

CITY OF ORILLIA
EMERGENCY RESPONSE PLAN

April 2004
(Revised September 2008)



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CITY OF ORILLIA EMERGENCY RESPONSE PLAN

PART 1: INTRODUCTION

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 City of Orillia.

The population of the City of Orillia is approximately 30,000 residents.

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

The City of Orillia Community 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 City of Orillia important emergency response information related to:

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

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the City of Orillia Emergency Response Plan may be viewed at City Hall and the Library. For more information, please contact:

Community Emergency Management Coordinator
Ralph Dominelli, Fire Chief
City of Orillia Fire Department
(705) 329-8667

“The effectiveness of any system depends upon how well those who are part of that system understand it”

PART 2: AIM

The aim of this plan is to make 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 City of Orillia when faced with an emergency.

It enables a centralized, controlled and coordinated response to emergencies in the City of Orillia, avoiding duplication of effort, and meets the legislated requirements of the Emergency Management and Civil Protection Act, 2006.

PART 3: AUTHORITY

The *Emergency Management and Civil Protection Act, 2006 (EMCPA)* is the legal authority for this emergency response plan.

The *EMCPA* states 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 plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”

As enabled by the *Emergency Management and Civil Protection Act, 2006, 2003*, this emergency response plan and its elements have been:

- Issued under the authority of *City of Orillia By-law # 2004-193*; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

a) Definition of an Emergency

The *EMCPA* defines an emergency as:

“An emergency means 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 that are distinct from normal day-to-day operations carried out by the first response agencies”

Emergencies can occur within the City of Orillia, and the most likely are:

Natural, Technological, and Human events.



b) Action Prior to Declaration

When an emergency exists but has not yet been declared, Fire, Police, Ambulance, Public Works etc., may take such action(s) under this emergency response plan as may be required to protect the property and health, safety and welfare of the City of Orillia.

PART 4: EMERGENCY NOTIFICATION PROCEDURES

Only a member of the CCG may initiate the notification procedure.

When a member of the CCG receives a warning of a real or potential emergency, that member will immediately contact the Community Emergency Management Coordinator (CEMC) who then in consultation with the Head of Council will determine whether to initiate the Notification Procedure through the City of Orillia Fire Department Communications Centre. The member initiating the call must provide pertinent details (e.g. - a time and place for the CCG to meet) as part of the notification procedure. Sample in Annex A is the recommended format.

If deemed appropriate, the individual CCG members may initiate their own internal notification procedures of their staff and volunteer organizations.

Where a threat of an impending emergency exists, any member of the CCG may initiate the notification procedure through the CEMC and place CCG members on standby.

The City of Orillia Fire communicator must record the date and time CCG members were contacted.

The contact phone numbers and addresses of the CCG members (and their alternates) is contained in Annex A.

a) Requests for Assistance

Assistance may be requested from neighbouring municipalities and townships, including the City of Barrie and Rama First Nation, and at any time by contacting the County Warden. The request shall not be deemed to be a request that the county assume authority and control of the emergency.

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

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

b) A Declared Community Emergency

The Mayor or Alternate of the City of Orillia, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG. As well, the Premier of Ontario is also able to make the declaration.

Upon declaring an emergency, the Community Emergency Management Coordinator will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- City Council;
- County Warden, as appropriate;
- Media;
- Neighbouring community officials, as required;

- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- Mayor or Alternate; or
- City Council; or
- Premier of Ontario.

When terminating an emergency, the Community Emergency Management Coordinator will notify:

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

Upon termination of an emergency the Community Control Group will submit a post incident analysis to Council within 30 days.

PART 5: EMERGENCY COMMUNITY CONTROL GROUP

a) Emergency Operations Centre (EOC)

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

The location of the City of Orillia's primary and alternate Operations Centres are detailed in Annex B.

b) Community Control Group (CCG)

The emergency response will be directed and controlled by the Community Control Group (CCG) - 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 CCG consists of the following officials:

- Mayor or alternate;
- City Manager, or alternate;
- Director of Parks and Recreation or alternate;
- Emergency Information Coordinator;
- Fire Chief, or alternate;
- Medical Officer of Health, or alternate;
- O.P.P. Detachment Commander or alternate;
- Orillia Power Corporation Representative or alternate;
- Orillia Soldiers Memorial Hospital Representative;
- Public Works Director, or alternate;
- Additional personnel called or added to the CCG may include;
 - Telecommunications coordinator ARES;
 - Social Services representative;
 - Emergency Management Ontario Representative;
 - Liaison staff from provincial ministries;
 - Emergency Medical Services Representative;
 - Any other officials, experts or representatives from the public or private sector deemed necessary by the CCG.

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

c) Operating/Business Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The City Manager will establish the frequency of meetings and agenda items.

Six components of a CCG meeting:

- 1) An assessment and prognosis of the situation: *What is happening? What is required?*
- 2) The establishment of priorities: *What is important? What can be done in a timely manner? What are the alternatives?*
- 3) The setting of objectives.
- 4) The determination of an action plan: *Who does what? What task is required? What is a reasonable timeframe?*
- 5) Timelines for the implementation of assigned tasks.
- 6) Monitoring and reporting. Coordination, briefings and recording of assignments are important strategies in ensuring consistent and effective efforts are being followed in compliance with the group's decisions.

Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. When a meeting ends each member of the CCG carries out the assigned tasks/objectives and gathers information for the next scheduled meeting. The City Managers Assistant will maintain status boards and maps that will be prominently displayed and kept up to date.

d) Community Control Group Responsibilities

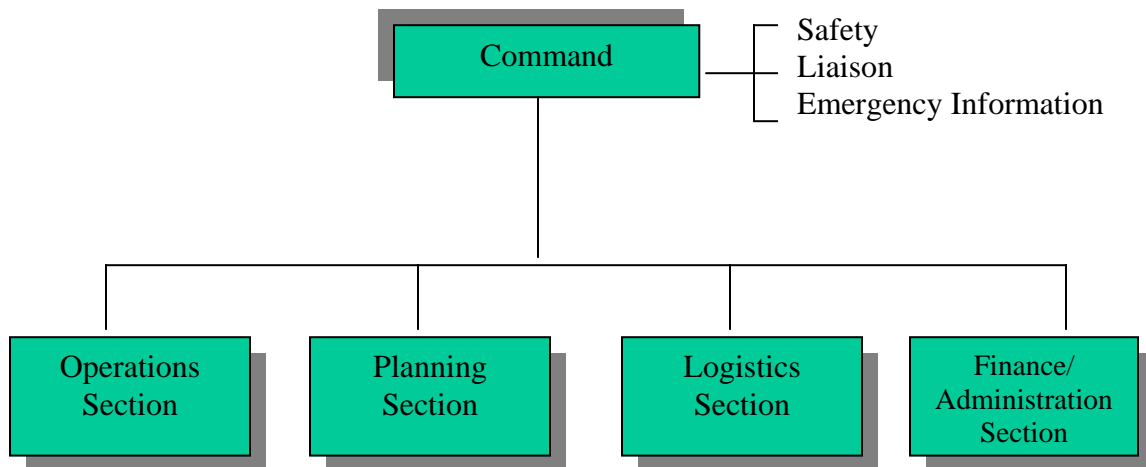
The members of the Community Control Group (CCG) are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency service, agency and equipment;
- 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;
- Determining if the location and composition of the CCG are appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the City as an emergency area;
- Ensuring that an Incident Commander (IC) is appointed;
- Ensuring support to the Incident Management System (IMS) by offering equipment, staff and resources, as required;
- Recommending, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;

- 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;
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Participating in the debriefing following the emergency;
- Considering application for Ontario Disaster Recovery Assistance Plan (ODRAP) and make arrangements as required;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the City Manager within one week of the termination of the emergency.

PART 6: EMERGENCY RESPONSE SYSTEM

The City of Orillia is adopting an Incident Management System based on NIMS and NFPA 1600. All ministries and communities will be implementing the Ontario IMS system in 2005, within the Enhanced level program. The Incident Command System will consist of the following:



As this system takes place, appropriate training will be held, since this structure will be reflected at both the site and the EOC.

a) The individual responsibilities of the Community Control Group:

1. Mayor or Alternate

The Mayor or Alternate is responsible for:

- Chairing all meetings of the CCG;
- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Authorizing city expenditures until council can meet;
- Making a formal request to neighbouring municipalities, Simcoe County, and/or to the Provincial Government (via the Community Safety and Correctional Services Ministry and the M.P.P. For Simcoe North) for assistance as required;
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- 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.

2. City Manager

The City Manager's responsibilities include:

- Ensuring liaison with the O.P.P. Detachment Commander regarding security arrangements for the EOC;
- 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 Coordinator, in consultation with the CCG;
- Ensuring that a communication link is established between the CCG and the Incident Commander (IC);
- Calling out additional city staff to provide assistance, as required;
- Coordinating the preparation of the post-emergency report;
- In the absence of the Mayor or designate, authorize City expenditures until City Council can meet. Department heads can authorize Department expenditures;
- Maintaining a personal log of all actions taken.

3. O.P.P. Detachment Commander

The Detachment Commander responsibilities include:

- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the EOC;
- Depending on the nature of the emergency, assign the Incident Commander and inform the CCG;
- 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 Parks and Recreation Representative regarding the establishment and operation of evacuation and reception centres;
- Ensuring all buildings have been evacuated and are empty, maintain security and law and order in evacuated areas during the emergency and during re-entry of evacuees;
- Providing police service in the EOC, evacuee centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities, establish a temporary morgue, investigate deaths, remove bodies, provide equipment;
- Establish Casualty Information Center (CIC)
- Establish Property Recovery Center adjacent to (temporary) morgue (collect, safeguard, itemize and return to next of kin or dispose of property of deceased);
- Identifying fatalities and coordinate with the Coroner to notify next of kin;
- Ensuring that a Site Media Spokesperson is assigned/appointed as required;
- Investigating an incident, collecting evidence and detaining persons if a crime is suspected;
- Ensuring liaison with other community, Provincial and Federal Police Agencies, as required;
- Maintaining a personal log of all actions taken.

4. Fire Chief

The Fire Chief's responsibilities include:

- Activating the emergency notification system through the City of Orillia Fire Department Communications Centre;
- Providing the CCG with information and advice on fire fighting and rescue matters;
- Depending on the nature of the emergency, assign the Incident Commander and inform the CCG;
- Conducting all operations connected with the fighting of fires, hazardous materials, rescue of trapped or injured persons;
- Establishing decontamination area with open monitoring equipment if required and decontaminate all contaminated casualties, equipment, supplies, personnel etc., prior to entering the outer perimeter from the inner perimeter. Properly discard material which cannot be decontaminated;
- Coordinating with O.P.P. to establish a common on-scene command post and a coordinated communications system;
- Relocating resources to provide continued fire/medical coverage for all areas of the city;
- Ensuring fuel is provided for emergency vehicles and equipment at emergency site and allocated for appropriate vehicles throughout the city;
- Providing basic and advanced life support and stabilize the injured or sick until Paramedics can take over;
- 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 fire fighters 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;
- Liaising with Public Works Department concerning emergency water supplies for fire fighting and potable water;
- Transporting casualties from inner perimeter (if safe) to a safe staging area in outer perimeter where Paramedics can take over and deliver casualties to hospital. In instances where patient cannot be moved provide accessibility for paramedics and provide safety equipment as required;
- Liaising with City Building Department and public utilities as required to investigate safety of structures and eliminate potential hazards;
- Maintaining a personal log of all actions taken.

5. Public Works Director

The Public Works Director's responsibilities include:

- Providing the CCG with information and advice on engineering and public works matters relating to City utilities and hard services (sewers and sewage treatment plant, water supply and treatment, solid waste disposal, roads, traffic lights), as well as flood emergencies;
- Depending on the nature of the emergency, assign the Incident Commander and inform the CCG;
- 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 city roads;
- Ensuring the maintenance 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;
- Making available to the City heavy equipment, vehicles, special equipment, traffic control aids (for Police), operators and stockpiles of material (i.e. sand);
- Closing roads if required in cooperation with Police;
- 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;
- Clearing emergency and evacuation routes (i.e. remove debris or snow, mark obstacles, provide road signs) as required to maintain flow;
- Arranging for water testing as required or as directed by the Medical Officer of Health;
- Maintaining a personal log of all actions taken.

6. Medical Officer of Health

The Medical Officer of Health's responsibilities include:

- Acting as a coordinating link for all emergency health services at the CCG;
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Activating the Simcoe County District Health Unit Emergency Plan if an emergency has been declared to alert Public Health staff and provide preliminary instructions;
- Notifying the Ministry of Health, Public Health Branch, that the Simcoe County District Health Unit Emergency Plan has been activated;
- Depending on the nature of the emergency, assign the Incident Commander and inform the CCG;
- Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- Providing advice on any matters, which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator;
- Ensuring the coordination of vaccine storage, handling and distribution across Simcoe County;
- Initiating mass vaccination campaigns during outbreaks of disease within affected municipalities in Simcoe County;
- Liaising with the District Coroner to coordinate the activities of the mortuary within the community and provide assistance where necessary;
- Providing instruction and health information through public service announcements and information networks;
- Evaluating post-emergency effectiveness and efficiency in the execution of the agency's responsibilities through debriefing sessions and liaison with Emergency Control Groups from each municipality;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics and pandemics according to Ministry of Health and Long Term Care policies;
- In accordance with health standards in the Health Protection and Promotion Act, test, monitor and inspect disaster site(s), and take appropriate action (i.e., issue advisories, precautions, instructions, or enforcement), to address existing or potential health hazards related to:
 - accommodation – (including evacuation centres and shelters at emergency site) re: sanitation/hygiene, sanitary disposal of sewage and garbage, toilet and washing facilities, food safety, water potability, air quality/ventilation, sleeping space/person, heat, power etc., drinking water, swimming water (potability/quality, quantity, safety, restrictions; test selected sources on an on-going basis (Orillia Operations responsible for water testing, Public Health does spot checks, identifies and approves additional sources of potable water, approves transportation [i.e., licensed tankers]) food at restaurants, food stores, evacuation centres (safety re: food sources, transportation, bacteria, storage, hygiene, preparation, handling, serving, disposal)
 - sewage and garbage storage and disposal
 - pest control
 - sanitary disposal of human and animal remains (advice re health standards)
 - communicable disease (arrange mass immunization if required)
 - hygiene
 - assist with decontamination of personnel

- public information on property rehabilitation such as well-water disinfection and;
 - public health and safety precautions during clean-up
- Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency;
- Advising, assisting and coordinating (VON) with Soldiers' Memorial Hospital to provide care for Home Care Program clients during an emergency with respect to:
 - discharge
 - relocation from Home Care and nursing homes, home for the aged and hospitals to family or appropriate accommodation (transportation provided by Ambulance, Police and Orillia Transit, approved locations provided by Social Services)
 - monitoring Home Care patients who are dependent on electrical equipment to ensure they are being maintained safely at home
 - continuous care
 - adequate accommodation
- Providing counselling services for mental health disorders, emotional trauma and shock during and following an emergency as required [for general public evacuees at evacuation centers, hospital patients (in cooperation with Hospital) and first responders]. Public Health Nurses would provide initial consultation and would refer clients to counselling services as required;
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Public Works Representative regarding the need for potable water supplies and sanitation facilities;
- Ensuring liaison with Parks and Recreation Representative on areas of mutual concern regarding health services in evacuee centres;
- Maintaining a personal log of all actions taken.

7. Director of Parks and Recreation

The Director of Parks and Recreation's responsibilities include:

- 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 by using the appropriate agencies as required (i.e. Red Cross, Salvation Army);
- Maintaining an inventory of municipal recreation facilities that may be used as evacuation centers, recording the name, address, 24 hour contacts, capacity and the availability of emergency supplies and equipment;
- Arranging leisure activities in evacuation centers in the event that large numbers of families are evacuated for an extended period of time;
- Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed;
- Ensuring liaison with the Detachment Commander with respect to the pre-designation of evacuee centres which can be opened on short notice;
- Liaising with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres;
- Ensuring that a representative of the Simcoe County Board of Education and/or Separate 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;
- Making arrangements for meals for the staff/volunteers at the EOC and the Site;
- Making/authorizing emergency purchases of food, supplies, etc. as required and request reimbursement from Social Services;
- Ensuring communications link is provided at evacuation centers to allow evacuees to contact friends or relatives to arrange to stay with them, and to provide communications to and from the EOC;
- Ensuring that counselling services are made available for evacuees at evacuation centers via Public Health and Social Services;
- Notifying volunteers and evacuees of the termination of the emergency, and coordinate the dispersal of people from the evacuation center;
- Ensuring the Simcoe County District Health Unit that the evacuation center(s) meet public health requirements with respect to accommodation, sanitation/hygiene, sanitary disposal of sewage and garbage, drinking water, food, pest control, etc.;
- Maintaining a personal log of all actions taken

8. Community Emergency Management Coordinator or Alternate (Fire Chief and Deputy Fire Chief)

The Emergency Management Coordinator or Alternate's responsibilities include:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervising the Telecommunications Coordinator;
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
- Ensuring that the operating cycle is met by the CCG 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 CCG informed of implementation needs;
- Maintaining the records and logs for the purpose of the debriefs and post-emergency reporting that will be prepared;

Upon declaring an emergency, the Emergency Coordinator will notify:

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

A community emergency may be terminated at any time by:

- Mayor or Alternate; or
- City Council; or
- Premier of Ontario.

When terminating an emergency, the Emergency Coordinator will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- City Council;
- County Warden, as appropriate;
- Media;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).
- Maintaining a personal log of all actions taken.

9. Orillia Power Corporation (OPC) Representative

The OPC Representative's responsibilities include:

- Monitoring the status of power outages and customers without services
- Providing advice and expertise to the CCG as to the degree and location of any electrical distribution problems and consult with the Control Group regarding decisions that may affect the provision of electrical service;
- Maintaining/restoring electrical distribution service, if possible, to stricken areas. The Control Group may request that restoration of service be established on a priority basis for certain areas in order to assist with emergency response operations;
- Providing updates on power outages, as required;
- Discontinuation of electrical services to any area, customer or building where it is considered necessary in the interest of public safety (i.e., downed lines) or as requested by the Control Group;
- Containing, cleaning-up and storing (in containers) spills resulting from OPC equipment and facilities, or from the transportation of OPC dangerous goods (i.e., oil, PCB's, and diesel fuel from storage tanks at generating stations; PCB's from transformers);
- Testing for PCB's at the site of a spill;
- Assisting with the containment and clean up of land or water based PCB's and other similar dangerous goods resulting from dischargers other than OPC, as requested by the Orillia Fire Department and Public Works Department;
- Informing agencies involved in an evacuation (i.e., O.P.P., Orillia Transit, etc.) of known people in the City on life support systems who have registered with OPC;
- Providing an auxiliary power feeder to Soldiers Memorial Hospital if required and available;
- Ensuring liaison with the public works;
- Providing assistance with accessing generators for essential services, or other temporary power measures;
- Requesting assistance from other power utilities in the area through the Joint Assistance Plan;
- Discontinuation of electrical services to any customer or building where it is considered necessary in the interest of public safety or as requested by the CCG:
- Providing additional resources (equipment, staff, expertise) as required and available. OPC has aerial devices that could assist with a rescue and other equipment useful in an emergency;
- Restoring services following the termination of the emergency;
- Maintaining a personal log of all actions taken.

10. Orillia Hospital Administrator

The Orillia Hospital Administrator's responsibilities include:

- Implementing the hospital emergency plan;
- Preparing to receive casualties or to evacuate patients due to an imminent danger;
- Providing advice and expertise to the CCG as relates to the Hospital Emergency Plan;
- Liaising with Ambulance Officials regarding the number and type of casualties that will be arriving for emergency treatment (Ambulance can radio Hospital);
- Re-allocating resources and space as required ensuring incoming casualties can be treated and in-patients receive continued care with minimal disruption. As required, select, discharge, and transport (via Hospital Transportation, Huronia Regional Center transportation, and/or Ambulance Services) patients from hospital who may be cared for by other arrangements in order to make beds available for emergency casualties;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Requesting assistance from other agencies/hospitals if required;
- Assessing, diagnosing, sort into treatment categories (triage), treat and stabilize patients. Request transportation to a specialized hospital for treatment if required;
- Setting up the Hospital Communication Center, and release information to media and general public via the Hospital Communications Officer, in accordance with Hospital policy;
- Arranging for a receiving area for relatives and friends arriving at the Hospital and liaise between the Emergency Department and visitors;
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate;
- Assisting in any area of emergency planning, as required;
- Responding to a spill/discharge of pathological or other hospital waste on site. Additional public/private sector resources would be called to assist as required;
- Maintaining a personal log of all actions taken.

EMERGENCY INFORMATION PLAN

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

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

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

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

1. Emergency Information Coordinator

The Council member assigned will act as the Emergency Information Coordinator during an emergency in conjunction with the Ontario Provincial Police media person. The Emergency Information Coordinator is responsible for the dissemination of news and information to the media for the public. A detailed Emergency Information Plan is included in Annex C.

The Emergency Information Coordinator reports to the City Manager and is responsible for:

- 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 EOC is set up and staffed and a ground site is set up, if required;
- Ensuring liaison with the CCG 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;
 - Community Control Group;
 - Switchboard (City 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 the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- Preparing media releases for approval by the City Manager (in consultation with the mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, 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;
- Maintaining a personal log of all actions taken.

2. Community Spokesperson

The community spokesperson will be appointed by the Community Control Group and is responsible for:

- Giving interviews on behalf of the City of Orillia Council;
- Establishing a communication link and regular liaison with the Emergency Information Coordinator at the EOC;
- Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Coordinator;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media;

- Maintain a personal log of all actions taken.

3. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Informing the Emergency Information Coordinator of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- Informing the affected emergency services, the CCG and City switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Ensuring liaison with the Emergency Information Coordinator to obtain current information on the emergency;
- Responding to, and re-directing inquiries and reports from the public based upon information from the Emergency Information Coordinator. (Such information may be related to school closings, access routes or the location of evacuee centres.);
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);
- Procuring staff to assist, as required;
- Maintaining a personal log of all actions taken.

b) Support and Advisory Staff

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

1. City Managers Administrative Assistant

The City Managers Administrative Assistant's responsibilities include:

- Assisting the City Manager, as required;
- Ensuring all important decisions made and actions taken by the CCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Arranging for printing of material, as required;
- Upon direction by the Mayor, ensuring that all council are advised of the declaration and termination of declaration of the emergency;
- Upon direction by the Mayor, arranging special meetings of council, as required, and advising members of council of the time, date, and location of the meetings;
- Maintaining a personal log of all actions taken.

2. **City Solicitor** - if required
3. **Treasurer** – if required
4. **Purchasing Agent** – if required
5. **Public Transportation Director**

The Public Transportation Director's responsibilities include:

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

6. **Telecommunications (ARES) Coordinator**

The Telecommunications Coordinator reports to the Emergency Management Coordinator and is responsible for:

- 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;
- Maintaining a personal log of all actions taken.

7. **Other Agencies**

In an emergency, many agencies may be required to work within the Community Control Group. Others might include Emergency Management Ontario, Ontario Provincial Police, Office of the Fire Marshal, industry, volunteer groups, conservation authorities, and provincial ministries.

Refer to the various emergency plans from other agencies, which are located in the Emergency Management Coordinator's office at 68 West Street South, Orillia.

- All agencies to maintain a personal log of all actions taken.

8. Emergency Medical Services (EMS) Director for Simcoe County

The Emergency Medical Services Director's responsibilities include:

- Ensuring emergency medical services at the emergency site;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;
- Advising the CCG if other means of transportation is required for large-scale response such as the transport of institutionalized non-ambulatory persons and homecare persons to suitable facilities in the event of an evacuation;
- Ensuring liaison with the receiving hospitals to identify the number and type of injuries and casualties, exposure to chemicals, etc.;
- Liaising with hospital on their emergency capacity (so casualties can be transported to the nearest hospital to receive immediate attention);
- Informing the hospital of all pertinent information on the casualty, including names, who are transported to other hospitals so that calls can be re-directed to the correct hospital;
- If required to enter the inner perimeter to evaluate casualties, ensure proper equipment is donned in conjunction with the site commander;
- Liaise with emergency agencies where decontamination practices are required for paramedics and patients;
- Ensuring liaison with the Medical Officer of Health, as required;
- Maintaining a personal log of all actions taken.

9. Simcoe County Social Services

The Simcoe County Social Services responsibilities include:

- Authorizing financial assistance to persons in need for the purposes of basic necessities in the event of an emergency;
- Authorizing reimbursement to the municipality for emergency expenditures required for the purpose of providing basic necessities, such as food, supplies, etc., for evacuation centres in the event of an emergency;
- Maintaining accurate records of all expenditures authorized for the purpose of basic necessities under the emergency response plan;
- Requesting reimbursement from the Ministry of Community and Social Services for financial expenditures incurred as a result of funding basic necessities in an emergency;
- Liaising with Municipalities, Red Cross and Public Health with regard to the funding of basic necessities and assist with the provision of Registration and Inquiry, Shelter Management, Emergency Clothing, Food and Personal Services in the event of an emergency.

10. Simcoe County District School Board and Separate School Board

The County District School Board and the Separate 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;
- Coordinating the emergency response of staff/students and any emergency activities with the school buildings in accordance with the school's emergency plan. The appropriate superintendent shall be advised immediately following a decision to implement the schools emergency plan;
- Implementing the school "stay-put" emergency plan or the evacuation plan as required, or as directed by the CCG. If the school building itself is safe, students will be kept at the school. If the school has to be evacuated, the school bus companies will be requested to transport students to a reception school (via mutual aid) or designated evacuation center, depending on the situation. If telephone lines are down, requests will be made via local radio stations;
- In the event of an evacuation/transfer of staff and students from the school, inform the following of the whereabouts:
 - Trustee
 - Superintendent
 - Media
 - Parents (via use of volunteer parents to contact)

NOTE: Where time permits, and it is safe to do so, and parents/guardians are at home to receive children, students will be sent home.

- 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.

c) Relationship between CCG and Incident Commander (IC):

Once the Incident Commander has been assigned, the CCG relationship with the Incident Commander is to offer support with equipment, staff and other resources, as required.

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

d) Relationship between Incident Management System (IMS), 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 Incident Commander, so as to offer a coordinated and effective response. Regular briefings will be held at the site and chaired by the Incident Commander, so as to establish the manner and process to the emergency.

PART 7: EMERGENCY TELECOMMUNICATIONS PLAN

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

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

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

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

Should the City of Orillia lose all telephone communications, pre-arranged communications with ARES has been arranged but could be obtained from the local taxi company and the school bus radios, which could act as relay to the EOC and the emergency site.

