

**THE CORPORATION
OF THE
TOWN OF NIAGARA-ON-THE-LAKE
BY-LAW NO. 5021-17**

**A BY-LAW TO ADOPT THE NIAGARA-ON-THE-LAKE
MUNICIPAL EMERGENCY MANAGEMENT PROGRAM AND
EMERGENCY RESPONSE PLAN AND TO REPEAL BY-LAW
4797-15**

WHEREAS the Emergency Management and Civil Protection Act, R.S.O. 1990, Chapter E.9, as amended, Section 2.1 requires that every municipality shall develop and implement an emergency management program and the Council of the municipality shall by by-law adopt the emergency management program;

AND WHEREAS the Emergency Management Act R.S.O. 1990, ch E.9, as amended, Section 3.1 requires that every municipality shall formulate an emergency plan governing the provisions of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the Council of the municipality shall by by-law adopt the emergency plan;

AND WHEREAS the Council of The Corporation of the Town of Niagara-on-the-Lake previously adopted a Plan for Peacetime Disasters pursuant to By-law No. 4797-15;

AND WHEREAS the procedures for emergency management have been revised and amended.

NOW THEREFORE BE IT ENACTED AS A BY-LAW OF THE CORPORATION OF THE TOWN OF NIAGARA-ON-THE-LAKE as follows:

1. **THAT** the Town of Niagara-on-the-Lake Emergency Management Program and Emergency Response Plan, be approved and authorized as official documents of The Corporation.
2. **THAT** the Community Emergency Management Co-ordinator and staff, review and make necessary changes to the Emergency Response Plan's appendices as are considered appropriate while referring all other changes to Council for further review and approval.
3. **THAT** this review be done on an annual basis.
4. **THIS** by-law shall come into force and take effect immediately upon the passing thereof.
5. **THAT** By-law 4797-15 is hereby repealed.

**READ A FIRST, SECOND AND THIRD TIME AND PASSED THIS 11th DAY OF
DECEMBER 2017**

LORD MAYOR PAT DARTE

TOWN CLERK PETER TODD



EMERGENCY RESPONSE PLAN TOWN OF NIAGARA-ON-THE-LAKE

JANUARY, 2015

This Plan is considered a public document according to the provisions of the Emergency Management and Civil Protection Act. However, this Plan also contains information that should not be circulated at large due to privacy / security issues.

Therefore, this Town of Niagara-on-the-Lake Emergency Response Plan will be distributed both internally (restricted) and externally (public) as follows:

Restricted Distribution

Copies of this Plan that include any appendices / attachments, which are considered confidential, are distributed only to persons who receive the Restricted Circulation List.

Public Distribution

Copies of this Plan that do not include any appendices / attachments, which are considered confidential, are available for public viewing / distribution at:

- The Town of Niagara-on-the-Lake Administrative Offices, located at 1593 Four Mile Creek Road, Virgil, ON., L0S 1T0.
- The Town of Niagara-on-the-Lake's website at www.notl.org.

Record of Amendments

Any time this Plan is revised, an updated Record of Amendments will be produced and circulated to all persons noted in the Restricted Circulation List.

TABLE OF CONTENTS

<u>GLOSSARY and DEFINITIONS</u>	5
1 <u>INTRODUCTION</u>	11
1.1 Purpose	12
1.2 Definition of an Emergency	12
1.3 Emergency Management Structure of Plans	12
1.4 Plan Administration	13
2 <u>LEGISLATIVE AUTHORITY AND POWERS</u>	15
2.1 Legal Authority	15
2.2 Protection from Liability for Implementation of the Plan	15
2.3 Public Accessibility to the Plan	16
2.4 Freedom of Information and Protection of Privacy	16
2.5 Powers of Niagara Region Emergency Response Plan	16
2.6 Declaration and Termination of a Municipal Emergency	16
2.7 Powers of the Premier with Respect to Municipalities	17
2.8 Occupational Health and Safety Act	18
2.9 Protection of Volunteers	18
3 <u>ACTIONS PRIOR TO DECLARATION</u>	19
3.1 Emergency Monitoring Status Indicators	19
3.2 Activation of the Emergency Notification System	20
3.3 Who can activate the Emergency Notification System	20
3.4 Consideration for Activating the Emergency Plan	20
3.5 Emergency Control Group Notification Process	21
3.6 Emergency Notification Procedure	22
4 <u>DECLARATION, NOTIFICATION & TERMINATION OF AN EMERGENCY</u>	24
4.1 Actions Prior to Declaration	24
4.2 Declaration of a Municipal Emergency	24
4.3 Head of Council and Alternate Selection Process	24
4.4 Notification of Declaration and Subsequent Action	24
4.5 Termination of a Municipal Emergency	25
4.6 Notification of Termination of a Municipal Emergency	25
4.7 Provincial Emergency	26

5	<u>EMERGENCY OPERATIONS</u>	27
5.1	Emergency Operations Centre	27
5.2	Emergency Site Operations	30
5.3	Agency On-Scene Commander (AOSC)	34
5.4	Emergency Recovery Operations	35
6	<u>EMERGENCY RESPONSE ORGANIZATION STRUCTURE</u>					38
6.1	Incident Management System	38
6.2	IMS Function Descriptions	39
7	<u>MANAGEMENT OF EMERGENCIES</u>	43
7.1	Duties and Powers	43
7.2	Council	44
7.3	Emergency Control Group (ECG)	44
8	<u>EMERGENCY MANAGEMENT SYSTEM</u>	47
8.1	EOC Command Section	47
8.2	Operations Section	54
8.3	Planning Section	61
8.4	Logistics Section	65
8.5	Finance and Administration Section	69
8.6	Support and Advisory Group	70
9	<u>MEDIA AND PUBLIC INFORMATION</u>	74
10	<u>REQUESTS FOR ASSISTANCE</u>	76
10.1	Mutual Assistance Agreements	76
10.2	Mutual Aid	76
10.3	Request for Assistance from the Region of Niagara					77
10.4	Request for Assistance from the Province of Ontario					77
10.5	Request for Assistance from the Government of Canada					78

GLOSSARY and DEFINITIONS

A number of key terms and acronyms are used throughout the Emergency Plan.

Acronyms

AOSC	Agency On-Scene Commander
CIS	Citizen Inquiry Supervisor
CEMC	Community Emergency Management Coordinator
ECG	Emergency Control Group
EIO	Emergency Information Officer
EMO	Emergency Management Ontario
EMPC	Emergency Management Program Committee
EOC	Emergency Operations Centre
ESM	Emergency Site Manager
ESMT	Emergency Site Management Team
HIRA	Hazard Identification Risk Assessment
IAP	Incident Action Plan
IMS	Incident Management System
MP	Member of Parliament
MPP	Member of Provincial Parliament
ODRAP	Ontario Disaster Relief Assistance Program
OPP	Ontario Provincial Police
NRPS	Niagara Regional Police Service

Glossary of Terms

AGENCY ON-SCENE COMMANDER (AOSC):

Is the ranking on-scene official for each agency reporting to the emergency that is responsible for managing the agencies response operations in consultation and coordination with the Emergency Site Manager and Emergency Control Group.

CITIZEN INQUIRY SUPERVISOR (CIS):

A person designated to establish the service to respond to and redirect inquiries and reports from the public.

COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC):

The person designated in accordance with the Regulation who shall co-ordinate the development and implementation of the municipality's emergency management

program within the municipality and shall co-ordinate the municipalities emergency management program in so far as possible with the emergency management programs of other municipalities, or ministries of the Ontario Government and of organizations outside government that are involved in emergency management.

COMMAND POST

A mobile communications / central control centre from which the Emergency Site Manager and Agency On-Scene Commanders will manage on-site activities and communicate with the Emergency Operations Centre and other operational communication centres.

DISASTER

A term which is used by the provincial and federal government to describe a major emergency which is governed by those levels of government.

EMERGENCY (as defined in the Act):

A situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

EMERGENCY CONTROL GROUP (ECG):

This is the group responsible for providing coordination of the necessary support to the Emergency Site in order to minimize the effects of the Emergency and is responsible for ensuring continuation of necessary municipal operations within the Town during an emergency.

The Emergency Control Group shall direct the response of the Town to an emergency including the implementation of the Plan.

EMERGENCY INFORMATION OFFICER (EIO):

The interface between the Emergency Control Group and the public, media and other agencies, this individual is charged with providing accurate and complete information about the emergency and monitoring the information provided to the public for inaccuracies.

EMERGENCY MANAGEMENT and Civil Protection “The Act”

The legal authority for emergency response plans in Ontario as per the Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9.

EMERGENCY MANAGEMENT ONTARIO (EMO):

A branch of the Ministry of Community Safety and Correctional Services, Emergency Management Ontario is responsible for leading the coordination, development and implementation of emergency management programs in Ontario and pertaining with municipalities to assist in their emergency management programs.

EMERGENCY MANAGEMENT PROGRAM COMMITTEE (EMPC):

A group of Town staff, critical agencies and individuals responsible for the coordination of emergency operations and providing the resources and personnel necessary to manage the incidents.

EMERGENCY NOTIFICATION:

A fan-out procedure to notify the Emergency Control Group of an emergency or impending emergency.

EMERGENCY OPERATIONS CENTRE (EOC):

The Emergency Operations Centre is the structure/facility where the Emergency Control Group conducts its emergency management functions. There is a primary and secondary Emergency Operations Centre identified to ensure operational viability.

EMERGENCY OPERATIONS CENTRE DIRECTOR:

The individual in charge of the management of the incident authorized to delegate responsibility to other individuals.

EMERGENCY RECOVERY COMMITTEE:

This committee, comprise of senior Town staff and key members representing various departments, agencies, and stakeholders, to provide direction and coordinate activities addressing the recovery needs of all residents in the Town.

EMERGENCY RESPONSE PLAN:

A plan, which is formulated to meet the requirements of the Emergency Management and Civil Protection Act and which governs the position of necessary services during an

emergency and the procedures and manner in which the Town of Niagara-on-the-Lake employees and others will respond to an emergency.

EMERGENCY SITE:

The area where an emergency exists also referred to as the incident site or scene.

EMERGENCY SITE MANAGER (ESM):

The person who is appointed by the Emergency Control Group is to ensure the agencies responding to the emergency site are coordinated in their response. The ESM communicates directly with the Emergency Operations Centre Director at the Emergency Operations Centre.

EMERGENCY SITE MANAGEMENT TEAM (ESMT):

The Emergency Site Management Team consists of Agency On-Scene Commanders involved in the emergency, the Emergency Site Managers (when appointed) and the On-Scene Media Spokesperson.

EVACUATION CENTRE / RECEPTION CENTRE:

The centre is a facility set up to provide temporary shelter, food, recreation and basic requirements to a group of people who have been evacuated from an area as a result of an emergency. An evacuation centre is normally co-located with a reception centre where evacuees are registered.

FINANCE AND ADMINISTRATION SECTION:

A group of individuals responsible for managing the financial costs and human resources concerns of the incident. In small scale emergencies, responsibilities of this section may be completed by one person.

HAZARD IDENTIFICATION RISK ASSESSMENT (HIRA):

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

HEAD OF COUNCIL:

The Head of Council is the Lord Mayor. In the event that the Lord Mayor is unavailable, the powers and duties of the Head of Council granted under the

Emergency Management & Civil Protection Act or the Emergency Plan shall be exercised by the Deputy Lord Mayor, or, in his/her absence, by another designated alternate.

INCIDENT ACTION PLAN (IAP):

An oral or written plan containing general objectives reflecting the strategy for managing a specific emergency.

INCIDENT MANAGEMENT SYSTEM (IMS):

A set of doctrines, concepts, principals, terminology and organizational processes to enable effective emergency management.

LIAISON OFFICER:

The individual responsible for communications between the Emergency Control Group and other agencies. Normally delegated to the Community Emergency Management Coordinator.

LOGISTICS SECTION:

A group of individuals responsible for facilitating effective and efficient incident management by ordering resources from off-incident locations to provide facilities, transportation, supplies, equipment maintenance, fuel, food services, communication and IT support, and medical services for emergency responders.

LORD MAYOR:

The Head of Council or alternate for the Town of Niagara-on-the-Lake.

MUTUAL AID AGREEMENTS:

An agreement developed between two or more emergency services (usually fire services) to render aid to the parties of the agreement. These types of agreements can include private sector emergency services when appropriate.

MUTUAL ASSISTANCE AGREEMENT:

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

ON-SITE MEDIA INFORMATION CENTRE:

The location at or near the Emergency Site where the media may gather for updated media releases and press conferences, as determined by the Emergency Information Officer, in consultation with the ESM.

ONTARIO DISASTER RELIEF ASSISTANCE PROGRAM (ODRAP):

A provincial financial assistance program intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged in a sudden and unexpected natural emergency, such as a severe windstorm, tornado, flood, forest fire or ice storm.

OPERATIONS SECTION:

A group of individuals responsible for the reduction of the immediate hazard, saving lives and property, establishing situational control, and restoration of normal operations.

PLANNING SECTION:

A group of individuals responsible for the collection, evaluation and dissemination of incident situation information and intelligence, maintaining the status of resources, preparing status reports, displaying situational information, and developing and documenting the Incident Action Plan.

PUBLIC INQUIRY SUPERVISOR:

An individual who acts on behalf of the Emergency Information Officer to establish a Public Inquiry Service and answer redirected inquiries about the situation.

REGION OF NIAGARA FIRE COORDINATOR:

The Fire Coordinator or alternate(s) for the Region of Niagara as designated by the Office of the Fire Marshal.

CAO (EOC Director):

The person that is responsible for the overall administration of the municipality in an emergency in accordance with policies and directives of Council.

1 INTRODUCTION

This Emergency Response Plan (the Plan) will serve the Town of Niagara-on-the-Lake as an operational guideline for managing an appropriate response to any emergency situation, or impending situation, that threatens life, health, safety, and/or property of its residents.

The Plan has been prepared in order to provide key officials, agencies, and departments with an overview of their collective and individual responsibilities during potential, imminent, or actual emergency. Every official, agency, and department must be prepared to carry out their assigned functions and responsibilities in an emergency.

The heads of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities. The Plan is structured to allow individual parts of Appendixes to be used, reviewed or re-written independently.

This Plan is designed to prepare and facilitate a timely and effective response, and recovery from those hazards to which the Town is particularly vulnerable. In such cases the Town may choose to make a formal Declaration of Emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Niagara-on-the-Lake Emergency Response Plan may be viewed at the Town Administrative Offices and at www.notl.org. For more information, please contact:

Community Emergency Management Coordinator (CEMC)
Town of Niagara-on-the-Lake Fire & Emergency Services
1593 Four Mile Creek Road, P.O. Box 100
Virgil, ON., L0S 1T0
Phone: (905) 468-3266
Fax: (905) 468-2959

1.1 Purpose

The aim of this Plan is to establish provisions 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 Niagara-on-the-Lake when faced with an emergency.

It enables a centralized, controlled and coordinated response to emergencies in the Town of Niagara-on-the-Lake, and meets the legislated requirements of the Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9.

The 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.

1.2 Definition of an Emergency

An emergency means “a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.” Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9, s. 1.

Emergencies vary in intensity and complexity depending on factors such as time of occurrence, weather conditions, and severity of impact, nature of the infrastructure and buildings, and demographics. In most instances emergencies are managed by communities, either as a matter of routine by their first responders (police, fire and ambulance) or, if not, then by implementing their emergency plan, with or without declaring an emergency.

1.3 Emergency Management Structure of Plans

1.3.1 The Emergency Response Plan

This is the master plan that describes the Town of Niagara-on-the-Lake approach to managing emergency response which is to integrate the efforts and resources of all departments of the Corporation and agencies and local boards under the jurisdiction of the Town Council, other governments, the private sector, and non-governmental organizations. The document includes the structure and operations procedures, preparedness guidelines, roles and responsibilities, and plan maintenance instructions. This Plan forms part of the Emergency Management Program By-Law, and as such, requires Town Council to review and approve the Plan.

1.3.2 Confidential / Annex

The Confidential / Annex do not form part of the Plan. The plan annexes may be confidential and provide more detailed relevant information that may require frequent updating, be of a technical nature or is sensitive or personal information the release, of which, could pose a security threat or violate freedom of information or privacy legislation.

1.4 Plan Administration

1.4.1 Custodian of the Emergency Plan

The custodian of the Plan shall be the Community Emergency Management Coordinator (CEMC) for the Town of Niagara-on-the-Lake, who shall be responsible for the maintenance, updating, distribution, and review of the Plan, as well as, for coordinating recommendations of amendments to Council for approval as appropriate.

Any comments or suggestions on the Emergency Response Plan should be directed to:

Community Emergency Management Coordinator
Niagara-on-the-Lake Fire & Emergency Services
1593 Four Mile Creek Road, P.O. Box 100
Niagara-on-the-Lake, Ontario, L0S 1J0 (Phone: 905-468-3266 / Fax: 905-468-2959)

1.4.2 Stakeholder Responsibility

It is the responsibility of each person, department, service and agency cited in this Plan to notify the CEMC of any and all changes that affect its activation and/or operability.

1.4.3 Annual Review / Plan Revision

This Plan is considered a living document and must be reviewed and revised on a regular basis to ensure that it remains current and can be implemented at any time.

The Plan shall be reviewed annually by the CEMC and the CEMC is authorized to make such administrative changes, such as personnel, organizational, and contact information updates, to the Plan as are considered appropriate to keep the Plan current. Any significant revision to the body of the Plan shall be presented to Council for approval.

1.4.4 Plan Distribution

This Plan is considered “public information” as per the provisions of the Emergency Management and Civil Protection Act and is available for public inspection during regular business hours. However, plan attachments containing private and confidential information will not be made available to the public.

1.4.5 General Circulation / Public Access

General circulation copies of the Plan, exclude other parts of the Annexes. The Plan is available for inspection and copying during ordinary business hours at the Town of Niagara-on-the-Lake Administration Office or on the Town of Niagara-on-the-Lake website, in accordance with the Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9, s. 1.

Copies of the Plan circulated to the public by the CEMC are NOT subject to document control procedures.

Public access to other parts of the Confidential / Annexes will be subject to the provisions of Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9, s.2.1 and the Municipal Freedom of Information and Protection of Privacy Act.

1.4.6 Restricted Circulation

Restricted copies of this Plan include all Confidential / Annexes and will only be circulated to those listed on the Restricted Circulation List.

1.4.7 Record of Amendments

At any time this Plan is revised, an updated Record of Amendments will be produced and circulated to all persons noted in the Restricted Circulation List.

2 LEGISLATIVE AUTHORITY AND POWERS

2.1 Legal Authority

2.1.1 The Emergency Management and Civil Protection Act

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

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

2.2 Protection from Liability for Implementation of the Plan

The Emergency Management and Civil Protection Act states:

Section 11. (1) No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a public servant or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any powers or duty under this Act or an order

under this Act or for neglect or default in the good faith exercise or performance of such power or duty. 2006, c.13, s. 1(6); 2006, c. 35, Sched. C, s. 32(6).

Section 1. (3) Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1), and the municipality is liable as if subsection (1) had not been enacted and, in the case of a member of council, as if the member were an employee of the municipality. 2006, c. 13, s. 1(6).

2.3 Public Accessibility to the Plan

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

2.4 Freedom of Information and Protection of Privacy

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

2.5 Powers of the Region Emergency Response Plan

The Region of Niagara Emergency Response Plan is a strategic plan for the support and assistance in the event of an emergency to the area municipalities within the Region of Niagara. The Emergency Response Plan is intended to enhance community emergency response plans and is in no way intended to replace, alter or supersede those plans.

When an emergency involves one or more of the municipalities within the Region of Niagara, the municipal EOC will be responsible for directing activities at the emergency site through their respective area municipal ESM.

2.6 Declaration and Termination of a Municipal Emergency

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/she considers necessary and are not contrary to law to implement the Plan and to protect property and the health, safety and welfare of the inhabitants of the emergency area. R.S.O.1990, c. E.9, s.4(1).

The head of council or council of a municipality, may at any time declare that an

emergency has terminated. R.S.O.1990, c.E.9, s.4(2).

The Premier of Ontario may at any time declare that an emergency has terminated. R.S.O.1990, c. E.9, s.4(4).

An emergency plan shall designate one or more members of Council who may exercise the powers and perform the duties of the head of council under this Act or the emergency plan during the absence of the head of council or during his/her inability to act.

The Lord Mayor, or in his/her absence the designated alternate (Deputy Lord Mayor) may in accordance with the provisions of the Emergency Management and Civil Protection Act declare that an emergency exists in the municipality of the Town of Niagara-on-the-Lake.

2.7 Powers of the Premier with Respect to Municipalities

The Emergency Management and Civil Protection Act states:

Section 7.0.3.(2) If an order is made under section 7.0.1 and the emergency area or any part of it is within the jurisdiction of a municipality, the Premier, where he or she considers it necessary, may by order made under this section;

Section 7.0.3.(2)(a) Direct and control the administration, facilities and equipment of the municipality in the emergency area, and, without restricting the generality of the foregoing, the exercise by the municipality of its powers and duties in the emergency area, whether under an emergency plan or otherwise, is subject to the direction and control of the Premier; and

Section 7.0.3.(2)(b) Require any municipality to provide such assistance as he or she considers necessary to an emergency area or any part of the emergency area that is not within the jurisdiction of the municipality and direct and control the provision of such assistance. 2006, c. 13, s. 1 (4).

2.7.1 Municipal By-law not required

The Emergency Management and Civil Protection Act states:

Section 7.0.3.(3) Despite subsection 5(3) of the Municipal Act, 2001, a municipality is authorized to exercise a municipal power in response to an order of the Premier or his or her delegate made under subsection (2) without a by-law. 2006, c. 13, s. 1 (4).

2.8 Occupational Health and Safety Act

In the event of a conflict between this Emergency Management and Civil Protection Act or an order made under subsection 7.0.2 (4) and the Occupational Health and Safety Act or the regulation made under it prevails. 2006, c. 13, s. 1 (5).

2.9 Protection of Volunteers

For the purpose of the Plan, a community Volunteer is considered to be an individual who willingly responds to a request from the Town to assist with response and recovery efforts during a declared emergency.

An emergency declaration protects registered volunteer emergency workers under the provisions of the Workplace Safety Insurance Board (WSIB). According to WSIB Operational Policy document # 12-04-03 a municipal worker includes:

“A person who assists in conjunction with an emergency declared to exist by the head of a municipal council.”

Therefore, if an emergency situation requires the use of volunteers, making an emergency declaration may be considered for the above reason.

Community Volunteers are not considered Town employees with the exception of matters pertaining to WSIB.

If an emergency situation requires the extensive use of volunteers, an emergency declaration will protect only those volunteers who are registered. (Annex G).

3 ACTIONS PRIOR TO DECLARATION

3.1 Emergency Monitoring Status Indicators

Niagara-on-the-Lake has established Emergency Monitor Status Indicators to identify special phases of an emergency event and the actions or monitoring that the Emergency Control Group and Town staff will undertake during each phase.

3.1.1 Response Levels

NOTL Routine Operations (Green)	Declaration of Routine operations happens when the Town of Niagara-on-the-Lake is operating under normal conditions. Under these conditions Niagara-on-the-Lake maintains ongoing surveillance for abnormal events.
NOTL Enhanced Operations (Yellow)	Declaration of Enhanced operations means that an abnormal event, potential or actual emergency has been detected or is in development. Under these conditions the Town of Niagara-on-the-Lake enhances its surveillance and monitoring activities and takes appropriate related actions.
NOTL Emergency Operations (Red)	Declaration of Emergency operations means that the Town of Niagara-on-the-Lake is in an Emergency Response Mode. Under these conditions Niagara-on-the-Lake implements its Emergency Response Plan and activates its Emergency Operations Centre in order to coordinate the appropriate response activities.
NOTL Recovery Operations (Grey)	Declaration of Recovery operations means that the Town of Niagara-on-the-Lake is working to ensure that a smooth transition from Enhanced or Emergency operations to Routine operations.

3.2 Activation of the Emergency Notification System

3.2.1 Incident Reporting

Citizens usually report incidents through the Fire and Emergency Services or Police Service by calling “911”. These organizations will be among the first on the scene of a potential emergency.

3.2.2 Primary Responsibility

Whenever an emergency occurs or threatens, the initial primary responsibility for providing immediate assistance and control rests with the responding public safety agency or municipal service department.

3.2.3 Actions of the Town of Niagara-on-the-Lake Employees

When an emergency exists but has not yet been declared to exist, Town employees may take such action under this Plan as may be required to protect property and the health, safety and welfare of the inhabitants of the Town of Niagara-on-the-Lake.

3.3 Who can activate the Emergency Notification System

Any member of the ECG may be the first to become aware of a potential or actual emergency situation as a result of personal observation or information provided by emergency response agencies, Town employees, the media, or the general public.

3.4 Consideration for Activating the Emergency Plan

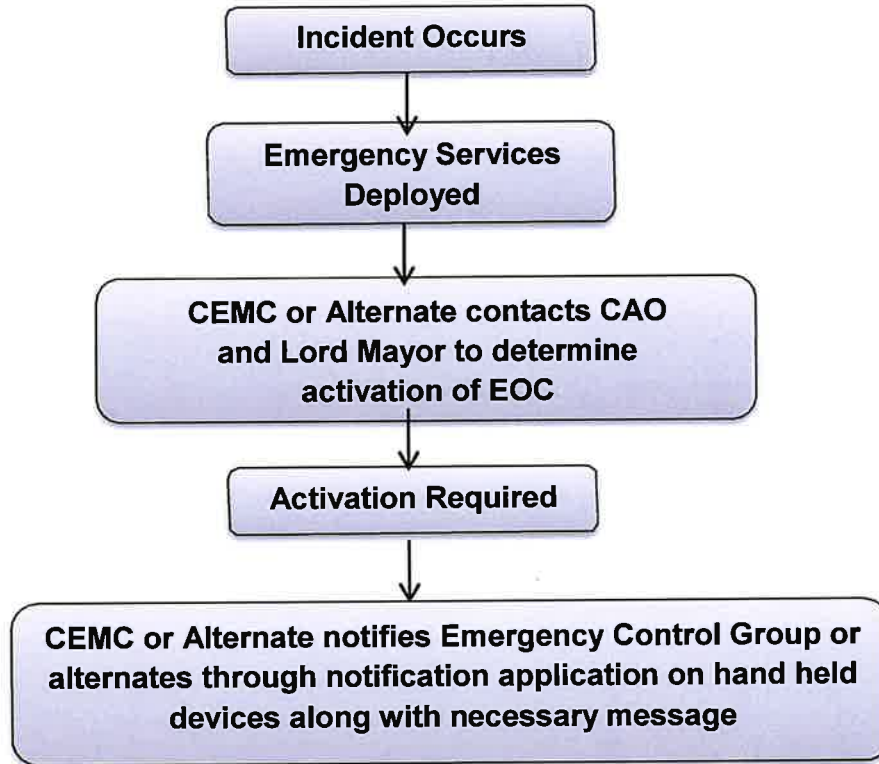
In considering the need to activate the ECG, a positive response to one or more of the following criteria may indicate a situation, whether actual or anticipated, that requires the ECG and/or an the plan be activated:

- The situation poses an imminent threat of major proportions to the health, safety or well-being of the people or environment within the Town of Niagara-on-the-Lake;
- The situation poses an imminent threat of major proportions or is causing wide spread disruption to the conduct of normal business within the Corporation;
- The situation requires a response that exceeds, or threatens to exceed the normal capabilities of the Town of Niagara-on-the-Lake response agencies for either resources or personnel;

- The situation has the potential to expand beyond the Town of Niagara-on-the-Lake area;
- The situation poses a widespread threat to the Town of Niagara-on-the-Lake municipal infrastructure needed for the delivery of business critical services;
- The current level of multi-agency response is of such duration that the widespread replacement of human resources or other resources has or will become an ongoing situation;
- The situation, actual or anticipated, is leading to large-scale public anxiety;
- The situation is likely to require extraordinary emergency spending outside of current budgetary approvals as a result of damage to property and infrastructure; and
- The provincial government has declared a provincial emergency, which has an impact on Ontario as the result of a catastrophic event or situation.

3.5 Emergency Control Group Notification Process

- Upon receipt of a warning of a potential emergency, the responding Niagara-on-the-Lake department will immediately contact the CEMC or his/her alternate to request that the notification system can be activated;
- Where an emergency exists, the CEMC or his/her alternate will notify all members of the ECG;
- Where a threat of an impending emergency exists, the CEMC will contact the CAO and Lord Mayor for direction. The CAO or Lord Mayor will decide on what action is to be taken and will decide whether to convene the ECG or place the group on standby. (See ECG notification procedures section 3.6);
- Upon being notified, it is the responsibility of all ECG members to notify their staff and volunteer organizations of the situation.

Town of NOTL Emergency Alerting System**3.6 Emergency Notification Procedure**

The emergency notification contact list, including contact numbers for requesting assistance or activating the Plan, is attached in Annex A.

- The notification procedure will be that each member of the ECG will be contacted by the home telephone or cellular telephone, and e-mail via the Town of Niagara-on-the-Lake system, by iPhone or text message for receipt by cellular telephone;
- Notify ECG members by using the “Emergency Corporate Communications” provider: and specialized communications software on CEMC and Alternate CEMC cell phones, by computer and web site or phone call. Procedure in Annex C;

- When the telephone, cellular telephone, email or text message is made or sent, and the primary contact cannot be reached, their alternate will be contacted;
- A brief message is part of the notification protocol to ensure that all persons being notified receive accurate instructions;
- The message will briefly describe:
 - The reason for the call: describe (pending or potential) emergency situation
 - Status of notification **“SUPPORT”**, **“ALERT”** or **“CALL TO ASSEMBLE”**
 - Location of the EOC
 - Special precautions to take (routes to EOC, hazards, health risk, etc.)
 - Update and instructions concerning notification status
 - Request to indicate status of response
- It is important that members of the ECG are notified promptly in the event of an emergency. ECG members shall advise the CEMC at the earliest opportunity of changes in their contact information, such as telephone numbers, e-mail address or iPhone.

4 DECLARATION, NOTIFICATION AND TERMINATION OF AN EMERGENCY

4.1 Actions Prior to Declaration

When an emergency exists but has not yet been declared to exist by the Lord Mayor, municipal employees may take action under this Plan as may be required to protect lives and property in the Town of Niagara-on-the-Lake. It is not necessary for the Town of Niagara-on-the-Lake to declare an emergency to implement the necessary actions.

If immediate implementation of a protective measure is required, the ESM is authorized to take such reasonable action as considered necessary under the circumstances until the ECG has assembled and assumed control.

4.2 Declaration of a Municipal Emergency

The Lord Mayor or in his/her absence the Deputy Lord Mayor of the Town of Niagara-on-the-Lake, as the Head of Council, is empowered to declare that a municipal emergency exists under the Emergency Management and Civil Protection Act.

The decision to declare an emergency will be made in consultation with the ECG, which will refer to the Checklist in Consideration of a Declaration of Emergency as included in Annex B as a guide to determining whether an emergency should be declared. However, the Lord Mayor does have the ultimate responsibility for deciding to (or not to) declare an emergency exist.

The form for the "Declaration of Emergency" can be found in Annex B.

4.3 Head of Council and Alternate Selection Process

For the purpose of the Plan, in the event that both the Lord Mayor and his/her designated alternate the Deputy Lord Mayor is not available to attend the EOC in the event of an emergency the following procedure will be followed.

4.4 Notification of Declaration and Subsequent Action

According to the Emergency Management and Civil Protection Act:

"The head of council shall insure that the Solicitor General is notified forthwith of declaration made under subsection (1) or (2)."

Therefore, the Solicitor General will be notified through Emergency Management Ontario forthwith (in writing by facsimile with conformation by telephone) to the Provincial Emergency Operations Centre at any time the Lord Mayor makes an Emergency Declaration within the Town of Niagara-on-the-Lake.

In addition to the Solicitor General, the following persons / agencies will be notified of an emergency declaration made by the Lord Mayor:

- Members of Town Council;
- The Region of Niagara;
- Neighbouring municipal officials, as appropriate;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Federal Parliament (MP);
- The general public through the media.

4.5 Termination of a Municipal Emergency

A municipal emergency may be declared terminated at any time by the following individuals:

- The Head of Council or alternate for the Town of Niagara-on-the-Lake;
- The Town of Niagara-on-the-Lake Council;
- The Premier of Ontario.

4.6 Notification of Termination of a Municipal Emergency

Similar to declaration of an emergency, the Solicitor General and the following persons / agencies will be notified of the termination of an emergency:

- Emergency Management Ontario immediately and fax a copy of the emergency termination as soon as possible;
- The Town of Niagara-on-the-Lake Council;
- The Region of Niagara;
- Neighbouring municipal officials, as required;

- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP);
- The general public through the media.

4.7 Provincial Emergency

Pursuant to s.7 of the Emergency Management and Civil Protection Act the Premier of Ontario may:

- By order declare an emergency exists throughout Ontario or in any part of the province;
- Direct and control the administration, facilities and equipment of the municipality in the emergency area, and, without restricting the generality of the foregoing, the exercise by the municipality of its powers and duties in the emergency area is subject to the direction and control of the Premier;
- Require any municipality to provide such assistance as he or she considers necessary to an emergency area or any part of the emergency area that is not within the jurisdiction of the municipality and direct and control the provision of such assistance.

5 EMERGENCY OPERATIONS

Emergency operations require controlled and coordinated responses by multiple agencies, departments and levels of government, under the direction of appropriate officials. These “emergency operations” are conducted at specific locations within the Town of Niagara-on-the-Lake. This section details the following types of emergency operations: Emergency Operations Centre, Emergency Site Operations, Emergency Recovery Operations.

5.1 Emergency Operations Centre

In the event of an emergency in the Town of Niagara-on-the-Lake, an Emergency Operations Centre will be established. An Emergency Operations Centre (EOC) is the central facility or headquarters, from which the ECG directs, coordinates, communicates and supports emergency operations within the municipality's jurisdiction. Because an emergency could occur in close proximity to an EOC location, the Town designates both a Primary and Alternate EOC location. The Town of Niagara-on-the-Lake primary and secondary EOC is equipped with a back-up power generator, telephones, maps, directories, radio communications equipment and various supplies.

The ECG, advisory and support teams and other support agencies will work together at the EOC to make decisions, share information and provide support as required to mitigate the effects of the emergency.

The CAO or the CEMC may direct that an alternate EOC be activated if the primary site cannot be used for reasons such as:

- The primary EOC is in or is expected to be in the danger zone of the emergency;
- The primary EOC is not available; or
- The circumstances indicate that the alternate EOC is more appropriate.

The EOC Director, assisted by the CEMC, will oversee that the EOC when set-up has the necessary equipment, supplies, resources and telecommunications to permit the ECG to function effectively.

5.1.1 Concept of EOC Operations

During an emergency, the ECG will assemble at the EOC. In consultation with the ECG, the EOC Director will appoint an ESM see Part 9, to coordinate the response effort at the emergency site. The ECG will act in support of the ESM.

5.1.2 Operations Cycle

The Operations Cycle can be described as the period of time required to develop, implement and evaluate the incident action plan which has been 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 Operations Cycle has three main segments:

- Planning - The time required to assess the situation and develop the incident action plan.
- Action - The time necessary to implement the plan, evaluate the results and support the emergency response.
- Reporting – The Operations Cycle meeting where the ECG reports on the status of the emergency, the validity of the current plan, and 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.

5.1.3 Emergency Control Group Meeting

It is essential that the ECG members meet on a regular basis to share information, identify actions, and set priorities. These meetings are scheduled by the EOC Director on a regular rotation, allowing time between meetings for the ECG members to deal with their individual responsibilities.

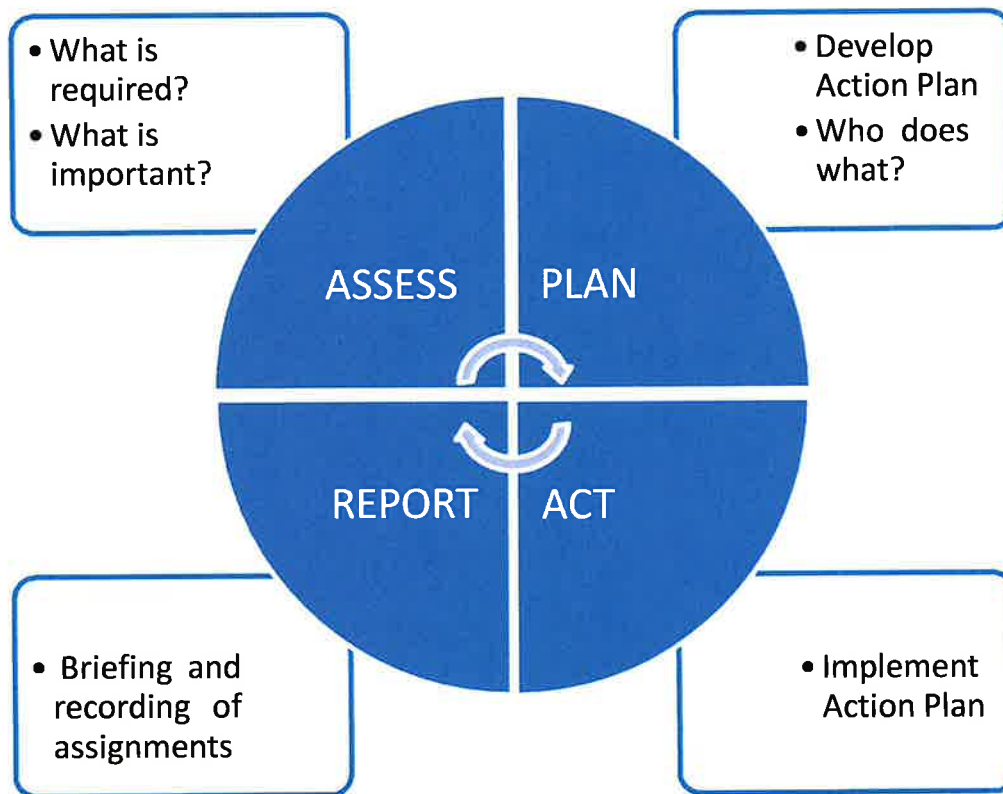
When the ECG meets according to the Operations Cycle, there will be no interruptions (unless urgent) until the meeting is concluded. When a meeting commences each ECG member will briefly update the group on the actions of their respective area, identifying issues needing resolution and seeking input from the group as a whole with the EOC Director or designate chairing each meeting. All ECG members must be present at each meeting to hear reports from, and give reports to the group as a whole.

During the ECG 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. ECG

meetings serve as the essential forum of decision making, keeping all members up to date regarding the actions of each area, and the emergency situation as a whole.

The EOC Director will have Administrative Support to record the decisions of the ECG, 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 Events” log.

Note: It is important for the flow of information and decision making, that the ECG be aware of any other Operations Cycle meetings that may be occurring within other groups or levels of government.



EMERGENCY OPERATIONS CENTRE OPERATING CYCLE

The EOC is a secure site. Only those members of the ECG 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. Depending upon which location is being used as the EOC security will be provided by police or municipal enforcement.

5.2 Emergency Site Operations

During any major emergency, emergency responders (Fire, Police, EMS) will establish a unified command site where the emergency exists and work together to accomplish the following:

- Protect the life, health, safety and property of the public;
- Protect the life, health and safety of emergency response personnel;
- Mitigate/remove the danger/hazard presented by the emergency.

These emergency site operations are controlled and coordinated at the site to make the most efficient use of personnel and equipment. Upon activation of the plan the site operations are supported by the EOC.

5.2.1 Emergency Site Location / Layout

The emergency site is the location containing and immediately surrounding where the danger/hazards exists. An emergency site is usually enclosed by two perimeters, (inner and outer), established to contain and secure all emergency site operations. The size of the perimeters can be expanded or contracted as necessary.

5.2.2 Site Containment

Perimeters are used to control traffic flow into and away from the emergency site, contain and reduce cross-contamination and to allow for essential emergency support services and functions to be established close to (but a safe distance) where the emergency site exists. Establishing site perimeters also reduces the public access to the site. Containment is helpful from a security perspective as well.

5.2.3 Emergency Site Manager (ESM)

Emergency site operations would be coordinated by an ESM during a significant emergency. The ESM will be appointed by the ECG from the lead agency involved in the specific type of emergency such as:

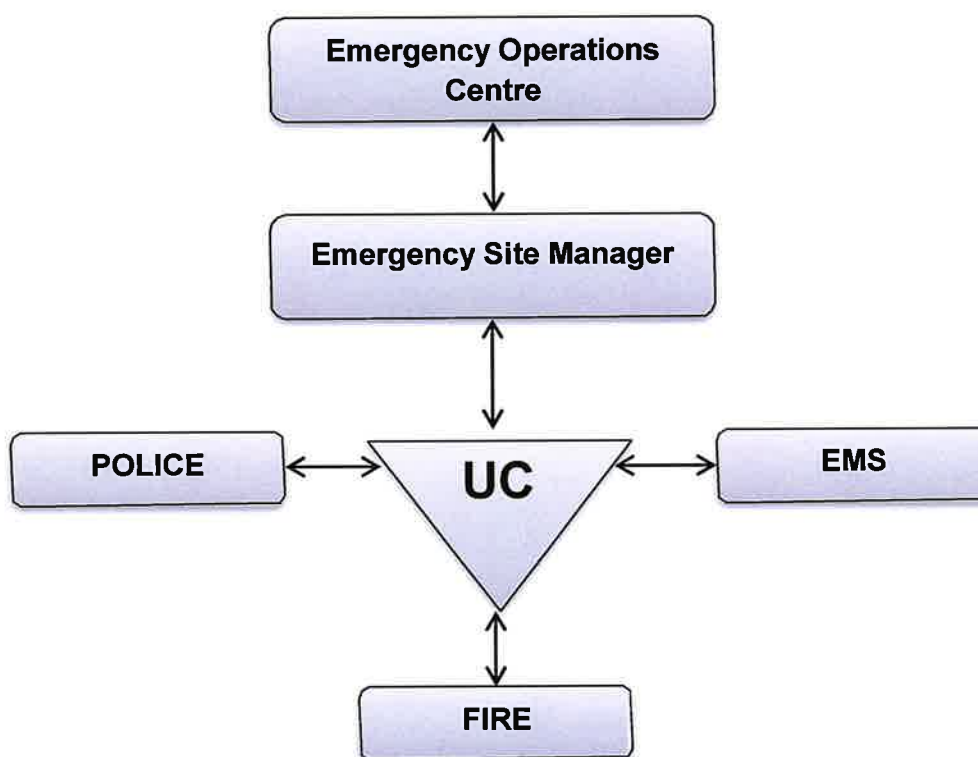
- Fire Emergency – Fire Incident Commander

- Flood Emergency – Roads & Works Operations Incident Commander
- Mass Casualty Emergency – EMS Incident Commander

Upon activation of the Plan, the ECG will determine the lead agency and confirm designation with site responders. The ESM will then be appointed. The ESM will be the primary point of contact between the EOC and the emergency site.

Selection of the Emergency Site Manager will take into consideration the following:

- The ability to approve decisions on behalf of the agency being represented;
- Availability and approval of their agency;
- Training and field experience; and
- Knowledge of responding agencies' responsibilities and resources.



Unified Command Structure

5.2.4 Emergency Site Manager and Unified Command (UC)

Unified Command comprises senior officials from the emergency response agencies responsible for co-ordination and executing the operational objectives at the emergency site. The UC team co-ordinates efforts between agencies and established the incident action plan.

The ESM becomes the liaison between the EOC and UC. The ESM participates in all UC meetings and establishes the overall goals and objectives based on direction from the EOC. The UC reports to the ESM.

5.2.5 Emergency Site Manager and Agency On-Scene Command

The ESM assumes overall lead of all emergency site operations and will operate at a strategic level. Therefore, once appointed, this individual will no longer be responsible for the operations or command of his/her agency.

- The ESM will organize the site under the Incident Management System (IMS) as a recognized command structure for the incident;
- The ESM will not direct tactical or task related duties.

5.2.6 Authority of the Emergency Site Manager

The ESM, upon appointment by the ECG, has the authority to:

- Call meetings of the responding agency commanders for information sharing, establishing objectives in the site management and prioritizing limited resources where applicable;
- Mediate conflicts between agencies and to contact the Chair at the ECG should he/she be unable to resolve the matter; and
- Request assistance from responding agencies for communications and other emergency site management tools.

5.2.7 Responsibilities of the Emergency Site Manager

The ESM, upon appointment by the ECG, has the following responsibilities:

- Ensure that strategies, priorities, tactics and task assignments are established to contain and mitigate the emergency situation;

- Consult and coordinating with the AOSC to establish an inner and outer perimeter around the emergency site;
- Ensure the ECG is informed of the locations of the emergency site perimeters;
- Implement appropriate security measures;
- Identify human and material needs required on-scene to the EOC, and ensuring that all agencies are aware of the personnel, material and human resources that are available to mitigate the emergency situation;
- Ensure the health, safety and well-being of responders, including volunteers who contribute to the emergency response at the scene;
- Ensure the EOC is aware of, and agencies address the needs of their staff with regards to stress, fatigue, food, shelter and relief;
- Maintaining a communications link with the EOC Director at the EOC for the flow of accurate information and assistance in managing the emergency;
- Upon consultation with the EIO and/or EOC Director, appoint an On Site Media Spokesperson;
- Ensure that all responsible agency commanders meet on a regular basis to update each other on individual agency actions and progress made, to share information, to set common priorities, to set common objectives and to determine what additional resources may be required;
- Monitor the operation of the site management and make suggestions where appropriate;
- Exercise foresight as to future events in the management of the emergency such as resource requirements, weather, lightning, etc;
- Understand which laws and policies that must be taken into consideration during the management or recovery of the emergency;
- Where possible conserve resources should the emergency heighten or lengthen in time, understanding that outside the emergency area the ECG is managing the day-to-day operations of the community
- Maintain a log outlining communications and actions taken;
- Demobilize resources at the termination of the emergency, ensuring an orderly, safe and cost effective movement of personnel and equipment;

- Participate in post-incident debriefing sessions; and
- Prepare a post-emergency report and submit to the CEMC within one week following termination of the emergency.

5.3 Agency On-Scene Commander (AOSC)

Each emergency response organization will have their own Commander or “Officer in Charge” at the emergency site, who will then liaise with the ESM as a member of the ESMT.

The AOSC for each agency at the emergency scene will:

- Notify the agency dispatch to mobilize appropriate resources;
- Implement his/her agency responsibilities with respect to the plan in coordination with the ECG and the ESM;
- Coordinate with other agencies via the ESM and inform him/her of all pertinent actions;
- Evaluate the situation, planning a methodology or strategy and developing an organizational structure. Modify the strategy as required;
- Take measures to secure additional resources (personnel, equipment, supplies) as required;
- Monitor and review work progress of agency teams, modifying or reassigning tasks as required;
- Coordinate agency personnel and equipment, assign teams or task forces, as required to perform specific assignments;
- Ensure all personnel report to his/her staging officer upon arrival at site;
- Maintain an inventory of supplies and equipment and keep records of what is used, how much is used and the supply level i.e. use lists, charts, check in/out procedures and record the services provided, repairs, fuel costs and other costs in the event that costs incurred can be transferred to those responsible for the emergency;
- Resolve any logistics problem;

- Report to the appropriate AOSC when the work-plan is modified, when hazardous situations or significant events occur and continually brief the ESM and ECG of the situation and status of resources;
- Complete standard agency reports;
- Demobilize resources at the termination of the emergency, ensuring an orderly, safe and cost effective movement of personnel and equipment;
- Maintain logs and prepare post-incident standard agency reports; and
- Participate where necessary in post-incident debriefings.

5.4 Emergency Recovery Operations

Emergency recovery operations commence when an emergency has been successfully mitigated (Danger/hazard is removed). At this time emergency control operations shift from dealing with the emergency site.

Once the progression is apparent, the ECG will determine if it is necessary to switch operations to recovery phase.

Recovery considerations should be instituted as early into the emergency as possible. In some cases, the ECG should begin planning for the recovery and business resumption for areas affected by the emergency while the emergency is still ongoing.

5.4.1 Recovery Planning

One of the last responsibilities of the ECG is to establish a recovery committee. Its role is to return the community and its citizens to its pre-emergency state as much as possible. In order to ensure continuity between the emergency and the recovery operation, the Lord Mayor and CAO are members of both groups.

Since the recovery phases will in most instances extend beyond the termination of the Emergency Declaration, the Recovery Committee will operate under the direction of and report to Council through the Niagara-on-the-Lake Emergency Management Program Committee. The recommendations and actions of the Recovery Committee are subject to Council approval.

Depending on the type of emergency, the Recovery Phase could be minimal in resources required, monies spent and/or time needed to return the community to its pre-emergency state. However, if casualties, demolished buildings, and/or disrupted public services and infrastructure result from the emergency, the recovery may actually impact more on the community services than the emergency itself.

The nature of the emergency and the final authority responsible for it will take the lead role in the recovery. If the Town was responsible for controlling the emergency, the Town would also lead the recovery. Similarly, if the emergency was declared at a higher level of government, then that level would take the lead.

The Recovery Plan will be activated at the discretion of the ECG, consistent with the Emergency Plan, normally occurring once the immediate response to this emergency has been completed. It is possible to be undertaking emergency response and recovery measures simultaneously, and it can be difficult to precisely define where one begins and one ends. Recovery efforts may be initiated while the emergency declaration is still in effect. The plan assumes that the role in respect to media co-ordination will continue during the recovery phase. Issues to be addressed fall broadly into three areas: human issues, infrastructure, and disaster relief. Resolving these issues has obviously financial, economic, social, environmental and political implications. In light of these implications, the Recovery Committee will be established for the Recovery Phase of the Emergency.

Recovery Committee Composition

The Recovery Committee comprises persons holding the following positions of their appropriate alternates:

- Lord Mayor;
- CAO (Chair);
- Town Clerk;
- Director of Community and Development Services;
- Director of Operations.

Representatives of internal departments, the Region of Niagara, the Province of Ontario and other organizations may be added to the Committee as appropriate.

The Chair may consider the need to establish other sub-committees to address specific areas of the recovery phase.

5.4.2 Responsibilities of Recovery Committee

The responsibilities of the Recovery Committee are:

- Ensuring the Town of Niagara-on-the-Lake and Region of Niagara officials re informed of the status and activates of the recovery process;

- Approving and ensuring media releases to inform the public;
- Ensuring that elected officials from other local area municipalities are kept abreast of recovery activities which may have an impact on those municipalities, or other municipalities whose resources may be required;
- Determining the need and establish sub-committees as required;
- Receive information from, and providing direction to, the recovery sub-committees to ensure that necessary services are provided and are being co-ordinated;
- Requesting funding from Region of Niagara and other senior level of government;
- Providing recommendations to council concerning expenditures of funds, new by-laws or changes to existing by-laws, and such other matters as may be require Councils approval;
- Ensuring continuity of mandated services to those residents not affected by the emergency;
- Assessing the impact on staff and town services;
- Deciding on the termination of recovery activities and the wind-up or Recovery sub-committees; and
- Preparing a final report on the recovery phase of the emergency for submission.

6 EMERGENCY RESPONSE ORGANIZATION STRUCTURE

6.1 Incident Management System

The direction and control structure for the Town of Niagara-on-the-Lake emergency operations is based upon the Incident Management System (IMS.) IMS is an internationally recognized, standardized emergency response system, which defines the basic command structure and the roles and responsibilities required for the effective management of an emergency.

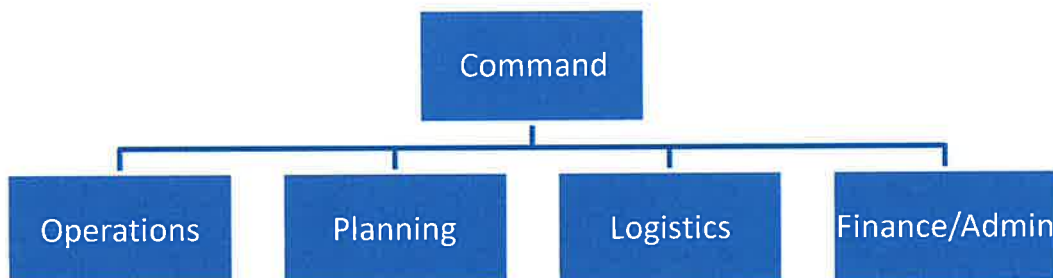
IMS is endorsed by Emergency Management Ontario (EMO), and used by the Region of Niagara Emergency Management. Benefits of using the IMS include enhanced technical and functional interoperability; integrated communications, and standard terminology. The IMS has been designed as a generic system that is applicable to all types of incidents managed by the EOC.

During the implementation of the IMS, some staff may be required to work within the functional groups and may assume a role different from their day-to-day work. This may require temporary changes in their reporting schedule.

IMS consists of five key functions:

- Command (EOC Command)
- Operations
- Planning
- Logistics
- Finance/Administration

5 Key Functions of the Incident Management System



6.2 IMS Function Descriptions

The following provides a summary of how the Plan has aligned its emergency operations for consistency with the IMS.

For greater certainty, wherever a position is identified in this Plan it shall also be understood to include the position's designate or alternate.

IMS FUNCTION	DESCRIPTION OF FUNCTION	RESPONSIBILITY OF	IMS TITLE
EOC Command	Has the overall authority for the control and direction of the emergency response and resources for which they are responsible. EOC Command has 3 supporting functions: Risk Management, Liaison and Information.	<ul style="list-style-type: none"> • CAO, with strategic direction from Policy Group (Lord Mayor and Council) 	Director EOC
	Risk Management / Legal	<ul style="list-style-type: none"> • Director of Corporate Services 	Risk Management/ Legal Officer
	Liaison: Coordination of various community agencies, e.g. <ul style="list-style-type: none"> • School Boards • Hospitals • Emergency Management Ontario • Local Police Services • Office of the Fire Marshal • Provincial Ministries • Conservations Authorities 	<ul style="list-style-type: none"> • Community Emergency Management Coordinator (CEMC) 	Liaison Officer

	Information, Citizen Inquiry Supervisor reports to the EIO	<ul style="list-style-type: none"> • Niagara Regional Police (NRP) 	Emergency Information Officer
		<ul style="list-style-type: none"> • Deputy Clerk 	Citizen Inquiry Supervisor
Operations	Coordinates the operational requirements of the response, directs resources and equipment as required, to fulfill emergency management requirements.	<ul style="list-style-type: none"> • Fire Chief • NRP • Director of Operations • Chief, NEMS, Paramedic Services • Medical Officer of Health 	Operations Section
Planning	Gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.	<ul style="list-style-type: none"> • Director of Community & Development Services • Director of Corporate Services / Clerk • Chief Building Official • By-Law Enforcement 	Planning Section
Logistics	Arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics track usage and current locations of these same items.	<ul style="list-style-type: none"> • Manager of Parks and Recreation • Human Resources Generalist • Chief Librarian 	Logistics Section
Finance/Administration	Finance/Administration performs duties related to administration,	<ul style="list-style-type: none"> • Treasurer • Deputy Treasurer 	Finance/Administration Section

	financial and claims, specific to the emergency. This includes keeping track of incident related costs, staff compensation and claims.	<ul style="list-style-type: none"> • Payroll and Benefits Administrator 	
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EOC Command

The Command has overall authority for the control and direction of the emergency response. EOC Command has three (3) supporting functions:

- Risk Management/Legal which ensures good risk management practices are applied throughout the emergency and the provision of legal advice;
- Liaison which includes the coordination of agencies involved in the response;
- Information which includes dissemination of information to the media and the public.

Operations

The operations section coordinates the operational requirements of the response, directs resources and equipment as required to fulfill the emergency management requirements.

Planning

The Planning section gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.

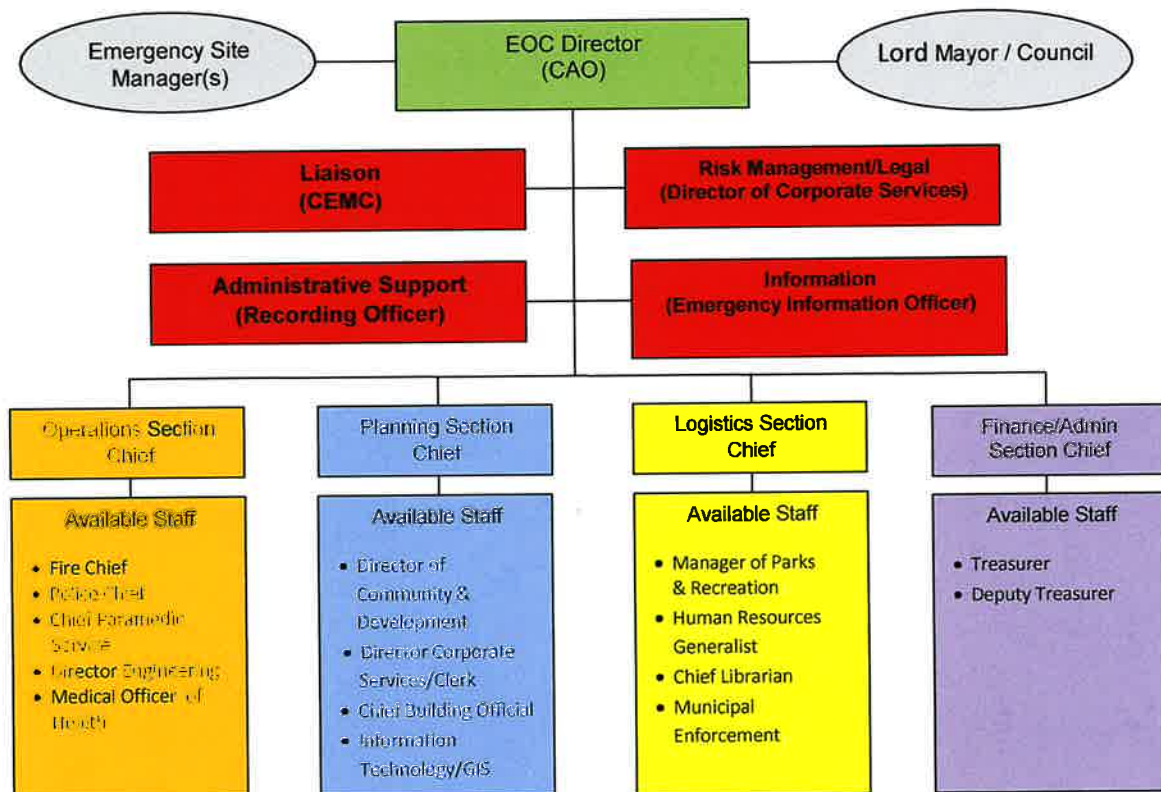
Logistics

The Logistics section arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics tracks usage and current locations of these same items.

Finance/Administration

Finance/Administration section performs duties related to administrative, financial and compensation and claims specific to the emergency. This includes keeping track of incident-related costs, staff compensation and claims.

Figure 2: Emergency Operations Centre Organization Chart



7 MANAGEMENT OF EMERGENCIES

7.1 Duties and Powers

The emergency response will be directed and controlled by the ECG, 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 ECG will consist of the following officials:

- Lord Mayor of the Town of Niagara-on-the-Lake;
- CAO, who becomes the EOC Director;
- Director of Corporate Services / Clerk, who becomes Risk Management / Legal Officer;
- Fire Chief / Community Emergency Management Coordinator, who becomes Liaison Officer;
- Director of Operations;
- Director of Community and Development Services;
- Human Resources Generalist;
- Treasurer;
- Emergency Information Officer;
- Recording Officer.

Additional personnel called or added to the ECG as needed may include:

- Region of Niagara Medical Officer of Health;
- Director and Chief EMS;
- NOTL Hydro representative;
- Deputy Clerk;
- Chief Building Official;
- IT Manager, GIS Technologist;
- Chief Librarian;
- Manager of Enforcement;
- Drainage Superintendent;
- Emergency Management Ontario Representative;
- Ontario Provincial Police Representative;
- Liaison staff from Provincial Government Ministries;
- Any other officials, experts or representatives from the public or private sector as deemed necessary by the ECG.

7.2 Council

Council shall adopt by by-law an emergency management program and an emergency plan which conforms to the Emergency Management and Civil Protection Act, R.S.O., 1990, Chapter E.9, s. 2.1, as amended and the standards set there under.

7.3 Emergency Control Group (ECG)

The Town of Niagara-on-the-Lake ECG shall provide strategic direction to the Town's response in an emergency, including implementation of the Plan.

- The primary role of the ECG is to co-ordinate a multidisciplinary response and ensures the provision of personnel and resources needed by first responders to effectively mitigate an emergency within the Town;
- The ECG advises and assists the EOC Director in carrying out of his or her duties under the Plan to protect the safety, security and well-being of residents, property and the environment;
- The ECG has the power to make decisions on behalf of the Town without having all members of the ECG present;
- The responsibilities of the ECG are as follows:
 - Maintain a detailed record / log of decisions made and actions taken by the ECG during all emergency operations;
 - Provide advice and assistance to the Head of Council in making an emergency declaration, if warranted, and ensuring that all required are informed of a declaration or other decision made by the Head of Council;
 - Exercise overall management responsibility for the coordination of all emergency response and recovery operations during and after an incident;
 - Exercise overall management responsibility for the corporation's business continuity, including ensuring that adequate emergency service provisions are maintained outside and separate from those responding at the emergency site;
 - Determine the nature and impact of the incident and, based on information received, call out and/or mobilize emergency services, Town departments, agencies and equipment as required;

- Coordinate and direct all agencies departments and service providers, and ensuring that all necessary actions to mitigate the emergency are conducted, and are not contrary to law;
- Coordinate the response of their respective organizations and ensuring they are kept informed of ECG decisions and requests for action in a timely manner;
- Appoint or confirm the appointment of an ESM and site media spokesperson;
- Establish communications with first responders and liaise with the ESM to obtain briefings and/or reports of change in emergency status;
- Designate any area within the municipality as an "Emergency Area" and ensure that the ESMT establishes an inner and outer perimeter around the emergency site;
- Ensure administrative and logistical support is provided for emergency workers at the emergency site(s) and post incident (i.e., food, water, shelter, sanitary facilities, maintenance, fuel, critical incident stress management);
- Ensure the ESMT disperse and/or remove any people not involved in emergency operations, who are in danger, or whose presence hinders emergency operations being carried out by the Emergency Site Team;
- Direct the discontinuation of any service or utility, where continuation of such service constitutes a hazard to emergency operations or public safety;
- Arrange for the provision of services and equipment from local agencies not under Municipal control, i.e. private contractors, volunteer agencies, service clubs;
- Authorize expenditures of municipal funds required immediately for emergency operations, emergency humanitarian aid and the preservation of the life, health and safety of anyone involved in or adversely affected by the emergency;
- Determine if volunteers are required and if appeals for volunteers are warranted;
- Determine whether to evacuate any area within the Municipality and coordinate and/or oversee the evacuation of inhabitants considered to be in danger;

- Arrange for assistance from and/or liaise with other governmental departments/agencies, volunteer organizations, the private sector and the general public for the provision of information, resources and / or advice, as necessary;
- Authorize the release of major announcements, information releases and formal statements regarding the emergency for dissemination to the media and the public;
- Determine the need for experts and/or establishment of advisory groups and/or sub-committees;
- Determine if a Disaster Recovery Committee needs to be established, and if so, nominate the chair and composition of that committee, along with its reporting structure, before the response to an emergency has been completed;
- Provide advice and assistance to the Head of Council in terminating an emergency declaration, and ensuring that all services, agencies, groups or persons under the direction of the ECG are informed of the termination of any emergency declaration;
- Develop an action plan and decide when to terminate all operations related to the emergency and the EOC;
- Maintain a log outlining communications with and actions taken by their respective agency; and
- Contribute to and participate in a post emergency debriefing and preparation of a report on the emergency.

8 EMERGENCY MANAGEMENT SYSTEM

Emergency Control Group Responsibilities by Section

8.1 EOC Command Section

The EOC Command provides overall direction for the emergency response and the resources required to manage the emergency.

The EOC Command Section comprises the following positions:

- Lord Mayor or Deputy Lord Mayor in his/her absence, or alternate appointed by Council
- EOC Director (CAO or alternate)
- Risk Management/Legal Officer (Director of Corporate Services/Clerk or alternate)
- Liaison Officer (Community Emergency Management Coordinator or alternate)
- Emergency Information Officer
- Administrative Support

8.1.1 Lord Mayor, Head of Council

Position: The Head of Council of the Corporation of the Town of Niagara-on-the-Lake or designate.

Role: As head of Council, the Lord Mayor or Deputy Lord Mayor will act as a liaison between the EOC and members of Council.

Responsibility: This includes, but is not limited to the following responsibilities:

- Liaising with the EOC Director;
- Notify the following of an emergency or the threat of an emergency which may involve resources of the Town:
 - Deputy Lord Mayor
 - Town Council
 - Chair of Region of Niagara
- Attend the EOC at the request of the CAO;
- Acting as the Council spokesperson;
- Attend any press conferences;
- On-going briefing of Council members on the emergency

situation;

- Declaring the state of local emergency exists within the boundaries of the Town based on the recommendation of the ECG once the criteria have been met;
- Notify Emergency Management Ontario when a declaration of a state of local emergency has been made or terminated;
- Provide the Deputy Lord Mayor and the Chair of the Region of Niagara with regular status reports on the progress of the emergency response activities;
- Approving expenditures to meet the requirements of emergency response activities within the approved guidelines and policy;
- Declaring the local state of emergency terminated following the recommendation of the ECG;
- Arrange a special meeting of Town Council as may be required;
- Liaise with local mayors, provincial and federal elected officials; and
- Maintain a personal log of all communications and actions taken.

8.1.2 CAO (EOC Director)

Position The CAO of the municipality.

Role The CAO, as the Chair of the ECG and Senior Administrative Official for the Town, controls all business operations within the EOC and assists the Mayor in performing his/her duties as empowered by legislation.

The CAO will be the Chair of the EOC (EOC Director).

Responsibility This includes, but is not limited to the following responsibilities:

- Activate the emergency notification system through the CEMC;
- Determine the need to activate the ECG;
- Chair the ECG;
- Coordinating all operations connected with the emergency and shall be directly responsible to the Lord Mayor;
- Liaising with the Lord Mayor on any and all issues that may affect the Office of the Mayor, Town Council, and Town staff or any critical infrastructure;
- Exercise overall management responsibility for the coordination between response and supporting agencies in the EOC, set priorities for response efforts in the affected areas and schedule regular Operations Cycle meetings;
- Establish the appropriate staffing level for the EOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required;
- Preparing and approval of major announcements and media releases based on consultation with the ECG;
- Ensure that a communication link is established with the ESM at the emergency scene, for the flow of accurate information between the ESM and the EOC;
- Ensure that operational periods are established and that initial EOC response priorities and objectives are decided and communicated to all involved parties;
- Ensuring the Town's compliance with applicable federal, provincial laws and corporate policies;
- Ensuring an appropriate level of continuous service to the unaffected part of the Town in accordance with legal obligations and available resources;
- Acting as the Town's administrative spokesperson and speak as the voice of the Town Staff during media briefings/press conferences as required along with subject matter experts;

- Formally request assistance from neighboring municipality's and or the Region of Niagara, as required;
- Inform all Town employees of the situation and provide direction on work closure or cancellations;
- Coordinating of all incident recovery efforts; and
- Participating in the Emergency Management Program Committee meetings; and
- Maintain a personal log of all decisions or actions taken

8.1.3 Clerk (Risk Management / Legal Officer)

Position: The Clerk acts as the Risk Management / Legal Officer.

Role: The Risk Management / Legal Officer is a support function of the EOC Command Section.

Responsibility: This includes, but is not limited to the following responsibilities:

- Protects the interests of all EOC members, agencies and organizations by ensuring due diligence in information collection, decision-making and implementation;
- Provides legal advice to the ECG on matters, as they apply to the actions of the Town in its response to the emergency as requested;
- Provides advice to the Mayor and ECG with respect to the interpretation of legislation governing the control of response to an emergency by the ECG;
- Maintain a personal log of all communications and actions taken;

8.1.4 Community Emergency Management Coordinator (Liaison Officer)

Position: The CEMC acts as the Liaison Officer.

- The role of the CEMC will be filled by either the Fire Chief, Deputy Fire Chief or other designated fire staff.

Role: The CEMC is a support function of the EOC Command Section and is responsible for assisting the EOC Director manage the business operations with the ECG and to offer strategic advice to the ECG members as required.

Responsibility: This includes, but is not limited to the following responsibilities:

- Activating the EOC through consultation with the CAO and the Lord Mayor and arranging for the set-up of the EOC;
- Conduct initial notification of the ECG in accordance with Notify the required support and advisory staff about the emergency and the location of the EOC;
- Ensures the operational sustainability of the Plan and the Town's Emergency Management Program;
- Acting as the primary contact between the Town and Emergency Management Ontario;
- Provides briefings to the ECG about the operation;
- Advises Command of issues related to outside assistance and support, including current or potential inter-organization needs;
- Providing advice and clarification regarding the implementation details of the Town's Emergency Plan;
- Ensuring all members of the ECG have the necessary resources, supplies, maps and any other support equipment;
- Acting as an advisor and resource person for the ECG;
- Gathers information from and about organizations that are involved with the incident which includes obtaining, from their representatives, information about standard and specialized

resources they might have, or special support that they might need, and whether there are considerations of restrictions that may impact how such resources may be used;

- Serves as a coordinator for organizations not represented in the EOC;
- Maintain a list of supporting and assisting organizations, and keeping it updated as the incident evolves.
- Liaising with neighbouring municipal./county/provincial CEMC's and provincial/federal emergency managers;
- Supporting the incident recovery; and
- Maintain a personal log of all communications and actions taken.

8.1.5 Emergency Information Officer (EIO)

Position: The Emergency Information Officer

Role: The EIO is a support function of the EOC Command Section.

Responsibility: This includes, but is not limited to the following responsibilities:

- Reporting to the EOC Director and serve as the coordination point for all public information, media relations and internal information sources for the EOC;
- Establish a communications link with the EIO at the Region of Niagara, the CIS and any other media coordinator (s) (i.e. agency, county, provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensure to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences;
- Ensure that the ECG is advised of the telephone number of the media centre;
- Ensure that the media releases are approved by the EOC;

Director in consultation with the ECG prior to dissemination, and distribute hard copies of the media release to the EIO, the ECG, CIS and other key persons handling inquiries from the media;

- Provide direction and regular updates to the CIS to ensure that the most accurate and up-to-date information is disseminated to the public;
- Issuing public appeals for volunteers as determined by the ECG and update news releases relating to managing volunteer involvement;
- Monitor news coverage and correcting any erroneous information;
- Maintain copies of media releases and newspaper articles pertaining to the emergency; and
- Maintain a personal log of all communications and actions taken.

8.1.6 Administrative Support (Recording Officer)

Position: Administrative staff member(s) will be provided as per Annex D.

Role: The Recording Officer provides support and recording functions of major decisions and pertinent information by the ECG in the EOC.

Responsibility: This includes, but is not limited to the following responsibilities:

- Provide a process for registering ECG members and maintaining a ECG members list;
- Provide all staff with identification badges to be worn at all times;
- Capturing and recording the timely and accurate flow of communications in the EOC;
- Activating and maintaining the main EOC status log and ensure it is current;

- Recording all business cycle decisions, actions taken, etc. in the master log;
- Receiving documents (originals and copies) and file appropriately;
- Ensuring proper distribution of documents;
- Accessing and maintaining all standard forms and ensure they are available within the EOC;
- Ensuring date and time stamps on all formal documents providing supplies (e.g. message forms, paper, pens and pencils)for the EOC;
- Distributing messages to appropriate parties;
- Provide administrative support and recording any other information as required by the EOC Director and the EIO as required; and
- Maintain a personal log of all communications and actions taken.

8.2 Operations Section

The Operations Section is responsible for the reduction of the immediate hazard; saving lives and property; establishing situational control; and restoration of normal operations.

- In consultation with Branch Coordinators, establishes tactical objectives and is accountable to the EOC Director
- Implements the Incident Action Plan
- Delegates tasks to the Operations Section Branches as necessary
- Responsible for all activities focused on reduction of the immediate hazard and to safeguard human life and property
- Establishes situational control
- Restores normal operations
- Coordinates logistical needs of branch and communicates needs of the Planning Section Chief

The Operations Section may be staffed by the following positions, according to the requirements of the emergency:

- Fire Chief
- Niagara Regional Police Service
- Director of Operations
- Region of Niagara Medical Officer of Health
- Chief Niagara EMS
- External Utilities (as required)
- External Agencies (as required)

8.2.1 Fire Chief

Position Fire Chief

Role: The Fire Chief or alternate is responsible for advising the ECG on all issues pertaining to fire suppression, medical assistance, search and rescue, hazardous materials response during municipal emergency operations and support of the Operations Section and EOC.

Responsibility: This includes, but is not limited to the following responsibilities:

- Provide the ECG with information and advice on firefighting and rescue matters;
- Depending upon the nature of the emergency, assign the Site Manager and inform the ECG;
- Maintain a communications link between the Incident Commanders at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning Section is provided with Branch Status Reports and Major Incident Reports;
- Inform the Mutual Aid Fire Coordinator and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determine if additional or special equipment is needed and recommend possible sources of supply (e.g. breathing apparatus, protective clothing);

- Provide assistance to other community departments and agencies and be prepared to take charge of or contribute to non-firefighting operations if necessary (e.g. rescue, first aid, casualty collection, evacuation);
- Provide an Emergency Site Manager if required; and
- Maintain a personal log of all communications and actions taken.

8.2.2 Police Chief

Position Police Chief or alternate

Role: Niagara Regional Police Service is responsible for advising the ECG on all issues pertaining to staff, equipment, law enforcement and other resources during municipal emergency operations and support of the Operations Section and EOC.

Responsibility: This includes, but is not limited to the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the ECG;
- Activate the emergency notification system through the CEMC;
- Maintain a communications link between the Incident Commanders at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning Section is provided with Branch Status Reports and Major Incident Reports;
- Ensure liaison with the Manager of Parks & Recreation regarding the establishment, security and operation of evacuation and reception centres;
- Ensure protection of life and property and the provisions of law and order;

- Provide police services in other facilities, as required;
- Notify the Coroner and the Medical Officer of Health of fatalities, as requested and/or as required;
- Ensure liaison with other community, provincial and federal police agencies as required;
- Provide an Emergency Site Manager if required; and
- Maintain a personal log of all communications and actions taken.

8.2.3 Director of Operations

Position Director of Operations

Role: Supports the Operations Section and EOC by providing human and equipment resources to the EOC and Emergency Site as directed by the EOC.

Record, monitor, respond and coordinate all activities, inquiries and actions undertaken by the team.

Responsibility: This includes, but is not limited to the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the ECG;
- Activate the emergency notification system through the CEMC;
- Provide the ECG with information and advice on engineering and public works matters;
- Depending upon the nature of the emergency, assign a Site Manager and inform the ECG;
- Maintain a communications link between the Incident Commanders at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;

- Ensure Planning Section is provided with status reports and major incident reports;
- Ensure liaison with the public works representative from the neighbouring communities and the County of Simcoe to ensure a coordinated response;
- Ensure provision of engineering assistance;
- Ensure maintenance and repair of Town roads;
- Ensure the maintenance of sanitary sewage and water systems;
- Provide equipment for emergency pumping operations;
- Ensure liaison with the Fire Chief concerning emergency water supplies for firefighting purposes;
- Discontinue any public works service to any resident, as required, and restoring these services when appropriate;
- Provide public works facilities, vehicles, equipment and personnel as required by any other emergency services;
- Ensure liaison with the Drainage Superintendent and/or Conservation Authority regarding flood control, conservation and environmental matters, and being prepared to take preventative action; and
- Maintain a personal log of all communications and actions taken.

8.2.4 Region of Niagara Medical Officer of Health

Position Region of Niagara Medical Officer of Health

Role: To lead or advise the EOC on all Public Health related issues. Support the Operations Section and EOC.

Responsibility: This includes, but is not limited to the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned

to the EOC;

- Act as a coordinating link for all emergency health services at the EOC;
- Ensure liaison with the Ontario Ministry of Health and Long-Term Care, Public Health Branch;
- Depending upon the nature of the emergency, assign the Site Manager and inform the EOC;
- Maintain a communications link between the senior health official at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning Section is provided with status reports and major incident reports;
- Provide advice on any matters that may adversely affect public health;
- Provide authoritative instructions on health and safety matters to the public through the Emergency Information Officer;
- Coordinate the response to disease-related emergencies or anticipated emergencies such as pandemics, according to the Ministry of Long-Term Care policies;
- Ensure coordination of all efforts to prevent and control the spread of disease during an emergency;
- Ensure liaison with the Logistics Chief on areas of mutual concern regarding health services in evacuation centres; and
- Maintain a personal log of all communications and actions taken.

8.2.5 Chief Niagara Emergency Medical Services (NEMS)

Position	Chief Niagara Emergency Medical Services
Role:	Director of CSPA or designate is responsible for advising the EOC on all issues pertaining to the use of emergency medical service, staff, equipment and any other emergency medical resources during

municipal emergency operations. Support the Operations Section and EOC.

Responsibility: This includes, but is not limited to the following responsibilities:

- If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the ECG;
- Ensure emergency medical services are provided at the emergency site;
- Depending upon the nature of the emergency, provide an Agency On-Scene Commander and/or ESM as required;
- Maintain a communications link between the Agency On-Scene Commanders and/or ESM at the site(s) for the purpose of coordinating the overall response, resource requests and event status information;
- Ensure Planning Section is provided with Branch Status Reports and Major Incident Reports;
- Advise the ECG if other means of transportation are required for large-scale response;
- Recommend specific responses to conditions that could affect the Emergency Medical Services interaction;
- Liaise with other agencies as required to augment and coordinate Emergency Medical Services resources.
- Ensure liaison with receiving hospitals;
- Ensure liaison with the Medical Officer of Health: and
- Maintain a personal log of all communications and actions taken.

8.3 Planning Section

The Planning Section gathers information critical to the incident:

- Planning Chief coordinates the work of the planning section and is accountable to the EOC Director
- Collects, evaluates, validates and disseminates incident situation information and intelligence
- Damage assessment
- Prepares status reports and facilitates operational cycle meetings
- Displays situation information
- Responsible for all incident documentation
- Develops and documents the Incident Action Plan
- Coordinates acquisition of technical experts

The Planning Section may be staffed by the following positions, according to the requirements of the emergency:

- Director of Community and Development Services or alternate
- Director of Legal Services/Clerk or alternate
- Chief Building Official or alternate
- Information Technology / GIS Technologist

8.3.1 Director of Community and Development Services

Position	Director of Community and Development Services
Role:	The Director of Community and Development Services is the Planning Section Chief.
Responsibility:	<p>This includes, but is not limited to the following responsibilities:</p> <ul style="list-style-type: none"> • Ensure the following responsibilities of the Planning Section are addressed as required: Collect, analyze, and display situation information; • Prepare periodic situational reports; • Prepare and distribute EOC Incident Action Plan and facilitate Incident Action Planning process; • Track resources; • Conduct advanced planning activities and report; • Provide technical support services to the various EOC sections and branches;

- Exercise overall responsibility for the coordination of activities within the section;
- Keeps the EOC Director informed of significant issues which affect the Planning Section;
- In coordination with the ECG, ensures that status reports are completed and utilized as a basis for ECG Situation Reports and EOC Incident Action Plans;
- Provide accurate up-to-date mapping for the Municipality and surrounding area, in consultation with GIS staff;
- Ensure the maps and status boards are kept up to date, in consultation with the Planning and Development Services department and GIS staff;
- Provide property data as required by the ECG;
- Provide general planning assistance to the ECG; and
- Maintain a personal log of all communications and actions taken.

8.3.2 Clerk

Position Clerk

Role: Support the EOC by providing human and equipment resources to the EOC and Site as directed by the EOC.

Responsibility: This includes, but is not limited to the following responsibilities:

- Ensure all important decisions made and actions taken by the ECG are recorded;
- Collect, organize and file all completed event or disaster-related forms, including: all EOC position logs, situational reports, EOC action plans and any other related information, just prior to the end of each operational period;
- Arrange for printing of material, as required;
- Distribute EOC situational reports, EOC Incident Action Plan,

and other documents, as requested;

- Coordinate the provision of clerical staff to assist in the EOC, as required;
- Upon direction by the Lord Mayor, arrange special meetings of Council, as required, and advise Members of Council about the time, date, and location of the meetings;
- Ensure all requirements under the Ontario Disaster Relief Assistance Program are met by the Town and submitted to the Minister of Municipal Affairs and Housing within 14 days of the emergency;
- Maintain a personal log of all communications and actions taken.

8.3.3 Manager of IT

Position Manager of IT

Role: The Manager of IT provides support to the Planning Section. Support all technology related equipment, systems and networks.

Responsibility: This includes, but is not limited to the following responsibilities:

- Initiate the necessary action to ensure the telephone system at the Municipal offices and the EOC function as effectively as possible, as the situation dictates;
- Ensure communications systems are available to establish a citizen inquiry phone line, and media centre communications.
- Maintain 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;
- Make arrangements to acquire additional communications resources during an emergency;
- Arrange for operation of fax machines, computer and other technical resources as required;

- Establishing priorities for the re-establishment of telecommunications in any Town facility damaged as a result of the emergency;
- Maintain a personal log of all communications and actions taken; and
- Perform other duties as required.

8.3.4 GIS Technologist

Position GIS Technologist

Role: GIS Technologist provides support to the Planning Section. To support the EOC regarding GIS mapping.

Responsibility: This includes, but is not limited to the following responsibilities:

- Provide Geographic Information System (GIS) mapping information to the EOC pertaining to the emergency;
- Providing an overview of the various data layers that are available to assist with emergency information;
- Assist with mapping requests;
- Maintain a personal log of all communications and actions taken; and
- Perform other duties as required.

8.3.5 Chief Building Official

Position Chief Building Official

Role: Chief Building Official provides support to the Planning Section and is responsible for all building code related duties.

Responsibility: This includes, but is not limited to the following responsibilities:

- Provide the EOC with information and advice on building

conditions;

- Make recommendations on the demolition of unsafe structures;
- Assign staff to complete building inspections as required;
- Maintain a personal log of all communications and actions taken; and
- Perform other duties as required.

8.4 Logistics Section

The Logistics Section arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency.

- Logistics Chief coordinates units responsible for services and is accountable to the EOC Director
- Responsible for all support requirements needed to facilitate effective and efficient incident management
- Ensures provisions of facilities, transportation, supplies, equipment maintenance and fuel, food services, telecommunications, and emergency responder medical services pursuant to the Incident Action Plan
- Implements emergency human resources policies, including volunteer recruitment and training
- Provides an incident health and safety officer available for consultation

The Logistics Section may be staffed by the following positions according to the requirement of the emergency:

- Manager of Parks and Recreation
- Human Resources Generalist
- Chief Librarian
- Manager of Enforcement

8.4.1 Manager of Parks & Recreation

Position Manager of Parks & Recreation

Role: Manager of Parks & Recreation is designated as the Section Chief of the Logistics Section.

Support the EOC by providing human and equipment resources to the EOC and Site as directed by the EOC.

Responsibility: This includes, but is not limited to the following responsibilities:

- Activate the emergency notification system;
- Ensuring that security is in place for the EOC;
- Ensuring the EOC facilities and equipment are operational;
- Addressing any issues that may result from the activation of the Plan and keep ECG informed of implementation needs;
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trucks) for the purpose of transporting persons and/or supplies, as required, by members of the ECG and the support and advisory staff;
- Provide emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health
- Coordinating the use of Municipal facilities in consultation with the Region of Niagara Emergency Management Coordinator, the Niagara Public Health Unit and the Canadian Red Cross in regards to the activation of evacuation or reception centres.
- Act as a liaison with Police to coordinate security for evacuation or reception centres and occupants personal possessions;
- Coordinate the cleaning and maintenance of all evacuation or reception centres; and
- Maintain a personal log of all communications and actions taken.

8.4.2 Human Resources Generalist

Position Human Resources Generalist

Role: Human Resources Generalist provides support to the Logistics Section and is responsible for managing all emergency volunteer workers

Responsibility: This includes, but is not limited to the following responsibilities:

- Coordinate and process requests for human resources;
- Coordinate offers of, and appeals for, volunteers with the support of the ECG;
- Select the most appropriate site(s) for the registration of human resources;
- Ensure records of human resources and administrative detail, that may involve financial liability, are completed;
- Ensure that a Volunteer Registration Form is completed when volunteers are involved, and a copy of the Form is retained for Town Records;
- Coordinate transportation of personnel to and from site(s), in consultation with the Manager of Parks and Recreation;
- Ensure liaison with the community support agencies (e.g., St John's Ambulance, Canadian Red Cross);
- Obtain assistance, if necessary, from Human Resources and Skills development Canada, as well as other government departments, public and private agencies and volunteer groups;
- Maintain a personal log of all communications and actions taken; and
- Ensure there is a continuum of payroll process for all employees.

8.4.3 Chief Librarian

Position Chief Librarian

Role: Chief Librarian provides support to the Logistics Section

The Chief Librarian may be required to provide staff to open the library depending upon the emergency and as directed by the ECG.

Responsibility: This includes, but is not limited to the following responsibilities:

- Assist with planning issues as required;
- Provide staff to assist with opening the library and meeting rooms as the situation dictates;
- Assist with information gathering as required;
- Maintain a personal log of all communications and actions taken; and
- Perform other duties as required.

8.4.4 Manager of Enforcement

Position Manager of Enforcement

Role: Manager of Enforcement provides support to the Logistics Section.

Responsibility: This includes, but is not limited to the following responsibilities:

- Provide information to the EOC in regards to building conditions and enforcement issues;
- Ensure that security measures are in place for the EOC, municipal facilities and the municipal offices. If required provide security at the alternate EOC sites and media centres as established by the ECG;
- Assist the Clerk with the Citizens Inquiry Supervisors position (if required) making the necessary arrangements to assist with the establishment of the service and provide security;

- Maintain a personal log of all communications and actions taken; and
- Other duties as assigned.

8.5 Finance and Administration Section

The Finance and Administration Section performs duties related to administration, finance and staffing specific to the emergency:

- Finance & Administration Chief coordinates the work of the finance section and is accountable to the EOC Director;
- Tracks all costs associated with responding to the incident; and
- Coordinates donation management

The Finance and Administration Section may be staffed by the following positions according to the requirement of the emergency:

- Treasurer
- Deputy Treasurer

8.5.1 Treasurer

Position Treasurer

Role: Treasurer is designated as the Section Chief of the Finance / Administration Section.

Responsibility: This includes, but is not limited to the following responsibilities:

- Provide information and advice on financial matters as relate to the emergency;
- In consultation with the EOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy;
- Ensure liaison, if necessary with the Directors of Finance/Treasurers of other neighbouring communities and the County of Simcoe;

- Ensure that records of expenses are maintained for future claim purposes; and
- Maintain a personal log of all communications and actions taken.

8.5.2 Deputy Treasurer

Position Deputy Treasurer

Role: Deputy Treasurer provides support to the Finance/ Administration Section and assists with financial record keeping and processing financial payments.

Responsibility: This includes, but is not limited to the following responsibilities:

- Provide information and advice on financial matters as relate to the emergency;
- Provide the Director of Finance with support in regards to financial record keeping;
- Maintain a personal log of all communications and actions taken; and,
- Perform other duties as required.

8.6 Support and Advisory Group

When the Plan is implemented, every division and department in the Town of Niagara-on-the-Lake may have a role to play. Thus, all managers and staff of the Corporation may be called upon to support and participate in coordinating the Town's response from the EOC.

The Internal or External Emergency Advisors and Support Group is comprised of municipal and/or representatives of other non-municipal organizations who may be required to advise the ECG during an emergency, and to work at their direction.

Advisors and Support Group members may be called in at the beginning of an emergency, for the duration of the event or periodically throughout the emergency at the request of the ECG. Emergency Support Group membership will depend upon the nature and circumstances of the emergency and may include people not included

in this section.

In the event that other agencies are needed to assist during an emergency, each such agency will be contacted through the IMS Section upon the request of the ECG.

The representative or his/her alternate will be requested to report to the EOC and become a member of the ECG.

Some of the agencies that may be required to assist during an emergency have their own "Emergency Plans" and may feel it advisable to put their own emergency plan into effect. Should they feel that implementation of their plan is necessary; they will advise the members of the EGC.

8.6.1 Enbridge Gas

Enbridge Gas provides natural gas for heating and industrial use in the Town of Niagara-on-the-Lake through a network of underground pipes. During an emergency, the Enbridge Gas response will be coordinated through the Operations Section Chief.

Enbridge Gas – Operations Manager:

The Operations Manager for Enbridge Gas, or his/her designate, will if requested:

- Join the ECG and provide expertise to the Planning Section Chief and coordinate the response of Enbridge Gas resources. Also liaise with other departments and agencies responding to the emergency.

8.6.2 NOTL Hydro

NOTL Hydro provides electrical energy to the inhabitants of the Town of Niagara-on-the-Lake through a complex grid system. Certain types of emergencies, such as adverse weather (storms, tornadoes, etc.) may have a serious impact on service. During an emergency, NOTL Hydro response will be coordinated through the Planning Section Chief.

NOTL Hydro will:

- If requested, join the ECG and provide expertise to the Planning Section Chief. Also, liaise with other departments/agencies responding to the emergency.

8.6.3 School Boards

The District School Board of Niagara (DSBN) and the Niagara Catholic District School Board are responsible for the operation of elementary and secondary schools within the Town of Niagara-on-the-Lake. Dependent upon the nature of the emergency, it may be necessary to evacuate schools and occupants and/or utilize school facilities should additional facilities be needed.

A Senior Representative of the DSBN and/or the Niagara Catholic District School Board will, if requested:

- Join the ECG and provide expertise to the Planning Section Chief and coordinate the response of the School Board. Also liaise with other departments/agencies responding to the emergency.

8.6.4 Bell Canada

Bell provides telephone and telecommunication services throughout the Town of Niagara-on-the-Lake through a network of above and below ground cables. During an emergency, Bell Canada's response will be coordinated through the Planning Section Chief.

The Area Manager for Bell Canada, or his/her designate, will, if requested:

- Join the EOC and provide expertise to the provide expertise to the Planning Section Chief and coordinate the response of Bell resources. Also liaise with other departments/agencies responding to the emergency.

8.6.5 Canadian Red Cross

The Red Cross will provide assistance to the Niagara Health and Social Services Department during any evacuation. One of its main functions will be the establishment of a Registration and Inquiry service to provide information to the public regarding locations of Evacuation Centres and names of registered evacuees. Canadian Red Cross response will be coordinated through the Logistics Section Chief.

8.6.6 Drainage Superintendent / Conservation Authority

Position: Drainage Superintendent

Role: Municipalities have the primary responsibility and authority for response to flooding and flood emergencies, and also the welfare of

residents and protection of property.

Responsibility: This includes, but is not limited to the following responsibilities:

- If a potential flood emergency exists notify the appropriate municipal officials, departments, agencies involved under the Town's emergency plan;
- If the Drainage Superintendent becomes aware of an emergency flooding issue he/she can activate the emergency notification system through the CEMC;
- Determine the appropriate response to a flood threat and, if warranted, deploy municipal resources in consultation with the ECG;
- If requested, the Drainage Superintendent should join the EOC and provide expertise to the ECG and act as the liaison with conservation authorities and provincial ministries. Also liaise with other departments/agencies responding to the emergency;
- Maintain a personal log of all communications and actions taken; and
- Perform other duties as required.

8.6.7 Provincial Ministries

Pursuant to subsection 6(1) of the Emergency Management & Civil Protection Act R.S.O. 1990, c. E.9, Ministers are assigned responsibility to formulate emergency plans for their ministry or branch of government, as the case may be, which will govern the provision of necessary services during an emergency and procedures under which and the manner in which Crown employees and other persons will respond to the emergency.

EMO provides assistance in formulating and implementing emergency plans and coordinates provincial response and staff in emergency operations and will deploy a team to the EOC.

9 MEDIA AND PUBLIC INFORMATION

Upon implementation of the Plan, it will be essential to co-ordinate an accurate release of information to the media, issue instructions to the public and to respond to requests for reports concerning the emergency.

The following positions will be established:

- Emergency Information Officer will report directly to the EOC Director;
- Site Media Spokesperson will be appointed by the Emergency Site Manager; in consultation with the EIO and the EOC Director;
- Citizen Inquiry Supervisor will be appointed from Legislative Services staff with the Deputy Clerk designated to head the establishment of a Citizen Inquiry Service.

Depending upon the scope of the emergency, there may be a need to establish two media information centres one near the scene (Site Media Centre) and the other near the EOC (EOC Media Centre).

9.1.1 Emergency Information Officer (EIO)

For the responsibilities of the EIO see Section 8.1.5.

9.1.2 Site Media Spokesperson

- The site media spokesperson will be appointed by the ESM and is responsible for:
- Establishment and coordinating the site media centre in a safe, appropriate location, at or near the site for the media to assemble;
- Establishing a communications link and liaison regularly with the EIO at the EOC;
- Redirect all inquiries regarding decisions made by the ECG and the emergency as a whole to the EIO;
- Advising the following persons and agencies of the location and telephone number(s) of the Site Media Centre:
 - ESM
 - Police Public Relations Officer
 - Emergency Services Personnel at the scene
- EIO;

- Ensuring that media arriving at the site are directed to the site information centre;
- When necessary and appropriate, coordinating media photograph sessions at the scene;
- Coordinating on scene interviews with the EIO between the emergency services personnel and the media.

9.1.3 Citizen Inquiry Supervisor (CIS)

The CIS is responsible for:

- Establish a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- Inform the EIO of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Through the EIO inform the affected emergency services, the ECG of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- Ensure liaison with the EIO to obtain current information on the emergency;
- Respond to and re-direct inquiries and report from the public based upon information from the EIO;
- Redirect 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;
- Redirect inquiries pertaining to persons who may be in the evacuation and reception centres to the registration and inquiry telephone number(s); and
- Procuring staff to assist, as required.

10 REQUEST FOR ASSISTANCE

During emergency operations, the ECG members will prioritize the allocation of resources in support of the emergency site(s) and make arrangements for external assistance from the Region of Niagara, Province of Ontario or other external non-government sources. The emergency assistance could include personnel with special expertise, special equipment with trained operators, and/or any other type of service/expertise required to support the local emergency operations.

All requests for assistance will be reviewed and approved by the ECG prior to the request being made.

10.1 Mutual Assistance Agreements

The Emergency Management and Civil Protection Act authorized municipalities to enter into agreements wherein each party may provide assistance, in the form of personnel, services, equipment and material, if called upon to do so by a requesting Municipality in times of emergency.

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

10.2 Mutual Aid

Whenever a situation cannot be adequately dealt with solely by the responding public safety or municipal service department or with mutual co-operation from other municipal departments, further actions may be required under the provisions of mutual aid agreements with surrounding municipalities.

Any requests for emergency assistance made by the Town to a neighbouring municipality / from a neighbouring municipality to the Town should be made either:

- Lord Mayor to Mayor of the neighbouring municipality
- CAO to CAO of the neighbouring municipality
- Fire Chief to Fire Chief of the neighbouring municipality
 - The Regional Fire Coordinator will be contacted to activate the Region of Niagara Mutual Aid Fire Plan

Once a request for emergency assistance is made, it is the responsibility of the assisting municipality to determine its capacity to offer the assistance requested.

10.3 Request for Region of Niagara Assistance

The Region of Niagara Emergency Response Plan provides coordinated emergency support to municipalities in the event of an emergency. A municipality may request assistance from the Region of Niagara at any time by contacting the Region of Niagara CEMC, who in turn shall contact the Regional Chairman and County Chief Administrative Officer.

The emergency contact list, including contact numbers for requesting assistance for activating the Region of Niagara Emergency Response Plan is in Annex A.

10.4 Request for Assistance from the Province of Ontario

The Lord Mayor, EOC Director, or the CEMC upon consultation with the ECG may request assistance from the Province of Ontario at any time without any loss of control or authority. Such a request may be made by contacting Emergency Management Ontario.

10.4.1 EMO Provincial Operations Centre

EMO staffs the Provincial Operations Centre (PEOC) on a 24/7 basis. The Town of Niagara-on-the-Lake should report emergencies to the PEOC Duty Officer. Contact information for EMO can be found in Annex A.

10.4.2 Provincial On-Call Requirement

EMO requires that a designated contact for the Town be available at all times. If PEOC staff cannot reach the primary contact, then an alternate must be available to respond.

The PEOC primary point of contact will be the CEMC. If the CEMC is not available the Alternate CEMC will be the secondary point of contact.

10.4.3 Ontario Disaster Relief Assistance Program

The Ministry of Municipal Affairs and Housing administers the Ontario Disaster Relief Assistance Program (ODRAP) which:

- Provides financial assistance to municipalities that are unable to manage costs due to the magnitude and frequency of natural disasters; and
- Assists individuals, small businesses and non-profit organizations that do not have insurance and are unable to bear, on their own, the unexpected costs to return to normalcy in a timely manner.

Council shall adopt a resolution and request the Minister of Municipal Affairs and Housing, within 14 working days of a declaration of emergency, for a disaster area declaration for parts of the Town of Niagara-on-the-Lake, as Council considers appropriate, in order to gain access the Ontario Disaster Relief Assistance Program (ODRAP). The resolution should clearly define / identify the area which may be declared as a disaster area and should try to define all areas damaged by the emergency to ensure fair treatment to all affected residents.

Should the Minister of Municipal Affairs and Housing declare a disaster, as soon as possible, thereafter, Council shall appoint members to a disaster relief committee to administer the ODRAP, as required. See Annex F for ODRAP information.

10.5 Request of Assistance from the Government of Canada

Requests for assistance from the Government of Canada must be submitted through the Province of Ontario.

Financial assistance for natural disasters is available through the Federal Government's Disaster Financial Assistance Fund. This assistance is initiated by the Province.