuation of persons from any building(s) in the vicinity of the emergency that is considered to be in a hazardous or life threatening situation.
- vi) To provide for the controlled evacuation of casualties from the site to appropriate medical care facilities.
- vii) To provide the executive committee (Council), the public and the media with timely and factual official information about the emergency situation and emergency management operations.
- viii) To maintain confidence and restore order.

SECTION 3 – LEGISLATIVE AUTHORITY

The Emergency Management Act, R.S.O., 1990, Chapter E9 is the primary enabling legislation for the formulation of this Emergency Response Plan, which will govern the provisions of necessary services during an emergency. The Emergency Management Act and a by-law passed by the Council of the Township of Puslinch provide the legal authority for the Township of Puslinch Emergency Response Plan. Once approved by Council, this Emergency Response Plan will be filed with the Ministry of Community Safety and Correctional Services through Emergency Management Ontario.

In accordance with Section 3 of the Act, *“every municipality shall formulate an emergency response plan governing the provisions of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan”*.

Section 4 of the Act provides for the declaration of an emergency by the Head of Council and states that the *“Head of Council may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area”*. This Plan sets out the procedures for declaring and terminating an emergency and the actions that may be taken by the municipality prior to the declaration of an emergency.

SECTION 4 – EMERGENCY PROCEDURES

4.1 NOTIFICATION PROCEDURES:

An Emergency normally will be discovered or reported by police, fire, ambulance or public works. Any emergency that is beyond the normal response capabilities of these agencies should be reported to the Township of Puslinch Community Control Group. However, it shall be the responsibility of any member of the Township of Puslinch Community Control Group (CCG) who, upon receipt of a threat or real emergency, as defined in this plan, to contact the Township's Clerk-Treasurer or alternate to have the Emergency Notification Procedures activated. The Clerk-Treasurer upon being notified by a member of the CCG of a real or a potential emergency shall cause the Emergency Notification Procedures to be activated.

The member initiating the notification procedure will provide details to the Clerk-Treasurer on the nature of the emergency, the location of the emergency, whether or not CCG members should be assembled at the Emergency Operation Centre (EOC) or whether members are to remain on standby for further updates.

Any member of the Control Group may initiate their own internal notification procedures for their own agency and staff.

There may be other situations where the Emergency Notification Procedures will be used to place the Control Group on standby, to simply make them aware of a potential emergency or as part of a training exercise.

4.2 ACTIONS PRIOR TO DECLARATION:

When an emergency exists but has not yet been declared to exist, municipal employees may take such action(s) under this emergency plan that is not contrary to law or may be required to protect the lives and property of the inhabitants of the Township of Puslinch.

4.3 DECLARATION OF A COMMUNITY EMERGENCY

The Mayor of Puslinch or his designated alternate may at any time declare that an emergency exists within the whole or any part of the municipality and that such action and orders that are considered necessary but not contrary to the law may be taken or made in order

- i) To implement the provisions of this Plan,
- ii) To protect the health, safety and welfare of the inhabitants, and
- iii) To protect property within the emergency area.

Upon declaring an emergency, the Mayor or alternate will ensure that the following individuals/agencies are notified and a copy of the declaration shall be sent by fax to them

- i) Solicitor General by contacting the Ministry of Community Safety and Correctional Services through Emergency Management Ontario
- ii) Township Council
- iii) Warden of Wellington County

- iv) County Ward Councillor
- v) Neighbouring Municipal Councils
- vi) Local Member of Parliament
- vii) Local Member of Provincial Parliament
- viii) Public with assistance of the Emergency Information Officer

4.4 **TERMINATING AN EMERGENCY**

At anytime, the Head of Council or alternate, Council or the Premier of Ontario may declare that an emergency has been terminated. Once an emergency has been terminated, the Mayor shall ensure that the following are notified of the termination.

- i) Solicitor General by contacting Emergency Management Ontario, Ministry of Community Safety and Correctional Services
- ii) Warden of Wellington County
- iii) Township Councillors
- iv) Neighbouring Municipal Councils
- v) Local Member of Parliament
- vi) Local Member of Provincial Parliament
- vii) Public with assistance of the Emergency Information Officer

4.5 **ROLE OF THE COUNTY OF WELLINGTON**

Whenever an emergency or disaster occurs or threatens to occur, the initial and primary responsibility for managing the response shall be vested with the affected local municipality. The Township of Puslinch Community Control Group will exercise and implement this Emergency Response Plan with respect to all local emergencies/disasters occurring within the Township and in particular those identified as hazards in this Emergency Response Plan.

However, the Township recognizes that the County of Wellington, in accordance with the Emergency Management Act, has prepared an Emergency Response Plan in order to provide emergency assistance to communities within the County borders, and further that in certain circumstances, the County of Wellington may declare an emergency as well. The County of Wellington Emergency Response Plan will identify those “hazards” and emergency situations that most likely will require management and coordination at the County level and procedures for declaring a County Emergency. In addition, in certain circumstances, the scope of the emergency may be beyond the resource capabilities of the local community. In such cases, the Mayor of the Township or designate, in consultation with the Puslinch CCG, the County Warden and County C.A.O., may request that the County EOC be activated to take over the management of the emergency situation. Members of the Puslinch CCG may remain at the Township’s EOC to provide support and assistance. Alternatively, a request may be made to establish a Joint Emergency Operation Centre between the County and the Municipality.

4.6 **REQUESTS FOR ASSISTANCE**

Where circumstances warrant, the CCG may request the assistance of the Province, the County of Wellington and other municipalities with whom they have established Mutual

Aid/Assistance Agreements. Such a request does not mean that the municipality loses authority or control of the emergency situation.

If local resources, either municipal or private and including those that might be available from the County, are insufficient to meet the emergency requirements, then assistance may be requested from the Province through Emergency Management Ontario. If assistance is required from the Federal Government including the Canadian Armed Forces, Emergency Management Ontario through the Province of Ontario will be the agency responsible for contacting and requesting such assistance.

4.6.1 **Mutual Assistance Agreements:**

Section 13 (1) of the Emergency Management Act, R.S.O., 1990 as amended, provides the authority for the “*Council of a municipality to make an agreement with the Council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency*”.

Municipalities may enter into mutual aid agreements with neighbouring municipalities. Mutual aid/assistance agreements ensure aid required to effectively manage an emergency or disaster may be provided at the time of request. Aid can include such things as services, personnel, equipment and materials.

Mutual assistance agreements enable municipalities, in advance of an emergency to set the terms and conditions of the assistance which may be requested or provided. Municipalities requesting and providing assistance are therefore not required to negotiate the basic terms and conditions of the request at the time of an emergency and may request, offer or receive assistance according to the predetermined and mutually agreeable relationships.

4.6.2 **Request from the Province:**

At its discretion, the Province may deploy a Community Officer to a local emergency to provide advice and assistance and to ensure liaison with the Provincial Operations Centre. However, when a community declares an emergency, Emergency Management Ontario will normally deploy a Community Officer to the local Emergency Operations Centre to assist the community with the Emergency Response. The Community Officer will be the link between the Township and the Province for both provincial and, if necessary, federal assistance.

4.6.3 **Ontario Disaster Relief Assistance Program:**

The Ontario Disaster Relief Assistance Program (ODRAP) is intended to alleviate some of the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged during a sudden and unexpected natural disaster. ODRAP provides funds to those who have sustained heavy losses for essential items such as shelter and “necessities of life”.

A copy of the Ontario Disaster Relief Assistance Program will be available in the Emergency Operations Centre. A copy of the plan is also available from the Province of Ontario website.

SECTION 5 – EMERGENCY OPERATIONS CENTRE

5.2 Emergency Operations Centre:

Upon being notified of an emergency situation, the members of the Township of Puslinch Community Control Group (CCG) will assemble at the primary Emergency Operation Centre (EOC). If this site is affected by the emergency situation and cannot be used, the members of the CCG will be notified to assemble at the alternate Emergency Operations Centre. Members of the CCG will be advised upon notification of an emergency as to the appropriate EOC to attend.

5.3 Operating Cycle:

Once convened, the members of the CCG will gather at the EOC to be briefed on the emergency by the Clerk-Treasurer. The CCG will determine the appropriate composition of the Control Group taking into consideration the emergency and the expertise required to properly manage the emergency. The Clerk-Treasurer will be directed by the CCG to ensure that the support agencies required to manage the emergency are contacted.

The CCG will establish an operating cycle consisting of specified meeting times, length of meetings and work schedule for members. Members of the Community Control Group should meet at regularly established times in order to inform each other of the emergency operations and actions being taken by each agency involved in the Community Control Group.

Meetings will be kept brief so that individual members of the control group can continue to carry out their individual assigned roles and responsibilities. It shall be the responsibility of the Clerk-Treasurer to ensure adherence to the operating cycle and to convene meetings and arrange for agenda items for these meetings. An assistant to the Clerk-Treasurer will be responsible for maintaining status boards, maps and information in the EOC to aid the CCG in their meetings. This information will be prominently displayed and will be kept up to date by the Clerk-Treasurer's assistant.

Upon attending at the EOC, the CCG will make a decision with respect to the appointment of a site manager. The agency from which the site manager is appointed will be responsible for appointing the site manager.

SECTION 6– EMERGENCY COMMUNITY CONTROL GROUP

6.1 COMMUNITY CONTROL GROUP:

All emergency response will be directed and controlled by a group of officials who will be responsible for coordinating the provision of essential services needed to minimize the effects of the emergency on the municipality. This group of officials will be known as the Community Control Group and will be made up of the following:

- i. Mayor or alternate
- ii. C.A.O./Clerk-Treasurer or alternate
- iii. Public Works Supervisor or Alternate
- iv. Fire Chief or alternate
- v. Operations Manager County of Wellington O.P.P. Police or alternate
- vi. Manager Royal City Ambulance Services or alternate
- vii. Medical Officer of Health – Wellington Dufferin Guelph Health Unit or alternate
- viii. Community Emergency Management Coordinator or alternate

The following services or agencies may be required to attend at the EOC or to provide support to the Community Control Group, and when required they will be responsible for their respective areas of expertise. Notification of their attendance will be through the Clerk-Treasurer to their respective service.

- Emergency Management Ontario Community Officer
- Wellington County Social Services
- Conservation Authorities
- OMAF
- Service Clubs
- School Boards (Public) and Private Schools
- Local Church Groups
- Guelph Junction Railway, Canadian Pacific Railway
- Industry
- Campers/Seasonal Residential Areas
- MTO
- Any other officials or expertise from the public or private sector that may be of assistance in the particular emergency situation

The CCG may function with only a limited number of persons depending upon the emergency situation. However, all members of the CCG shall be notified of the emergency and its consequences.

6.2 Community Control Group Responsibilities:

The following is a list of collective responsibilities of the CCG. The individual roles of the members of the CCG will be outlined in the following sections.

- i) Activate the Emergency Response Plan for the Township of Puslinch.

- ii) Select a Site Manager from the lead agency involved in the emergency.
- iii) Call out and mobilize their respective emergency service, agency and resources.
- iv) Coordinate and direct their service or agency resources ensuring that decisions made and actions taken are necessary to response to the emergency situation and are not contrary to law.
- v) Determine the appropriate composition of the CCG based upon the emergency situation at hand.
- vi) Advise the Head of Council as to whether an emergency should be officially declared.
- vii) Advise as to what areas of the municipality should be designated as an emergency area.
- viii) Support the Emergency Site Manager by offering equipment, staff and resources.
- ix) Provide Emergency Information Officer and Citizen Inquiry Officer with timely and accurate information for issuance to media and general public.
- x) Authorize the expenditure of money required to deal with the emergency.
- xi) Submit copy and summary of logs to CEMC within one week of the termination of the emergency.
- xii) Authorize the movement of equipment and resources beyond the immediate emergency site.
- xiii) Order and coordinate evacuations of residents considered to be in danger.
- xiv) Authorize the set up of evacuation shelters, including registration and inquiry centres.
- xv) Determine and arrange for transport of evacuees.
- xvi) Order the discontinuation of utilities and services, whether public or private, such as hydro, water (communal) or natural gas at both the emergency site and any other areas of the municipality in order to safe guard inhabitants and to reduce the potential for secondary emergencies.
- xvii) Authorize and direct the use of municipal resources.
- xviii) Determine if additional resources are required to assist with the emergency effort
- xix) Arrange for extra resources (human and equipment) to be utilized (i.e. private contractors, industry, volunteer agencies, service clubs, church groups, etc.).
- xx) Request assistance from and/or liaise with various levels of governments and any other public or private agency not administered by the local government.
- xxi) Determine if volunteers (additional) are required and if appeals for volunteers are warranted.
- xxii) Authorize the activation of mutual aid and assistance agreements.
- xxiii) Determine if advisory groups, subcommittees or working groups are required to deal with any aspect of the emergency.
- xxiv) Arrange for the formation of such groups.
- xxv) Recommend the termination of an emergency to the Head of Council or Council.
- xxvi) Arrange for notification of the termination of an emergency to services, agencies, all levels of government and public.
- xxvii) Implement a recovery strategy including applications for ODRAP funding.
- xxviii) Maintain a log of decisions made.
- xxix) Maintain a log of actions taken.
- xxx) Assist and participate in post-emergency debriefings

SECTION 7 - INDIVIDUAL ROLES AND RESPONSIBILITIES OF CCG MEMBERS

The following is a list of the members of the Community Control Group and their individual roles and responsibilities during an emergency.

7.1 MAYOR OR ALTERNATE

The Head of Council or alternate is responsible for the following:

- i) To provide Leadership in the EOC operations.
- ii) Chairs the CCG meetings.
- iii) Declares an emergency after consulting with CCG.
- iv) May terminate an emergency after consulting with CCG and Council.
- v) Notify proper individuals and agencies of the declaration and termination of an emergency as outlined in Section 4.
- vi) Meet with Council (Executive Committee) and keep them informed of the emergency situation.
- vii) Establish a communication link with Emergency Information Coordinator.
- viii) Act as or appoint the Community Spokesperson for the Township.
- ix) Ensure that all inquiries regarding the CCG and the emergency operation are directed to the Emergency Information Officer.
- x) Authorize the Emergency Information Officer to disseminate information to the media and the general public.
- xi) Maintain a personal log of all decisions made and actions taken.
- xii) Participate in debriefing and assisting CEMC in the preparation of an Incident Report.

7.2 C.A.O./CLERK-TREASURER OR ALTERNATE (OPERATIONS OFFICER)

The C.A.O./Clerk-Treasurer or Alternate is responsible for the following:

- i) Upon receipt of an emergency (real or threat) ensure that the emergency notification procedures are activated and the Community Control Group is contacted.
- ii) Coordinates all Emergency Operation Centre functions, such as ensuring operating cycle is scheduled and maintained, arranging for the preparation of agendas, ensuring proper support staff is in place to effectively operate the EOC.
- iii) Ensure ongoing essential administrative functions of the municipality are maintained and if these are affected by the emergency situation, determine those efforts needed to restore services.
- iv) Advise Mayor on proper policies and procedures of the municipal government and laws.
- v) Assist mayor with authorizing the dissemination of information through the Emergency Information Officer to the media and the general public.
- vi) Coordinate supply of food and water for emergency operations centre.
- vii) Coordinate housekeeping/maintenance of emergency operations centre.
- viii) Arrange for additional Township staff to provide assistance, as required.
- ix) Provide information and advice on financial matters as they relate to the emergency.
- x) Ensure that records of expenses are maintained for future claim purposes.
- xi) Ensure the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.
- xii) Obtain or purchase supplies and equipment as may be required during the emergency.
- xiii) Identify source and make applications for emergency funding from other levels of government when available such as ODRAP.
- xiv) Maintain a log of all action taken.
- xv) Participate in debriefing and assisting CEMC in the preparation of an Incident Report.

7.3 **PUBLIC WORKS SUPERVISOR OR ALTERNATE**

The Public Works Supervisor or Alternate is responsible for the following

- i) Upon a warning or threat that an emergency is occurring or is likely to occur, contact the C.A.O./Clerk-Treasurer or alternate to have the EOC notification procedures activated.
- ii) If necessary, establish a site command post with communication link to EOC.
- iii) If directed by the CCG, assign a site manager.
- iv) Establish communication link with senior road officials at the site.
- v) Maintain municipal services provided such services could be safely maintained.
- vi) Contact proper agencies to have public or private utilities disconnected if public safety is affected or when directed by CCG.
- vii) Liaise with utility representatives to provide alternative means of providing hydro, if affected.
- viii) Assist police services with establishment of inner and outer perimeters and obtain and establish barricades and flasher equipment at proper perimeters.
- ix) Ensure municipal road equipment and/or personnel is made available to the emergency site as needed.
- x) Ensure maintenance and repair of municipal roads.
- xi) Liaise with Fire Chief with respect to emergency water supplies for fire fighting purposes.
- xii) As flood co-ordinator for the municipality liaise with Conservation Authorities when emergency is flood related and relay information to CCG so that proper measures can be taken.
- xiii) Organize and procure emergency pumping equipment including fuel hand pumps
- xiv) Coordinate the acquisition, distribution and scheduling of various modes of transportation for purposes of transporting person/supplies by members of the CCG and support staff.
- xv) Arrange for staff assistance.
- xvi) Ensure record of drivers and operators involved is maintained.
- xvii) In consultation with site manager and Chief Building Official arrange for demolition of unsafe buildings after emergency is terminated.
- xviii) Maintain personal log of decisions made and actions taken. Participate in debriefing and assisting CEMC in the preparation of an Incident Report.

7.4 **WELLINGTON COUNTY O.P.P. POLICE SERVICES OR ALTERNATE**

The Wellington County O.P.P. Police Services representative is responsible for the following:

- i) Upon warning or threat or an emergency is occurring or likely to occur, contact the C.A.O./Clerk-Treasurer or alternate to have the emergency notification procedures activated.
- ii) Set up a mobile command post at scene with communication link to EOC.
- iii) Establish communication link with Senior Police Officials at the emergency site.
- iv) If emergency is police related, appoint, in consultation with CCG, a "Site Manager" to control operations at the scene of an emergency.
- v) Provide the CCG with information and advice on law enforcement matters.
- vi) Seal off the area of concern.
- vii) Control, and if necessary, disperse crowds, alerting those endangered by the disaster and evacuating those areas designated by the CCG.
- viii) Ensure a proper inner perimeter is established for the emergency area.
- viii) Ensure a proper outer perimeter is established to facilitate the movement of emergency vehicles both in and out of the emergency area.
- ix) Provide security to the Emergency Site, EOC and any other area deemed in need of security by the CCG.
- x) Coordinate police operations with the municipal departments such as fire, roads, and arrange for additional supplies and equipment when needed, e.g. barriers, flashers, etc.
- xi) Coordinate with other police agencies, if necessary
- xii) Arrange for additional police assistance, if required.
- xiii) Ensure law and order are maintained at the emergency site, at temporary facilities such as evacuation centers and throughout the municipality.
- xiv) Assist with evacuation of buildings or areas as instructed by CCG.
- xv) Protect property in the area and arrange for the maintenance of law and order in the emergency shelters.
- xvi) Advise the Coroner in the event of fatalities and perform all duties required by police officers under the Coroner's Act.
- xvii) Investigate and coordinate with assisting services as to the origin and circumstances relating to the disaster.
- xviii) Maintain a log of all actions taken for the CCG Coordinate.
- xix) Participate in debriefing and assisting CEMC in the preparation of an Incident Report.

7.5 **PUSLINCH FIRE CHIEF OR ALTERNATE**

The Fire Chief or Alternate is responsible for the following:

- i) Upon receipt of a warning or threat that an emergency is occurring or is likely to occur, contact the C.A.O./Clerk-Treasurer or alternate to activate the emergency notification procedures.
- ii) Establish a fire site command post with communication link to EOC.
- iii) If emergency is fire related, choose site manager and seek endorsement of CCG.
- iv) Establish communication link with senior fire officials at the emergency site.
- v) Provide information and advice on firefighting and rescue procedures.
- vi) Determine if additional fire resources are required to aid emergency site effort.
- vii) Ensure equipment and manpower needs are adequate.
- viii) Ensure Mutual Aid Fire Assistance is activated as requested by CCG.
- ix) Notify Fire Marshall's Office of the emergency situation.
- x) Liaise with County Fire Co-ordinator or alternate in order to deploy CBRN and HUSCAR teams, if required.
- xi) Assist Emergency Medical Service (EMS) with casualties as necessary.
- xii) Maintain a personal log of decisions made and actions taken.
- xiii) Participate in debriefing and assisting CEMC in the preparation of an Incident Report.

7.6 **ROYAL CITY AMBULANCE OR ALTERNATE REPRESENTATIVE**

The representative of the Royal City Ambulance will be responsible for the following:

- i) Upon receipt of a warning or threat that an emergency has occurred or will likely occur, contact the C.A.O./Clerk-Treasurer or alternate to activate the emergency notification procedures.
- ii) Establish communication link with senior officials at the emergency site.
- iii) Provide for overall coordination of “Emergency Medical Response” to an emergency.
- iv) Provide for and maintain Emergency Medical Services at emergency site.
- v) Direct liase with E.M.S. Site Manager.
- vi) Assess and determine need, request and coordinate deployment of “on site Medical Teams”.
- vii) Establish and maintain open link communications with Central Ambulance and Communications Centre (CACC).
- viii) Liase with Public Health “Incident Manager”.
- ix) Update reporting to Medical Officer of Health and Ministry of Health and Long Term Care designate.
- x) Provide technical assistance to Medical Officer of Health with assessment of resource needs.
- xi) Determine resource availability and coordinate deployment to emergency site (i.e. air ambulance, multi-patient buses, support units, paramedics, etc.).
- xii) Procure and approve supply purchases.
- xiii) Ensure appropriate patient allocation to receiving medical facilities and efficient distribution of patient load
- xiv) If required, appoint an E.M.S Emergency Site Co-ordinator.
- xv) Liaise through Community Care Access Centre (CCAC) for information regarding invalids or disabled citizens that may reside in an area to be evacuated.
- xvi) Assist in the coordinated effort for transport of persons in health care facilities, nursing homes, homes for the aged, etc. in the need of evacuation.
- xvii) Activation of Critical Incident Stress Management Team.
- xviii) Participation in debriefing and assisting the CEMC in the preparation of Incident Report.
- xix) Maintain log of all decisions made and actions taken.

7.7 **MEDICAL OFFICER OF HEALTH OR ALTERNATE**

The Medical Officer of Health or Alternate is responsible for the following:

- i) Upon receipt of a warning or threat that an emergency has occurred or is likely to occur, contact the C.A.O./Clerk-Treasurer or alternate to activate the Emergency Notification Procedures.
- ii) Coordinate emergency response with all Health Services including hospitals and the CCG.
- iii) Liaise with Ontario Ministry of Health, Long Term Care and Public Health Branch, Ministry of the Environment, OMAFRA and other appropriate government agencies.
- iv) Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies.
- v) Coordinate efforts to prevent and control the spread of disease during an emergency.
- vi) Ensure coordination and care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency.
- vii) If emergency is health related, assign site manager and seek endorsement of CCG.
- viii) Liaise with ambulance service representatives.
- ix) Provide advice on any matters, which may adversely affect the public health.
- x) Arrange for, in consultation with Community Information Officer, dissemination of special instructions to the Township residents concerning public health.
- xi) Arrange for mass immunization where required and vaccine storage.
- xii) Ensure quality of food supplies for emergency services at the emergency site, evacuation centres, and for township residents.
- xiii) Ensure potable water sources are available for emergency services at the emergency site, evacuation centres, and for Township residents.
- xiv) During the recovery phase ensure appropriate prevention and control measures are put in place.
- xv) Ensure proper enforce of the Ministry of Health and Long Term Care legislation as warranted.
- xvi) Arrange for temporary morgue facilities at the emergency site, if necessary.
- xvii) Maintain log of actions taken.
- xviii) Participate in debriefing and assisting CEMC in the preparation of an Incident Report.

7.8 **COMMUNITY EMERGENCY MANAGEMENT COORDINATOR OR ALTERNATE**

The CEMC or alternate will be responsible for the following:

- i) Arrange for individuals to properly set-up the EOC.
- ii) Register CCG members at the EOC site.
- iii) Ensure that proper security is in place for both the emergency site and the EOC.
- iv) Ensure CCG members have necessary information and supplies (emergency response plans, resources, maps, supplies, paper, pens and equipment).
- v) Provide up-to-date information on the developing emergency situation to CCG, EMO and the County of Wellington.
- vi) Provide advice and clarification to the CCG about the implementation of the Emergency Response Plan.
- vii) Liaise with County Social Services and community support agencies.
- viii) Address any action items resulting from the activation of the Emergency Response Plan.
- ix) Address actions items resulting from activation of the Emergency Response Plan.
- x) Ensure CCG is informed of implementation needs of the Response Plan.
- xi) Maintenance of records and files of decision made and logs taken for the purpose of conducting a debriefing, post emergency reporting and updating communities emergency plan and program.
- xii) Maintain a personal log of decision made and/or actions taken.

7.9 **EMERGENCY OPERATIONS CENTRE SUPPORT STAFF:**

The following staff may be required to attend at the Emergency Operations Centre to provide support, logistics or advice to the Community Control Group

7.9.1 **C.A.O./Clerk-Treasurer's Administrative Assistant(s)**

The C.A.O./Clerk-Treasurer's assistant will be responsible for the following:

- i) Provide assistance to C.A.O./Clerk-Treasurer as required.
- ii) Record important decisions and actions taken by the CCG.
- iii) Keep maps and status boards up to date.
- iv) Notify support staff of the emergency and location of the EOC.
- v) Initiate opening, staffing and operation of EOC switchboard and as situation dictates, ensure operators are informed of CCG members' telephone numbers in the EOC.
- vi) Arrange for printing of material as required.
- vii) Arrange for and coordinate clerical staff.
- viii) Arrange for dissemination of information to Council as directed by Mayor and Clerk-Treasurer.
- ix) Maintain personal log of all actions taken.

7.9.2 **Township Solicitor:**

The Township's Solicitor upon direction from CCG will be responsible for the following:

- i) Providing legal advice, as requested, to any member of the CCG as they apply to actions of the Township of Puslinch and their response to the emergency.
- ii) Maintain personal log of actions taken.

7.9.3 **Purchasing and Human Resources:**

The purchasing and human resource staff person upon direction from CCG will be responsible for the following:

- i) Procuring equipment and supplies not owned by the municipality.
- ii) Maintain and update list of all vendors (including 24 hour contacts) who may be required to provide supplies and equipment.
- iii) Maintain personal log of actions taken.
- iv) Coordinate and process request for human resources.
- v) Coordinate offers of and appeals for human resources with support of CCG.
- vi) Responsible for recording and registration of human resources.
- vii) Maintain records of human resources and administrative details that may involve financial ability.
- viii) Ensure Volunteers complete proper registration forms and maintain copy of forms for Township records.

- ix) Ensure volunteers and temporary employees have proper visible identification.
- x) Arrange for transportation of human resources to and from site(s).
- xi) Obtain assistance, were required, from Human Resources Development Canada, other government departments, public and private agencies and volunteer organizations.
- xii) Maintain a personal log of all actions taken.

7.9.4 **Emergency Coordinator (Ares):**

ARES will be deployed by the CEMC or alternate in consultation with the CCG. The Emergency Coordinator will report to the CEMC and will be responsible for the following:

- i) Activate emergency notification procedures of the local amateur radio operators.
- ii) Ensure that the emergency telecommunications centre is properly equipped and staffed and working to correct any problems that may arise.
- iii) Maintain an inventory of community and private sector communications equipment and facilities, which could in an emergency be used to augment existing telecommunications equipment.
- iv) Make arrangements for acquiring additional communication resources during an emergency.
- v) Maintain a personal log of all actions taken.

7.9.4 **Other Agencies:**

During an emergency many agencies may be required to work with the Community Control Group. Some of these agencies may include Emergency Management Ontario, Conservation Authorities, School Boards, Hospitals, Industries, Wellington County Social Services, Red Cross, Victim Services and St. John's Ambulance. The emergency response plans for these and other agencies will be available for CCG reference and will kept by the Community Emergency Management Coordinator.

SECTION 10 - THE SITE MANAGER ROLES AND RESPONSIBILITY

10.1 **APPOINTMENT**

The Community Control Group in consultation with the lead agency involved will appoint the Emergency Site Manager in the specific type of emergency. Once appointed, this individual will no longer be responsible for the operations or command of their agency, but rather will be responsible for the co-ordination of the emergency site.

10.2 **RELATIONSHIP WITH EOC**

The Site Manager shall report to the CCG. The site manager will be connected to the EOC through the most reliable form of communication available. Initial contact may be by radio or cell phone. Landline telephone communication between the Emergency Operation Centre and the Site Manager should be arranged as quickly as possible.

The site manager is responsible for maintaining the site response to the emergency at hand. The CCG is responsible for providing aid to the site and to maintain public safety and order to the rest of the community.

Once assigned, the Site Manager will convey emergency management needs such as staffing, equipment, communication and other resources to the CCG who will respond by procuring these and providing them to the site.

10.3 **SITE MANAGER RESPONSIBILITIES**

The site manager will be responsible for arranging and conducting site meetings with other senior emergency representatives at the site in order to maintain a coordinator approach to the emergency response.

Senior representatives of emergency services attending at the emergency site will be responsible for consulting with the site manager to co-ordinate resources and response.

The site manager will be responsible for arranging and conducting site meetings with other senior emergency representatives at the site in order to maintain a coordinated approach to the emergency response.

SECTION 11 – EMERGENCY COMMUNICATIONS

11.1 TELECOMMUNICATIONS PLAN

In order to ensure timely information for the benefit of the decision-making process, it is essential to maintain reliable systems of communication between the emergency site and the emergency operations centre.

With respect to telephone communications, essential telephone numbers, including those of the Community Control Group, are protected under the Priority Access Dialing (PAD) system of Industry Canada. This database system is used to identify telephone landlines (presently) that are considered essential for emergencies and protects them by limiting the telephone line load on a telephone switch so that the priority lines can continue to be used when the telephone switch is fully loaded with traffic. When applied PAD permits dialing from a phone that has been identified as essential. Most public pay telephones are identified on the PAD system as well.

Radio Communications are least susceptible to damage or interruption in times of emergency. A radio relay dispatch system set up between the emergency site and the operations centre as well as radio communication with other communities will ensure that outside agencies will be well informed of the status of the emergency. The Amateur Radio Emergency Service (ARES) may be called upon to assist the Township with their communication needs either to supplement existing communication or to provide emergency communication when other modes have failed.

Other forms of telecommunication such as cellular phones, fax machines, email and Internet may be used to supplement or enhance emergency telecommunications between EOC, the Emergency Site, outside agencies and other communities. Care will be required when using alternate forms of communication to ensure security of information being disseminated.

11.2 EMERGENCY INFORMATION:

11.2.1 Emergency Information Officer (EIO)

The Emergency Information Officer will report to the C.A.O./Clerk-Treasurer. For the Township of Puslinch, the Wellington County O.P.P. Police Services Media officers will act as the EIO during an emergency and will be responsible for the following:

- i) Ensuring the dissemination of all emergency information to the media and public.
- ii) The EIO(s) will establish a communication link with the Community Spokesperson, and the citizen inquiry supervisor and any other media coordinators such as provincial, federal, private industry, public and private agencies.
- iii) Ensure proper groups are advised of the Emergency Information Centre telephone numbers such as the media, CCG, Municipal staff.

- iv) Coordinates all emergency information including media photograph sessions and interviews at the EOC and emergency site
- v) Responsible for setting up and staffing the Emergency Information Centre, if required.
- vi) Liaise with CCG to obtain up-to-date information for media in order to prepare and issue press releases, arrange media briefings, may be required to post emergency information on the Internet.
- vii) Provide Citizen Inquiry Supervisor with the regular updates to ensure the most accurate and up-to-date information is disseminated to the public.
- viii) Ensure that the C.A.O/Clerk-Treasurer and Mayor approve all media releases prior to dissemination.
- ix) Ensure copies of all media release are provided to EIC staff, citizen inquiry supervisor, CCG and key media officers from other agencies.
- x) Monitor news coverages and ensure erroneous information is corrected.
- xi) Maintain copies of all media information pertaining to the emergency such as media release, newspaper articles, etc.
- xii) Maintain personal log of all decision made and actions taken.

11.2.2 **Community Spokesperson**

The Community spokesperson for the Township of Puslinch will be the Head of Council or alternate, or will appointed by the Head of Council or alternate. The responsibilities of the spokesperson will be as follows:

- i) Partake in interviews and media photograph sessions as directed and in consultation with the EIO.
- ii) Establish communication link with EIO and ensure all inquires directed to EIO.
- iii) Maintain a log of all actions taken.

11.2.3 **Citizen Inquiry Supervisor:**

The citizen inquiry supervisor will be responsible for the following:

- i) Establish the service and appoint personnel and designate telephone lines.
- ii) Update EIO on the status of the service.
- iii) Provide emergency services, CCG and Township staff with designated telephone number(s).
- iv) Liaise with EIO to obtain current information on the emergency.
- v) Respond to and redirect inquiries and reports from public based upon information received from EIO (e.g. school closing, road closures, evacuation routes, evacuation centres).
- vi) Respond to and redirect inquiries and reports pertaining to investigation of the emergency to the appropriate emergency service.

- vii) Respond to and redirect inquiries pertaining to persons who may be in evacuation and reception centres to the registration and inquiry telephone numbers.
- viii) Arrange for staffing of the service, if required.
- ix) Maintain a personal log of all actions taken.

SECTION 12 – PLAN MAINTENANCE AND REVIEW

12.1 INTERNAL PROCEDURES

Each service or agency involved or identified in this Plan shall be responsible for preparing their own emergency operating procedures and shall be responsible for training their staff on the emergency procedures and expectations during an emergency.

12.2 ANNUAL REVIEW

At a minimum all or portions of this plan will be reviewed annually through the use of appropriate and planned emergency exercises. Following the exercises, appropriate debriefing sessions followed by the completion of debriefing reports, which will be utilized by the Community Emergency Management Committee and the Community Emergency Management Coordinator to make appropriate changes to the Plan.

12.3 AMENDMENTS

Amendments to the Plan require formal Council approval. Formal Council approval is not required for the following minor administrative changes such as editorial changes to the text including page numbering, reference changes or changes to references to provincial statutes or to the appendices.

12.4 FLEXIBILITY

No Emergency Response Plan can anticipate all of the varied emergency situations that may arise in a changing community. During the course of the implementation of this plan in an emergency situation, members of the Community Control Group in the course of conducting their assigned roles and responsibilities may exercise flexibility. To ensure that the public health, safety and welfare of the community are paramount in the emergency response, minor deviations from the emergency response plan may be permitted.

12.5 LOCAL PLANS:

All local municipalities are required to have their own emergency response plans, although not required by the legislation at this time, local emergency response plans are encourage to conform to the County of Wellington Emergency Response Plan.

To ensure an overall coordinated effort, copies of Township of Puslinch Emergency Response Plan will be distributed to other local communities and to the County of Wellington.