

Town of Whitchurch-Stouffville

# **EMERGENCY RESPONSE PLAN**

**November, 2017**

# TOWN OF WHITCHURCH-STOUFFVILLE EMERGENCY RESPONSE PLAN

	<b>PAGE</b>
<b>TABLE OF CONTENTS</b>	
<b>Part 1: Introduction</b>	<b>5</b>
1.1 The Emergency Response Plan	5
1.2 Aim	6
1.3 Objectives	6
1.4 Definition of an Emergency	7
1.5 Community Hazard Analysis	8
<b>Part 2: Authority</b>	<b>8</b>
2.1 Legislation	8
2.2 Enabling By-law	9
2.3 Action Prior to Declaration	9
<b>Part 3: Emergency Management Planning</b>	<b>9</b>
3.1 Composition of Committee	9
3.2 Responsibilities	10
3.3 Goal	10
3.4 Objectives	10
<b>Part 4: Emergency Notification Procedures</b>	<b>12</b>
4.1 Notification of MECG	12
4.2 Department Staff Notification	12
4.3 Staff Family Notification	13
4.4 Request for Assistance	13
4.4.1 From Region of York	
4.4.2 Activating Region of York Emergency Plan	
4.4.3 From Province of Ontario	
4.4.4 Provincial Authority	
4.5 Declaring and Terminating an Emergency	14

<b>4.6 Chain of Command</b>	<b>15</b>
Table 4.6	
4.6.1 Chief Operations Officer	
4.6.2 Emergency Site Manager	
4.6.3 Command Post	
4.6.4 Agency On-scene Commander	
4.6.5 Emergency Information Officer	
<b>4.7 Evacuation</b>	<b>16</b>
<b>Part 5: Emergency Operations Centre</b>	<b>17</b>
<b>5.1 Emergency Operations Centre</b>	<b>17</b>
<b>5.2 Operations Cycle</b>	<b>17</b>
5.2.1. Operations Cycle	
5.2.2 Operations Cycle Meeting	
5.2.3 EOC Communications	
5.2.4 EOC Security	
<b>Part 6: Municipal Emergency Control Group</b>	<b>19</b>
<b>6.1 MCEG Composition</b>	<b>19</b>
<b>6.2 MCEG/EOC Support staff</b>	<b>19</b>
<b>6.3 Responsibilities</b>	<b>20</b>
<b>Part 7: Emergency Response System</b>	<b>22</b>
<b>7.1 Individual Responsibilities of the MCEG</b>	<b>21</b>
7.1.1 Mayor/ Acting Mayor	22
7.1.2 Chief Administrative Officer	23
7.1.3 Fire Chief/ CEMC	24
7.1.4 Clerk	25
7.1.5 Director of Public Works	26
7.1.6 York Region Police Representative	27
7.1.7 Director of Leisure and Community Services	28
7.1.8 York Region EMS Representative	29
7.1.9 York Region Public Health Representative	30
7.1.10 Emergency Information Officer	31
<b>7.2 Support and Advisory Staff</b>	<b>32</b>
7.2.1 Administrative Assistants	32
7.2.2 Town Solicitor	33
7.2.3 Director of Finance/Treasurer	34
7.2.4 CEO of Library	35
7.2.5 Director of Planning and Building Services	36
7.2.6 School Boards	37
<b>7.3 Relationship between MCEG and Emergency Site Manager (ESM)</b>	<b>39</b>

<b>7.4 Relationship between ESM and command and control structures of emergency responders</b>	<b>40</b>
<b>Part 8: Plan Maintenance and Testing</b>	<b>42</b>
<b>8.1 Annual Review and Evaluations of the Plan</b>	<b>42</b>
<b>8.2 Training and Exercise Program</b>	<b>42</b>
<b>Part 9: Glossary of Terms</b>	<b>43</b>
<b>Part 10: Updates and Amendments</b>	<b>47</b>

## **ANNEXES**

- ANNEX A**      **Emergency Notification List**
- ANNEX B**      **Emergency Operations Centre (EOC)  
Forms and Documentation  
EOC Checklists**
- ANNEX C**      **Crisis Communications Plan**
- ANNEX D**      **Resource Lists**
- ANNEX E**      **Emergency Telecommunications Plan**
- ANNEX F**      **Information Technology Contingency Plan**
- ANNEX G**      **Flood Contingency Plan**
- ANNEX H**      **Electrical Power Outage Plan  
Hydro One Information for CEMCs**
- ANNEX I**      **Recovery Plan + Disaster Relief Assistance**
- ANNEX J**      **Emergency Response Guide for Drinking  
Water Systems**
- ANNEX K**      **Emergency Management Ontario “ACT”**
- ANNEX L**      **Town By - Law**
- ANNEX M**      **Town of Whitchurch-Stouffville Fuel  
Contingency Plan**
- ANNEX N**      **Electrical Power Outage Plan**

# TOWN OF WHITCHURCH-STOUFFVILLE EMERGENCY RESPONSE PLAN

## PART 1: INTRODUCTION

### 1.1 The Emergency Response Plan

**Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property.** They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Town of Whitchurch-Stouffville.

The current population of the Town of Whitchurch-Stouffville has surpassed 46,000 residents.

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

The Town of Whitchurch-Stouffville Emergency Management Program Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Town of Whitchurch-Stouffville important emergency response information related to:

- Arrangements, services and equipment; and
- Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Whitchurch-Stouffville Emergency Response Plan may be viewed at the Town Offices, Library and Town Web Site. For more information, please contact:

**Community Emergency Management Coordinator  
100 Weldon Road  
Town of Whitchurch-Stouffville  
(905) 640-9595 X 6225**

**Email: [Richard.Renaud@townofws.ca](mailto:Richard.Renaud@townofws.ca)**

## 1.2 Aim

The aim of the Whitchurch-Stouffville Emergency Response Plan is to establish provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Town of Whitchurch-Stouffville when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the Town of Whitchurch-Stouffville, and meets the legislated requirements of the *Emergency Management and Civil Protection Act (2009)*.

## 1.3 Objectives

The Emergency Response Plan may be implemented in whole, or in part, as the situation warrants and provides guidance and direction in responding to an emergency or disaster that may involve multiple sites and jurisdictions.

The main objectives of the Plan are:

- To ensure the earliest possible response and overall control of the emergency operations;
- To undertake immediate actions to eliminate all sources of potential danger within the affected area;
- To ensure coordinated acquisition and distribution of emergency resources, supplies, and equipment;
- To establish an Emergency Operations Centre and any other necessary emergency operations control facilities, reception/evacuation centres, etc.;
- To rescue all persons affected by the emergency;
- To arrange immediate first aid treatment and transport of casualties to hospitals and/or designated sites;
- To secure the emergency site to establish crowd control, facilitate emergency operations access/egress, and prevent injuries/casualties;
- To provide timely, factual, and official information to the emergency operations officials, media, public, and individuals seeking personal information;

- To evacuate any building that poses a threat to public safety;
- To provide for a total or partial controlled evacuation of the Town, as required;
- To provide emergency food, lodging, clothing, and essential social services and assistance to persons affected by the incident and emergency services personnel involved;
- To arrange for assistance from private, voluntary, non-profit and government organizations and agencies;
- To commence coordinated recovery activities;
- To authorize expenditures;
- To restore essential services;
- To designate employees to be responsible for reviewing and updating the Emergency Response Plan and establishing a training program.

## **1.4 Definition of an Emergency**

Emergencies are defined as “a situation or 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”.

While almost every type of emergency could occur within the Town of Whitchurch-Stouffville, the most likely that could occur, based on the hazards or risks that the Whitchurch-Stouffville community could face, are:

### Natural Emergencies:

Floods, tornados, hurricanes, windstorms, blizzards, earthquakes

### Human-Caused Emergencies:

Transportation accidents involving hazardous materials, explosions, aircraft or rail crashes, toxic or flammable gas leaks, electrical power blackouts, building or structural collapse, uncontrollable fire, or any other incident accidentally or willfully caused by people which is likely to endanger property, health, safety and welfare of the Whitchurch-Stouffville community.

Whenever an emergency occurs or threatens to occur, the initial and primary responsibility for providing immediate assistance and control rests with the affected department or agency within the municipality, in consultation with the Chief Administrative Officer.

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

## **1.5 Community Hazard Analysis**

In 2014, The Town of Whitchurch-Stouffville, in conjunction with York Region, retained the services of a consultant to perform a Hazard Identification Risk Assessment (HIRA). The risk assessment was updated in 2017.

Emergencies can occur within the Town of Whitchurch-Stouffville. The main threats of concern to Whitchurch-Stouffville are hazardous material incidents in our transportation corridors, widespread damages in rural and urban areas resulting from wildfires, widespread multi-day power outages, pre-emption of medical system from epidemic diseases in humans, hazardous material incidents in fixed sites and major flooding resulting from heavy rainfall or dam burst.

For further details, please contact the Community Emergency Management Coordinator.

## **PART 2: AUTHORITY**

### **2.1 Legislation**

The *Emergency Management and Civil Protection Act R.S.O. 1990*, as amended, is the legal authority requiring municipalities to develop their own emergency management programs.

The legislation states that the “Head of Council” may:

- declare that an emergency exists in the municipality or in any or part thereof;
- may take such action and may make such orders as s/he considers necessary and are not contrary to law, and
- implement the Emergency Response Plan of the municipality to protect the property, health and safety and welfare of the inhabitants of the affected emergency area.

In accordance with the requirements of the *Emergency Management and Civil Protection Act*, this Emergency Response Plan has been issued under the authority of the Council of the Town of Whitchurch-Stouffville, and filed with Office of the Fire Marshal and Emergency Management.

### **2.2 Enabling By-law**

In order to give effect to the Emergency Response Plan, Council is required to pass an enabling bylaw each time the plan is revised.

The current version of the bylaw enabling this edition of the Emergency Response Plan is the Town of Whitchurch-Stouffville By-law #2004-198-FR.

### **2.3 Action Prior to Declaration of an Emergency**

Where an emergency exists, but has not been declared to exist, employees of the Town of Whitchurch - Stouffville are authorized to take such action under this Town of Whitchurch-Stouffville Emergency Response Plan as may be required to safeguard the health, safety, welfare and property of the inhabitants of the Town of Whitchurch-Stouffville.

## **PART 3: EMERGENCY MANAGEMENT PLANNING**

### **3.1 Emergency Management Planning Committee**

The Emergency Management and Civil Protection Act requires municipalities to develop programs and committees as required to enable the emergency management process to work at a local level.

The Town of Whitchurch-Stouffville Emergency Management Planning Committee shall consist of the persons holding positions in the Town, its local Boards, the York Regional Police Force and other Agencies and Organizations as the case may be, or persons designated to perform their roles from time to time.

#### Chair of Emergency Planning Committee

CEMC - Town of Whitchurch-Stouffville

#### Members (or Designates)

Mayor or Designate of Council  
Chief Administrative Officer  
Fire Chief  
Deputy Fire Chief  
Clerk  
Deputy Clerk  
Director of Public Works  
Manager of Operations  
Director of Leisure & Community Services  
Manager of Facilities and Parks  
Director of Finance  
Deputy Treasurer  
Manager of Information Technology (IT)  
Director of Planning & Development Services  
Manager of Engineering  
Chief Executive Officer, Library  
Administrative Assistant, Library  
Curator, Museum

### **3.2 Responsibilities**

The Town of Whitchurch-Stouffville Emergency Management Planning Committee is responsible for the emergency planning and emergency operations duties listed hereunder

- The formulation, development, implementation and coordination of plans for all departments, agencies and local boards under the jurisdiction of the Town, or constituted or given powers by The Municipal Act.
- To review the Emergency Response Plan on an annual basis and conduct training and exercises from time to time

### **3.3 Goal**

Direct and coordinate emergency response operations within the Town of Whitchurch-Stouffville in order to save lives, reduce suffering, sustain health and morale, minimize property damage, maintain and restore utilities and essential services; in general to neutralize the effects caused by the emergency and effect rehabilitation.

### **3.4 Objectives of Emergency Planning Committee**

The Town of Whitchurch-Stouffville Emergency Planning Committee will provide the Town of Whitchurch-Stouffville with an effective vehicle for developing and maintaining contingency planning and coordinating emergency response activities, which will provide for:

- Immediate effective response to an emergency
- Overall control of operations
- Rescue of trapped and injured persons
- Prompt provision of medical aid
- Isolation of danger areas
- Prevention of further injury, loss of life, property damage
- Alternate accommodation for evacuated persons
- Mobilization of all municipal, voluntary and other agencies required to cope with the emergency
- Establishment of information centres for the public and news media
- Procurement of essential resources
- Restoration of utilities and other essential services
- Rehabilitation

## **PART 4: EMERGENCY NOTIFICATION PROCEDURES**

### **4.1 Notification of Municipal Emergency Control Group**

- The CEMC or Alternate will notify the Control Group Members by using a web-based software called Phonevite. The activation message will be pre-recorded and stored in Phonevite. If the stored messages are not appropriate for the situation, new messages can be recorded at the same time of the notification. The CEMC or alternate with the use of Phonevite will;
  - Choose the recipients for the message from the list of contacts in Phonevite.
  - Send message ensuring the RSVP and leave message options are selected.
  - When replies are received, Phonevite will give you RSVP information and allow you to listen to any messages that have been left by recipients.
  - If the primary contact person does not reply within 15 minutes of the initial call, the alternate person listed will be contacted in the same manner.
  - When all notifications are complete the CEMC will be contacted and informed of who is responding and any messages left with specific information.
  - Information on staff attendance, will be reported to the Control Group Members accordingly as they are received.

### **4.2 Departmental Staff Notification**

Once notified of an emergency, all MECG members will proceed immediately to the designated EOC

Each member of the MECG is responsible for notifying his/her departmental employees, as required.

Alternates and staff with designated emergency response duties may be instructed to:

- Remain at his/her location;
- Be placed on emergency standby; or
- Report to a designated official, EOC, or specific location.

### **4.3 Staff Family Member/Notification**

**MECG:** Each member of the MECG will designate a staff member (usually his/her administrative assistant or secretary) to be their emergency contact with his/her family in an emergency situation. The staff designate will provide the family member with updates and, if necessary, forward messages to the MECG member.

**Staff:** The Telecommunications Officer is responsible for activating and staffing a designated phone number and will relay messages to the appropriate staff designate in each department. It is the responsibility of each MECG member to supply his or her family with the designated phone number.

If the family member(s) of a member of the MECG are living within an area of the municipality that has to be evacuated, they must advise the reception/evacuation centre staff to notify the MECG accordingly.

### **4.4 Requests for Assistance**

#### **4.4.1 Request for Assistance from Region of York**

Assistance may be requested from the Region of York at any time by contacting the Regional CEMC (Regional Emergency Management Coordinator). The request shall not be deemed to be a request that the Region assume authority and control of the emergency.

#### **4.4.2 Activating Region of York Emergency Plan**

Where the resources of the Town of Whitchurch-Stouffville are deemed to be insufficient to deal with the emergency and assistance from the Region of York is required, the **Mayor** will request the Regional Chair to activate the Region of York Emergency Response Plan. Activation of the Region of York Emergency Plan will supersede the Town of Whitchurch-Stouffville Emergency Plan.

#### **4.4.3 Request for Assistance from Province of Ontario**

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. Contacting the Office of the Fire Marshal and Emergency Management (OFMEM) should make a request for this assistance.

The Emergency Notification Contact List, including contact numbers for requesting assistance, is attached as “*Confidential*” Annex A.

#### **4.4.4 Provincial Authority**

The Emergency Management Act states that the Premier may declare that an emergency exists throughout Ontario or in any part thereof. The Premier may also terminate a municipal or Regional emergency at any time.

### **4.5 Declaration and Termination of an Emergency**

The Mayor or Acting Mayor of the Town of Whitchurch-Stouffville, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the MCEG.

Upon declaring an emergency, the Mayor will notify:

- Office of the Fire Marshal & Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Town Council;
- Regional Chair, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

An emergency declaration also provides protection for volunteer emergency workers under the provisions of the Workplace Safety and Insurance Board (WSIB). By registering each volunteer participating in a formally “Declared Emergency”, volunteers are then considered “Town Workers”, and protected under the provisions of the WSIB.

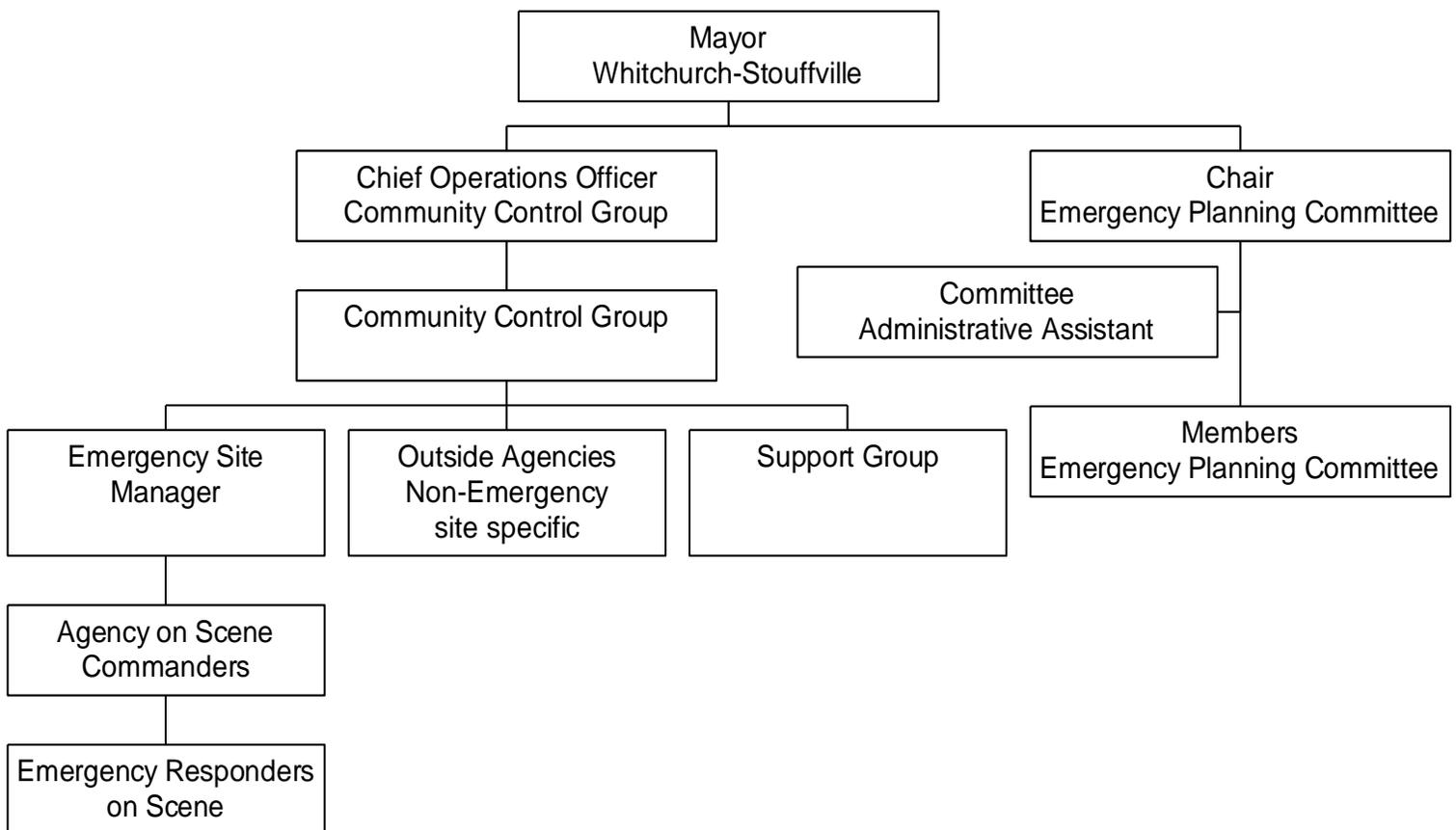
The Head of Council (**Mayor**) or Acting Mayor, the Town Council, or the Premier of Ontario, may terminate a municipal emergency at any time. Upon termination the same individuals that were notified of the declaration shall be notified of the termination.

Declaration and Termination Forms are shown in “*Confidential*” Appendix B.

## 4.6 Chain of Command

All operations by emergency agencies in response to an emergency will be performed within existing internal chain of command structure as identified in Table 4.6.

Table 4.6  
Chain of Command



#### **4.6.1 Chief Operations Officer**

The Chief Administrative Officer is the Chief Operations Officer of the Municipal Emergency Control Group and as such will act as the coordinator of all Emergency Response activities from the Emergency Operations Centre. This responsibility may be designated to another member of the Municipal Emergency Control Group at the C.A.O.'s discretion.

#### **4.6.2 Emergency Site Manager**

The Municipal Emergency Control Group will appoint for each emergency site an Emergency Site Manager to organize and coordinate the on-scene response with the various agency On-Scene commanders.

#### **4.6.3 Command Post**

A temporary command post (emergency response vehicle, house, building) will be established at each emergency site by the senior officers from each agency represented at the scene immediately upon arriving at the emergency. The temporary Command Post will be replaced by an appropriate mobile or fixed Command Post as determined by the Emergency Site Manager. All inter-agency communication will be channeled through this Command Post and a direct link (radio or telephone) will be established with the Emergency Operations Centre.

#### **4.6.4 Agency on-scene Commanders**

The ranking on-scene official for each agency responding to the emergency will assume the role of that agency's On-Scene Commander. Each agency will have one On-Scene Commander at each emergency site who is responsible for managing the agency's response operations in consultation and coordination with the Emergency Site Manager and the Municipal Emergency Control Group to facilitate an effective overall response to the emergency. The On-Scene Commander should delegate responsibility for specific functions where applicable.

#### **4.6.5 Emergency Information Officer**

An assigned Emergency Information Officer(s) will establish a Media Information Centre(s) at the scene(s) and/or at a location established by the Municipal Emergency Control Group in order to inform the media and the public of the status of the emergency on an on-going basis.

### **4.7 Evacuation**

Depending on the nature of the emergency, evacuation areas may be determined by on-scene personnel (chemical spills, fire, criminal activity, etc.). This information will be communicated and/or identified to the Municipal Emergency Control Group as required and the York Regional Police Department

will implement the evacuation with assistance from other agencies. The Region in consultation with the MCEG will open Evacuation Centres in conjunction with the Canadian Red Cross as per the provisions under the MOU established with the Region of York.

## PART 5: EMERGENCY OPERATIONS CENTRE

### 5.1 Emergency Operations Centre (EOC)

The locations of the Town of Whitchurch-Stouffville primary and alternate Operations Centres are detailed in “*Confidential*” Annex B.

Upon notification, the Municipal Emergency Control Group and EOC Support Staff will report to the Emergency Operations Centre determined for the emergency. The Emergency Operations Centre is activated for any emergency for the purpose of managing an emergency, maintaining services to the community, and supporting the emergency site. The **Community Emergency Management Coordinator** will arrange access and set up of the Emergency Operations Centre at the primary operating point location.

### 5.2 Operations Cycle

#### 5.2.1 Operations Cycle

The Operations Cycle (also known as the Incident Action Planning Cycle) can be described as the period of time required to develop, implement and evaluate the incident action plan established to address the emergency situation. The time period will vary for each emergency and is generally established based on the severity and the need to accelerate the decision making process.

The Operation Cycle has three main segments:

1<sup>st</sup> Planning: the time required to assess the situation and develop the incident Action plan.

2<sup>nd</sup> Action: the time necessary to implement the plan, evaluate the results and support the emergency response.

3<sup>rd</sup> Reporting: the Operations Cycle meeting where the MCEG reports on the status of the emergency, the validity of the current plan, any new strategy required, identifies any issues requiring resolution and the communications strategy.

As a result of the reporting segment, a new incident action plan is developed for the next operations cycle period.

## 5.2.2 Operations Cycle Meeting

Members of the MECG will gather at regular intervals to inform each other of actions taken and problems encountered. The Chief Administrative Officer will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The C.A.O.'s Administrative Assistant will maintain status board and maps and which will be prominently displayed and kept up to date.

It is essential that the MECG members meet on a regular basis to share information, identify actions, and set priorities. The Chief Administrative Officer on a regular rotation schedules these meetings, allowing time between meetings for the MECG members to deal with their individual responsibilities, complete "action items" and gather information for the next meeting. This meeting schedule is called the "Operations Cycle". Operations Cycle meetings are ideally held away from the main EOC room where work may need to continue in the management of the emergency.

When the MECG meets according to the Operations Cycle, there will be no interruptions (unless urgent) until the meeting is concluded. When a meeting commences, all MECG members will come to the table and each member will briefly update the group on the actions of their respective area, identifying issues needing resolution and seeking input from the group as a whole with the Chief Administrative Officer or designate chairing each meeting. Meetings serve as an opportunity for updates and provide a forum for discussion between the MECG as a whole. All MECG members must be present at each meeting to hear reports from, and give reports to the group as a whole.

During the Operations Cycle meetings, all members will provide advice and make recommendations as required. When decisions are made, all members must collectively support the decisions, whether opposed to those decisions at the discussion level or not. Operations Cycle meetings serve as the essential forum for group decision making, keeping all group members up to date regarding the actions of each area, and the emergency situation as a whole.

The Chief Administrative Officer or designate will appoint a recording secretary to record the decisions of the MECG, any specific actions to be taken and who will be responsible for those action items. The action items list will be maintained and reviewed/ revised at each Operations Cycle meeting. Specific actions items may also be posted on an "Emergency Operations" log.

At the conclusion of the Operations Cycle meeting, the Chief Administrative Officer or designate shall update and brief the EOC staff as required and identify any action items that require follow-up by any specific members.

### **5.2.3 EOC Communications**

Communications from the EOC to the emergency site and from the EOC to various outside agencies is essential to the effectiveness of the Emergency Response Plan. The detailed EOC Communications requirement is outlined in Appendix "C".

### **5.2.4 EOC Security**

The EOC is a secure site. Only those members of the MECG or designate shall be allowed access to the EOC. All members of the EOC shall wear name badges, which will identify and confirm their presence. All badges must be surrendered on termination of the emergency.

## **PART 6: EMERGENCY MUNICIPAL EMERGENCY CONTROL GROUP**

### **6.1 Municipal Emergency Control Group (MECG)**

The emergency response will be directed and controlled by the Municipal Emergency Control Group (MECG) - a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. The MECG consists of the following officials:

- Mayor of the Town of Whitchurch-Stouffville, or alternate
- Chief Administrative Officer, or alternate
- Fire Chief/ CEMC, or alternate
- Clerk, or alternate
- Director of Public Works, or alternate
- Director of Leisure Services, or alternate
- York Regional Police Representative
- York Emergency Medical Services (EMS) representative
- Emergency Information Officer (EIO).

### **6.2 MECG/EOC Support Staff**

- Director of Finance/Treasurer or alternate
- Director of Planning and Development Services, or alternate
- Chief Administrative Officer's Administrative Assistant
- Fire & Emergency Services Administrative Secretary
- Library CEO
- Museum Curator
- Mayor's Executive Assistant
- Additional personnel called or added to the MECG may include:
  - Emergency Management Ontario Representative
  - Ontario Provincial Police Representative
  - Toronto Region and/or Lake Simcoe Conservation Authority Representative
  - Liaison staff from provincial ministries
  - Any other officials, experts or representatives from the public or private sector as deemed necessary by the MECG
  - Local electrical utility representative, or alternate, if required or available.

The Control Group may function with only a limited number of persons depending upon the emergency. While the MECG may not require the presence of all the people listed as members of the control group, all members of the MECG must be notified.

### **6.3 Municipal Emergency Control Group Responsibilities**

The members of the Municipal Emergency Control Group (MECG) are likely to be responsible for the following actions or decisions:

- 6.3.1 Calling out and mobilizing their emergency service, agency and equipment;
- 6.3.2 Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- 6.3.3 Determining if the location and composition of the MECG are appropriate;
- 6.3.4 Advising the Mayor as to whether the declaration of an emergency is recommended;
- 6.3.5 Advising the Mayor on the need to designate all or part of the town as an emergency area;
- 6.3.6 Ensuring that an Emergency Site Manager (ESM) is appointed;
- 6.3.7 Ensuring support to the ESM by offering equipment, staff and resources, as required;
- 6.3.8 Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- 6.3.9 Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- 6.3.10 Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs;
- 6.3.11 Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- 6.3.12 Determining if additional volunteers are required and if appeals for volunteers are warranted;
- 6.3.13 Determining if additional transport is required for evacuation or transport of persons and/or supplies;

- 6.3.14 Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;
- 6.3.15 Determining the need to establish advisory groups and/or sub-committees /working groups for any aspect of the emergency including recovery;
- 6.3.16 Authorizing expenditure of money required dealing with the emergency;
- 6.3.17 Notifying the service, agency or group under their direction, of the termination of the emergency;
- 6.3.18 Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required;
- 6.3.19 Participating in the debriefing following the emergency;
- 6.3.20 Considering application for Ontario Disaster Relief Assistance Program and make arrangements as required.

## **Part 7: EMERGENCY RESPONSE SYSTEM**

### **7.1 The individual responsibilities of the Municipal Emergency Control Group:**

*Note: EOC Checklists for the Municipal Emergency Control Group (MECG) members are contained in “Confidential” Annex B.*

#### **7.1.1. Mayor or Acting Mayor**

The Mayor or Acting Mayor is responsible for:

- Providing overall leadership in responding to an emergency
- Activating the emergency notification system
- Declaring an emergency within the designated area
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency)
- Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency
- Notifying the Chair of The Region of York of the declaration of the emergency, and termination of the emergency, or of the activation or partial activation of the EOC
- Ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation
- Maintaining a personal log of all actions taken
- In coordination with the Emergency Information Officer and following consultation with the Municipal Emergency Control Group, speak on behalf of the Town regarding media releases and public announcements. The Mayor is the key spokesperson for the Town of Whitchurch-Stouffville. The Mayor should appear at the press conference with technical advisors or experts to assist with answering any technical questions posed by the media.

### **7.1.2. Chief Administrative Officer/Chief Operations Officer**

- Chairing the MECCG
- Activating the emergency notification system;
- As the Chief Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings;
- Advising the Mayor on policies and procedures, as appropriate
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the MECCG
- Ensuring that a communication link is established between the MECCG and the Emergency Site Manager (ESM)
- Liaising with other Municipal and Regional Chief Administrative Officers where deemed appropriate
- Calling out additional town staff to provide assistance, as required
- Maintaining a personal log of all actions taken.

### 7.1.3. Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system;
- Providing the MECG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assigning the Site Manager and informing the MECG;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Providing an Emergency Site Manager, if required;
- Maintaining a personal log of all actions taken.

As the *CEMC*, the Fire Chief is responsible for:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of MECG members;
- Ensuring that all members of the MECG have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarification about the implementation details of the Emergency Response Plan;
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross)
- Ensuring that the operating cycle is met by the MECG and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keep MECG members informed of implementation needs;
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared;
- Maintaining a personal log of all actions taken.
- Communicate with Regional CEMC.

#### 7.1.4 Clerk

The Clerk is responsible for:

- Assisting the Mayor as required
- Ensuring all-important decisions made and actions taken by the Municipal Control Group are recorded
- Arranging for printing of materials, if required
- Coordinating the provision of clerical staff to assist at the Emergency Operations Centre, as required
- At the direction of the Mayor, ensure that all Town Council members are advised of the declaration and termination of the emergency
- At the direction of the Mayor, arrange a special meeting of Council, as required and advise members of Council about the details of the emergency
- Opening and maintaining the Administration Offices as required
- Providing security for the Administration Offices, as required
- Providing identification cards ("*Confidential*" Appendix B, EOC resources) to Municipal Emergency Control Group members and EOC Support Staff.
- Coordinating parking at the Emergency Operations Centres and Administration Offices, if required
- Maintaining all completed logs and prepare post emergency standard agency reports
- Activating the emergency notification system of the local amateur radio operators group
- Maintaining a personal log of all actions taken.

As the *Telecommunications Officer*, the Clerk is responsible for:

- Making arrangements to acquire additional communications resources during an emergency, i.e. Fire Department portable radios, cellular phones, etc.
- Activating the emergency notification system of the local amateur radio operators group
- Initiating the necessary action to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates;
- Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise
- Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems
- Making arrangements to acquire additional communications resources during an emergency
- Initiating the opening, operation and staffing of switchboard at the Administration Offices, as the situation dictates and ensuring operators are informed of Municipal Emergency Control Group members' numbers in the Emergency Operations Centre.

### **7.1.5 Public Works Director**

The Public Works Director is responsible for:

- Providing the MECG with information and advice on engineering and public works matters
- Depending on the nature of the emergency, assigning the Site Manager and informing the MECG
- Establishing an ongoing communications link with the senior public works official at the scene of the emergency
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Ensuring provision of engineering assistance
- Ensuring construction, maintenance and repair of town roads;
- Ensuring the maintenance, in conjunction with the Region, of sanitary sewage and water systems
- Providing equipment for emergency pumping operations.
- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions
- Providing public works vehicles and equipment as required by any other emergency services
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action
- Maintaining a personal log of all actions taken.

### **7.1.6 York Regional Police Representative**

The Police Representative is responsible for:

- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the EOC, where required
- Depending on the nature of the emergency, assigning the Site Manager and informing the MECG
- Establishing an ongoing communications link with the senior police official at the scene of the emergency
- Establishing the inner perimeter within the emergency area
- Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel
- Providing traffic control staff to facilitate the movement of emergency vehicles
- Alerting persons endangered by the emergency and coordinating evacuation procedures
- Ensuring liaison with the Director of Leisure Services regarding the establishment and operation of evacuation and reception centres
- Ensuring the protection of life and property and the provision of law and order
- Providing police service in EOC, evacuee centres, morgues, and other facilities, as required
- Notifying the coroner of fatalities;
- Ensuring liaison with other community, provincial and federal police agencies, as required
- Providing an Emergency Site Manager, if required
- Maintaining a personal log of all actions taken.

### **7.1.7. Director of Leisure and Community Services**

The Director of Leisure Services is responsible for:

- Liaising with York Region Community Services and Housing to ensure the coordination of the well-beings of residents
- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services
- Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed
- Liaising with the Medical Officer of Health or representative on areas of mutual concern regarding operations in evacuee centres
- Ensuring that a representatives of the York Region Board of Education and/or York Region Catholic School Board is/are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation
- Ensuring liaison with Nursing Homes or homes for the Aged as required;
- Making arrangements for meals for the staff/volunteers at the EOC and the Site
- Maintaining a personal log of all actions taken.

### **7.1.8. York Region Paramedic Services Representative**

“The Chief of Paramedic will delegate Paramedic representatives to provide support as requested and as available to local Municipal Emergency Operations Centre’s (EOC) and Emergency Control Groups (ECG) for emergencies impacting EMS.”

**Chief/General Manager of York Region Paramedic services will be responsible for the following duties.**

- Liaise with the Ontario Ministry of Health & allied Emergency Medical / Paramedic Services agencies
- Recommend specific responses to conditions that could affect the Paramedic Services interaction
- Liaise with the allied Emergency Medical / Paramedic Services agencies on areas of mutual concern which may include:
  - Triage
  - Stabilization of patients
  - Transport to hospitals
  - Any other issues needed in pre-hospital care
  - Liaise with other agencies as required to augment and coordinate Emergency Medical Services resources
  - Provide an Incident Commander, if required
  - Delegate York Region Paramedic Services (formerly York Region EMS) representatives to provide support as requested to local municipal Emergency Operations Centres (EOC) and Emergency Control Groups (ECG) for emergencies impacting Paramedic Services.

### **7.1.9 York Region Public Health Representative**

“The Medical Officer of Health (MOH) will delegate public health experts to provide support as requested as available to local municipal Emergency Operations Centres (EOC) and Emergency Control Groups (ECG) for emergencies impacting public health.” In addition to Public Health representation, the attached roles of the Medical Officer of Health, Chief of Paramedic or Commissioner of C&HS attending your EOC’s.

#### **Commissioner of Community and Health Services will be responsible for the following duties:**

- Ensure any operational objectives and assignments identified in the EOC Action Plan related to community services or emergency social services are carried out effectively.
- Liaise with the municipalities and school boards to determine requirements for Emergency Social Services
- At the discretion of the Commissioner and in consultation with Police Services or if requested by a municipality, open and operate temporary and/or long-term Reception Centres and/or evacuation centres and ensure they are adequately staffed
- Establish the Departmental Emergency Operation Centre (DEOC) as required
- Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in Reception Centres that include - 2013 Emergency Plan Page 27
  - Food safety and water quality
  - General sanitation and health hazards
  - Infection prevention and control
  - Accommodation standards for emergency lodging
  - Assessment of the public health status of the affected community
- Liaise with the Medical Officer of Health on public health issues related to the incident (e.g. outdoor air quality or water quality in the event of a spill, impact to a community, advice on evacuation or shelter-in-place) or other potential health hazards in the community
- When Regional social services are being delivered in a Reception Centre, ensure that a facility representative is notified and that staff and volunteers utilizing the facility take direction from the aforementioned representative with respect to its maintenance, use and operation
- Provide an Incident Commander to manage the emergency delivery of Regional social services within Reception Centres, if required.
- Notify NGO’s as required, of the location of designated Reception Centres/Emergency Lodging Facilities
- Liaise with York Region Transit/Viva for the provision of transportation of evacuees to and from Reception Centres
- Where applicable, liaise with the Incident Commander of the Reception Centre and provide the RECG and Chairman with advice or updates on social services related matters.
- Work with the Public Information Officer regarding information required by the Emergency Public Information Centre.
- Liaise with other levels of government, as required.
- Delegate Emergency Social Services (ESS) representatives to provide support as requested to local municipal Emergency Operations Centres (EOC) and Emergency Control Groups (ECG) for emergencies impacting ESS.

### 7.1.10. Emergency Information Officer (EIO)

- The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public. A detailed Crisis Communications Plan is included in “*Confidential*” Annex C.
- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the EIC (Emergency Information Centre) is set up and staffed and also a site EIC, if required;
- Ensuring liaison with the MECG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;
- Ensuring that the following are advised of the telephone number of the media centre:
  - Media;
  - Municipal Emergency Control Group;
  - Switchboard (Town and Emergency Services);
  - Community Spokesperson;
  - Police Public Relations Officer;
  - Neighbouring Communities;
  - Citizen Inquiry Supervisor;
  - Any other appropriate persons, agencies or businesses.
- Providing direction and regular updates to Citizen Inquiry to ensure that the most accurate and up-to-date information is disseminated to the public including designation of mediums such as telephone, social media, etc.;
- Ensuring that the media releases are approved by the Municipal Emergency Control Group (in consultation with the mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the MECG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency;
- Giving interviews on behalf of the Town of Whitchurch-Stouffville Council;
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;
- Redirecting all inquiries about decisions made by the MECG and about the emergency as a whole, to the Emergency Information Officer;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media;
- Maintaining a personal log of all actions taken.

## **7.2 Support and Advisory Staff**

The following staff may be required to provide support, logistics and advice to the MCEG:

### **7.2.1. Chief Administrative Officer's Administrative Assistant/Assistants/ Fire Chief/ CEMC Administrative Secretary**

The Administrative Assistants are responsible for:

- Assisting the Chief Administrative Officer and Fire Chief/CEMC, as required;
- Ensuring all important decisions made and actions taken by the MCEG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Providing a process for registering MCEG members and maintaining a MCEG member list;
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;
- Maintaining a personal log of all actions taken.

### **7.2.2. Town Solicitor**

The Town Solicitor is responsible for:

- Providing advice to any member of the Municipal Emergency Control Group on matters of a legal nature as they may apply to the actions of the Town of Whitchurch-Stouffville in its response to the emergency, as requested;
- Assisting in the assessment of actions or inactions that may lead to corporate risk management
- Assisting with the assessment of claims and compensation against or for the municipality
- Providing research and advice for consideration and termination of a municipal declaration of emergency
- Maintaining a personal log of all actions taken.

### **7.2.3. Director of Finance/Treasurer**

The Director of Finance is responsible for:

- Providing information and advice on financial matters as they relate to the emergency
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities
- Ensuring that records of expenses are maintained for future claim purposes
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency
- Providing and securing of equipment and supplies not owned by the Town of Whitchurch-Stouffville
- Ensuring liaison with purchasing agents of the neighbouring communities, if necessary
- Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment
- Maintaining a personal log of all actions taken
- Submit Municipal Disaster Relief Assistance (MDRAP) application for Provincial financial relief. Coordinate any other financial assistance as required from other levels of government.

#### **7.2.4. Chief Executive Officer of Library acting as the Human Resource Officer**

The CEO of Library is responsible for:

- Coordinating and processing requests for human resources;
- Coordinating offers of, and appeals for, volunteers with the support of the MECCG;
- Selecting the most appropriate site(s) for the registration of human resources;
- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed;
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for town records; see *“Confidential” Appendix B*.
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- Arranging for transportation of human resources to and from site(s);
- Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups;
- Procuring staff to assist as required or requested by the MECCG;
- Maintaining a personal log of all actions taken.

### **7.2.5. Director of Planning and Development Services**

The Director of Planning and Building Services is responsible for:

- Attending as required to examine and certify buildings structurally damaged, order demolition, repairs, etc.;
- Providing updated maps for the MECG and EOC;
- Providing advice and information on all Building Code related matters.

As the *Transportation Officer*, the Director of Planning and Development Services is responsible for:

- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the MECG and the support and advisory staff;
- Ensuring that a record is maintained of drivers and operators involved;
- Maintaining a personal log of all actions taken.

### **7.2.6 York Region Board of Education and York Region Catholic School Board**

The York Region Board of Education and the York Region Catholic School Board are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres as per the MOU with the Region of York;
- Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure;
- Maintaining a personal log of all actions taken.

### **7.3 Relationship between MECG and Emergency Site Manager (ESM):**

The Emergency Site Manager, in liaison with the Chief Operations Officer, is responsible to:

- Direct, control and coordinate the on-site emergency response effort of the Emergency Response Team (responding agencies), in accordance with direction from the Chief Operations Officer.
- Maintain contact with the leader of each agency and keep informed on the progress of each.
- Assess the situation, establish an aim and determine the site operational plan.
- In conjunction with Police and/or Fire & Emergency Services, establish site layout and a Command Post, including an assembly area for additional staff resources for the control and coordination of emergency on-site operations.
- Establish Emergency Response Team communications and work with the Telecommunications Officer.
- Establish which agencies are allowed access past the outer and inner perimeters and advise on-site police. In coordination with the Emergency Information Officer establish a Site Emergency Information Officer (Spokesperson). Request public information support as required.
- Maintain continuous contact with the Chief Operations Officer and the MECG to report the operations status at the emergency site and advise of any assistance or other resource required.
- Take such necessary action to minimize the effects of the emergency.
- When recovery operations are nearing completion, monitor and advise the MECG about agencies preparing to depart the site.
- Maintain a log of all major decisions, instructions issued and actions taken.

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

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

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

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

## **PART 8: PLAN MAINTENANCE AND TESTING**

### **8.1 Annual Reviews and Evaluation of the Plan**

At the call of the Community Emergency Management Coordinator, the Emergency Management Planning Committee shall review and evaluate on an annual basis the Town of Whitchurch-Stouffville emergency management program and response plan. On behalf of the Emergency Management Planning Committee, the Community Emergency Management Coordinator shall recommend to the Chief Administrative Officer changes to the Emergency Response Plan for Town of Whitchurch-Stouffville Council approval.

Likewise, any appendices and sub-plans are to be reviewed by the person responsible for them and, in conjunction with the Community Emergency Management Coordinator, any identified changes are to be made accordingly.

Each person, agency, service area or department listed in this plan is responsible for notifying the CEMC of any revisions, administrative changes or updated contact information affecting the Plan or its Confidential Appendices. For the purpose of keeping the Plan current, revisions to appendices and minor administrative changes will be made by the CEMC, without resubmitting the plan to the Emergency Management Planning Committee or Town of Whitchurch-Stouffville Council for approval.

### **8.2 Training and Exercise Program**

The Community Emergency Management Coordinator is responsible for conducting annual training and Emergency Response Plan exercises for the Municipal Emergency Control Group and Emergency Operations Centre staff. Recommendations resulting from such exercises are to be incorporated into the next edition of this plan.

Review of the Emergency Response Plan, testing and exercises are mandated to be done at least once per year under the requirements of the Emergency Management and Civil Protection Act and Regulations.

## PART 9: GLOSSARY OF TERMS

Definitions denoted by an asterisk (\*) have been provided by the Canadian Emergency Preparedness College.

- **Activation** – to put in a “state of readiness”, to place designated employees on stand-by and to prepare the necessary equipment, facilities and other resources for use.
- **Alert** – a process by which actions are taken to inform the general public of a real or potential danger.
- **Citizen Inquiry Call Centre** – a service established by the Citizen Inquiry Supervisor to respond to and redirect inquiries and reports from the public.
- **Community Emergency Management Co-ordinator** - The person designated by the Council responsible for the maintenance, revision and distribution of this plan and the co-ordination of emergency exercises.
- **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.
- **Command Post** – a mobile command post complex at the site of an emergency. The complex could be comprised of several mobile command posts from police, fire, ambulance, etc.
- **Communication** – the message provided as public information (e.g., news releases, Public Service Announcements and media relations such as radio, television and print.)
- **MECG** – is an acronym for the Municipal Emergency Control Group. As outlined in section 6 of the Town of Whitchurch-Stouffville Emergency Response Plan, “all emergency operations shall be directed and controlled by a group of officials responsible for providing the services needed to minimize the effects of the emergency on the municipality.”
- **Consequence** – the outcome of an event or situation expressed qualitatively or quantitatively, i.e. a loss, injury, disadvantage or gain.
- **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 impending situation caused by the forces of nature, an accident, an intentional act or otherwise that threatens public safety, public health, the environment, property, critical infrastructure and economic stability.
- **Disaster** – a widespread or severe emergency that seriously incapacitates a community.

- **Disaster Relief Committee** – under the terms of the Disaster Relief Assistance Ontario (DRAO) including the Municipal Disaster Assistance Program (MDRAP), as soon as possible after a disaster area has been declared, Council may appoint by resolution a disaster relief committee. This committee and its sub-committees act as an autonomous body operating within provincial guidelines to raise funds and settle claims for approved damages within the declared disaster area only.
- **Emergency** – an abnormal situation which – to limit damage to persons, property or the environment –requires prompt coordinated actions beyond normal procedures.
- **Emergency Management** – a comprehensive program and activities to deal with actual or potential emergencies or disasters. These include mitigation against, preparedness for, response to and recovery from emergencies or disasters.
- **Emergency Operations Centre (EOC)** – a central facility that serves as a focal point for the executive head of local government and departmental representatives to effectively coordinate and support emergency operations within their jurisdictions; also known as the “Nerve Centre”.
- **Emergency Site Manager (ESM)** – The officer or municipal official designated by the Municipal Emergency Control Group to take overall control of the entire force involved at the site of the emergency.
- **Evacuation Centres** – an evacuation centre is defined as “a one stop service site where evacuees are being received and which all five emergency social services are provided: clothing, lodging, food, registration and inquiry and personal services. ” During an emergency, people have multiple and varying needs, one of those needs may not, for the majority, involve lodging. As a result, an evacuation centre is set up in which all evacuees are registered and individual needs addressed. They may be referred to any number of resources depending on their needs. In the case of this plan, the identified evacuation centre locations will also provide shelter provision on site as required.
- **Hazard** – 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 and Risk Assessment (HIRA)** – this is a tool assists emergency managers in answering these questions. It is a systematic risk assessment tool that can be used to assess the risks of various hazards.
- **Inner Perimeter** – a physical line, which delineates the immediate impact zone or emergency area, as established by the On-Scene Commanders. Access to the inner perimeter is restricted only to essential emergency personnel actively involved in the occurrence.
- **Implementation** – to put the emergency response plan into effect; this includes mobilizing the MCG, opening and staffing the Emergency

Operations Centre (EOC), using emergency expenditure authorities and conducting emergency response activities.

- **Incident** – a situation, which demands a response to minimize injuries or damage to property or the environment.
- **Lead Agency** – an organization that is responsible for the direction and control of the resources assigned to respond to the emergency. Normally, the organization, which has the largest vested interest in emergency response activities and/or mandate, is designated the lead agency.
- **Media centre** – is a pre-designated location under the direction of the Emergency Information Officer used to quickly gather and disseminate information.
- **Missing Persons** – Red Cross policy states there is a 72-hour moratorium from the start of a declared disaster to when it will start answering inquiries about the whereabouts of individuals. This allows time for the CRIB to be established. If a person is missing after several days, inquiries would be advised to inform the police as per the Health Canada Registration and Inquiry Manual.
- **Mitigation** – all activities aimed at eliminating or alleviating the effects of identified hazards.
- **Mobilization** – a process by which actions are taken to activate response resources.
- **Operations Officer** – is the person (Chief Administrative Officer) designated in the Emergency Response Plan whom is responsible for managing the entire EOC operations.
- **Outer Perimeter** - A physical line, which delineates an area that includes the inner perimeter and leaves ample area for setting up emergency centres and rescue operations. The outer perimeter is also used as a control measure between the EOC and the Command Post, where all coordinated emergency response outside the outer perimeter is the responsibility of the EOC. Access to the outer perimeter is restricted to essential personnel only as determined by the Emergency Site Manager.
- **Non-Government Organization (NGO)** -
- **Notification** – a process by which actions are taken to inform the authorities and stakeholders of a real or potential danger.
- **Provincial Emergency Operations Centre (PEOC)** – the top level emergency operations centre operated by the Province of Ontario. Its primary location is at 25 Morton Shulman Blvd in Toronto.
- **Priority Access for Dialing (PAD) Program** – Previously known as Line Load Control (LLC); PAD is a program managed by Industry Canada to establish preventative arrangements for essential users or agencies responsible for dealing with emergency situations. The aim is to increase the possibility of placing local telephone calls during a crisis situation.
- **Regional Emergency Operations Centre (REOC)** – The designated Emergency Operations Centre for the Regional Municipality of York.
- **Recovery** – refers to decisions and measures undertaken to restore normal conditions. The time frame for recovery begins as soon as a

reduction in critical response activities permits the re-allocation of some resources to longer-term recovery activities. Recovery measures can begin within the initial response phase and extend over many months and may include physical restoration and reconstruction, financial assistance programs, counseling, temporary housing or relocation assistance, health and safety programs, environmental clean-up and economic impact studies.

- **Response** – those measures undertaken immediately after an emergency has occurred and for a limited period thereafter, primarily to save human life, treat the injured and prevent further injury and other forms of loss. They include response plan activation, opening and staffing of emergency operations centres, mobilization of resources, issuance of warnings, advisories and directions, provisions of aid and may include declaration of states of emergency.
- **Regional Emergency Operations Centre (REOC)** – the emergency operations centre that is run by the Regional Municipality of York. Its primary location is at 17250 Yonge Street in Newmarket.
- **Risk Assessment** – a risk is the chance or possibility of danger, loss, injury, or other adverse consequences. Risk assessment is the identification of risks to public safety, public health, the environment, property, critical infrastructure and economic stability from natural, human-caused and technological sources, and the evaluation of the importance of the activity to the continued operation of the community.
- **Staging Area** - is a site where if a quick evacuation is required, residents may be sent for temporary periods. These are established by the police and/or fire and will not involve the Red Cross or other Department of Community Services emergency response team members
- **Support Role** – the provision of assistance to a lead agency by an organization, which does not come under the authority of the lead agency under normal daily activities.
- **Telecommunications** – equipment which is used to transmit or receive information (e.g. a radio, telephone, cellular phone, mobile phone, ham radio, CB, (Citizen Band), facsimile etc.

