



WOOLWICH
TOWNSHIP
EMERGENCY PLAN

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TABLE OF CONTENTS

<u>EXECUTIVE SUMMARY</u>	3
<u>SHORT TITLE</u>	4
<u>DEFINITIONS AND RELEVANT TERMS</u>	4
<u>PART I - INTRODUCTION, AIM, ALERTING SYSTEM, OPERATIONS CENTRE</u>	
1. Introduction	
2. Aim	
3. Emergency Alerting System	
3.1 Escalation of an Emergency	
4. Emergency Operations Centre	
4.1 Introduction and Usage of Regional Emergency Operations Centre	
4.2 Location	
4.3 Command and Control Room – Community Control Group	
4.4 Radio/Telecommunications Room	
4.5 Communications Officer/Communications Manager – Radio/telecommunications Room Duty Officer/Communications Manager	
4.6 Amateur Radio (HAM Operators)	
<u>PART II - DECLARATION OF AN EMERGENCY</u>	
5. Action prior to Declaration	
6. Municipal Emergency	
7. Regional Emergency	
<u>PART III - TERMINATION OF EMERGENCY</u>	
8. Municipal Emergency	
9. Regional Emergency	
<u>PART IV - REQUEST FOR PROVINCIAL ASSISTANCE</u>	
10. Request for Provincial Assistance	
<u>PART V - COMMUNITY CONTROL GROUP</u>	
11. Composition	
12. Group Responsibilities	
13. Individual Responsibilities	
13.1 Mayor	
13.2 Chief Administrative Officer	
13.3 Township Fire Chief	
13.4 Director of Engineering and Planning Services	
13.5 Director of Council Information Services/Clerk/Media Coordinator	
13.6 Director of Recreation and Facilities Services	

- 13.7 Police Chief
- 13.8 Commissioner of Social Services
- 13.9 Commissioner/Medical Officer of Health
- 13.10 Director of Emergency Medical Services
- 13.11 Community Emergency Management Coordinator (CEMC)
- 14. Emergency Site Coordinator

PART VI - COMMUNITY SUPPORT GROUP & ADVISORY STAFF

- 15. Community Support Group and Advisory Staff
- 16. Individual Responsibilities
 - 16.1 Building & Property Operations Manager
 - 16.2 Superintendent of Public Works (Township)
 - 16.3 Solicitor
 - 16.4 Director of Finance/Treasurer
 - 16.5 Executive Assistant to the Chief Administrative Officer
 - 16.6 Transportation Coordinator (Manager of Planning)
 - 16.7 Committee Clerk or Deputy Clerk
 - 16.8 GIS and Mapping Support Person (Senior Planner)
 - 16.9 Elmira Amateur Radio Club

PART VII - MEDIA AND PUBLIC INFORMATION

- 17. Introduction
- 18. On Scene Media Spokesperson
- 19. Media Coordinator
- 20. Citizen Inquiry Supervisor

PART VIII - OTHER LOCAL AGENCIES, SERVICES AND DEPARTMENTS

- 21. Grand River Conservation Authority
- 22. Ontario Provincial Police
- 23. Waterloo Region District School Board and
Waterloo Catholic District School Board
- 24. Hospital Administrators
- 25. Critical Incident Stress Team

PART IX - PLAN MAINTENANCE, REVISION, TESTING AND INTERNAL PROCEDURES

- 26. Plan Maintenance and Revision
- 27. Testing of Plan
- 28. Internal Procedures

PART X – APPENDICES

- 1. [Control Group](#)
- 1A. [Township Staff – Levels I and II](#)
- 1B. [Township and Regional Staff – Levels III and IV](#)
- 1C. [Mayor Rotation Schedule](#)
- 1D. [CAO Rotation Schedule](#)
- 1E. [Fire Chief Rotation Schedule](#)
- 1F. [Fire Department Contacts](#)
- 2. [Emergency Operations Centers](#)

3. [Emergency Site Coordinators](#)
4. [Utilities](#)
5. [Other Officials](#)
6. [Ambulance](#)
7. [Volunteers](#)
8. [Waterloo Region District School Board](#)
9. [Waterloo Catholic District School Board](#)
10. [Distribution List](#)

PART XI – SUPPLEMENTAL APPENDICES

11. [Flood Warning System Fan Out](#)
12. [Emergency Sandbag Operation](#)
13. [Vendors](#)
14. [Amateur Radio Contacts](#)
15. [Citizen Enquiry Phone Service](#)
16. [Township Office Door Lock Software](#)
17. [Fire Dial Up Paging Procedure](#)

PART XII – REVISION LOG

WOOLWICH TOWNSHIP EMERGENCY PLAN

EXECUTIVE SUMMARY

Introduction

This plan has been prepared in order to provide key officials, agencies, and departments within the Township of Woolwich with a general guideline to the expected initial response to an emergency, and an overview of their responsibilities during an emergency.

For this plan to be effective it is important that all concerned parties be made aware of its provisions and that every official, agency, and department be prepared to carry out their assigned functions and responsibilities in an emergency. The following paragraphs provide an overview of the background, and some of the highlights of this plan.

Background

Provincial legislation entitled "The Emergency Management and Civil Protection Act (R.S.O. 2000) replaced the Emergency Plans Act. This Act and the associated regulation 380/04 requires municipalities to implement mandatory emergency management programs which consist of emergency plans; training programs and exercises for employees; public education on risks to public safety and on public preparedness for emergencies; and any other element required by the standards for emergency management programs.

Highlights of the Plan

There are seven area municipalities within the Region of Waterloo each responsible for supplying the initial response to an emergency within its jurisdiction.

The Township Emergency Plan is a working document that may be used, and applied, in whole, or in part, irrespective of whether or not an emergency is declared.

It should be stressed that in any emergency, or threat of an emergency, members of the Township Community Control Group, or their alternates, may be called together by the appropriate aforementioned authorities to make decisions, or to be on standby, **without** having to declare that a Township emergency exists.

The Mayor is ultimately in charge of the emergency and will be the Chairman of the Community Control Group (CCG). The Mayor may delegate full coordinating responsibilities of the CCG to the Chief Administrative Officer.

The Mayor of the Township of Woolwich may request assistance from the Regional Municipality of Waterloo by contacting the Regional Chairman. This may be done **without** activating the Regional Emergency Alerting System.

In the judgment of the Mayor, should the resources of the Township of Woolwich be deemed insufficient to control the emergency, the Mayor will request that the Regional Chairman, or the Regional Chief Administrative Officer, or the Regional Police Chief, or the Regional Fire Coordinator activate the Regional Emergency Alerting System in the Regional Municipality of Waterloo Emergency Plan. Kitchener Fire Dispatch will be instructed and advised to expedite the request.

Short Title

This emergency plan may be cited as the **Township of Woolwich Emergency Plan**.

DEFINITIONS AND RELEVANT TERMS

Area Municipality

Area Municipality means the municipality or corporation of the City of Cambridge, the City of Kitchener, the City of Waterloo, the Township of North Dumfries, the Township of Wilmot, the Township of Wellesley, and the Township of Woolwich. Area Municipality emergency plans may be cited as Municipal Emergency Plans.

Citizen Inquiry Service

A service established by the Citizen Inquiry Supervisor to respond to and redirect inquiries and reports from the public.

Chief Administrative Officer

The Chief Administrative Officer, or alternate, of the Township of Woolwich.

Chief Administrative Officer (Region)

The Chief Administrative Officer or alternate for the Regional Municipality of Waterloo

Clerk

The Clerk, or alternate, of the Township of Woolwich.

Commissioner of Transportation and Environmental Services

The Commissioner of Transportation and Environmental Services, or alternate, for the Regional Municipality of Waterloo.

Commissioner/Medical Officer of Health

The Commissioner/Medical Officer of Health, or alternate, for the Regional Municipality of Waterloo.

Commissioner of Social Services

The Commissioner of Social Services, or alternate, for the Regional Municipality of Waterloo.

Community Control Group (CCG)

That group of individuals directing those services necessary for mitigating the effects of the emergency. The Chief Administrative Officer is responsible for coordinating the operations within the Emergency Operations Centre.

Community Emergency Management Coordinator (CEMC)

During an emergency the designated CEMC, or alternate, may be substituted with the Fire Chief of the Township, or alternate.

Community Health Support Group

This group is comprised of representatives from the Regional Community Health Department charged with the responsibility of working in association with the Social Services Support Group for the coordination of Reception/Evacuation Centre operations.

Critical Incident Stress Team

The Police, Fire and Ambulance Services operate a trained volunteer Critical Incident Stress (CIS) Team. The CIS Team is available for stress debriefing during and succeeding emergencies and major incidents by contacting one of the emergency service agencies.

Designated Senior Municipal Official

The Senior Municipal Official designated by the Mayor or Acting Mayor to participate on the Regional Community Control Group, in place of the Mayor or Acting Mayor.

Director of Recreation and Facilities Services

The Director of Recreation and Facilities Services, or alternate, for the Township of Woolwich.

Director of Engineering and Planning Services

The Director of Engineering and Planning Services, or alternate, for the Township of Woolwich.

Director of Emergency Medical Services (Region)

The Director of Emergency Medical Services or alternate for the Regional Municipality of Waterloo.

District Fire Chief

Any one of the District Fire Chiefs of the Woolwich Fire Department, or District Deputy Chiefs, for the Districts of Conestogo, Elmira, Floradale, Maryhill, and St. Jacobs.

Emergency Area

The area in which the emergency exists.

Emergency Management Program Committee

A Committee of Council responsible for providing oversight to the coordination of emergency management related activities including the maintenance of the emergency plan

Emergency Operations Centre

The location from which the Community Control Group operates. The addresses for the Emergency Operations Centers are listed in Appendix 2. For brevity, the Emergency Operations Centre may be referred to as the E.O.C.

Emergency Site Coordinator

Appointed by the Community Control Group to ensure the agencies responding to the site of the emergency are coordinated in their response. The Emergency Site Coordinator communicates directly with the Chief Administrative Officer at the Community Control Group.

Fire Chief

The Fire Chief, or District Fire Chief alternate, of the Township of Woolwich.

Inner Perimeter

A restricted area in the immediate vicinity of the emergency scene as established by the On-Scene Commanders (police/fire/ambulance). Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

Manager of Engineering Operations

The Manager of Engineering Operations for the Township of Woolwich.

Mayor

The Head of Council or alternate (Acting Mayor) for the Township of Woolwich.

Media Coordinator (Clerk)

During an emergency, the Clerk, or alternate for the Township of Woolwich will assume the role of Media Coordinator.

Media Information Centre – E.O.C.

The location at or near the Emergency Operations Centre from which the media may gather for updated media releases and press conferences. The Media Coordinator will determine this location.

On-Scene Media Information Centre

The location at or near the scene from which the media may gather for updated media releases and press conferences. The designated On-Scene Media Spokesperson, with the approval of the Emergency Site Coordinator, will determine this location.

On-Scene Media Spokesperson

The Emergency Site Coordinator appoints the On-Scene Media Spokesperson at the time of the emergency. This person is responsible for coordinating the timely and accurate dissemination of information to the media from the On-Scene Media Information Centre.

The Spokesperson will also work closely with the Media Coordinator to ensure that information released to the media from the scene is consistent with information being released from the Media Information Centre at the EOC.

Outer Perimeter

The geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Coordinator.

Police Chief

The Chief of the Waterloo Regional Police Service, or alternate.

Reception/Evacuation Centre

A Reception/Evacuation Centre is a facility used to register and/or provide care/shelter to persons displaced by the emergency. When possible, use high schools, since in most cases they make ideal evacuation centers.

Recovery

The Recovery phase begins immediately following an emergency, with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs.

Regional Chair

The Head of Council or alternate for the Regional Municipality of Waterloo

Regional Fire Coordinator

The Fire Coordinator, or alternate, for the Region of Waterloo

Social Services Support Team

The group of Social Service Department staff responsible for the dissemination of information between the Commissioner of Social Services and the Reception/Evacuation Centre Managers. This group is also involved in obtaining resources required by the Commissioner and/or the reception/evacuation centre(s).

Solicitor

The Solicitor as contracted by the Township of Woolwich

Superintendent of Public Works

The Superintendent of Public Works or alternate for the Township of Woolwich.

Transportation Coordinator (Manager of Planning)

During an emergency, the Manager of Planning or alternate for the Township of Woolwich will assume the role of the Transportation Coordinator.

Director of Finance/Treasurer

The Director of Finance/Treasurer or alternate for the Township of Woolwich

Triage

The sorting and allocation of treatment/transport to patients or victims according to a system of priorities designed to maximize the number of survivors.

PART I - INTRODUCTION, AIM, ALERTING SYSTEM, OPERATIONS CENTRE

1. Introduction

- (1) Emergencies are defined as situations, or the threat of impending situations abnormally affecting the lives and property of our society, which by their nature, or magnitude, require a coordinated response by a number of agencies, both governmental and private, under the direction of the appropriate elected officials. Emergencies are distinct from routine operations carried out by agencies as normal day-to-day procedures, e.g. fire fighting, police activities, normal hospital routines, and paramedic routines.
- (2) While any peacetime emergencies could occur within the geographical area of responsibility of the Township of Woolwich, those most likely to occur are floods, tornadoes, hurricanes, blizzards, epidemics, transportation accidents involving hazardous material, air or rail crashes, toxic or flammable gas leaks, electric power blackouts, building or structural collapse, uncontrollable fires, explosions, breakdown in flow of essential services/supplies, or any combination thereof.

2. Aim

- (1) The aim of the Township Emergency Plan is to outline a plan of action for the efficient deployment, and coordination of the Township's services, agencies and personnel to provide the earliest possible response in order to:
 - a) Protect and preserve life and property
 - b) Assist the Region of Waterloo and/or other area municipalities as requested
 - c) Minimize the effects of the emergency on the Township of Woolwich
 - d) Restore essential services

3. Emergency Alerting System

- (1) The Mayor, CAO, Police Chief, Fire Chief or alternates may request that Kitchener Fire Dispatch activate the Emergency Alerting System (**see Appendix 1**).
- (2) Kitchener Fire Dispatch is responsible for alerting designated members of the Community Control Group and passing on such information as required (**refer to Appendix 1**).
- (3) Members of the Community Control Group who will **not** be notified by Kitchener Fire Dispatch, namely the Commissioner of Social Services, the Commissioner/Medical Officer of Health, and Clerk are to refer to **Appendix 1-A** "Township of Woolwich Internal Alerting System" for the call-out procedure.

3.1 Escalation of an Emergency

(1) Action Prior to Declaration

When an emergency exists, but has not yet been declared to exist, Municipal employees may take such action(s) under this emergency response plan as may be necessary to protect the lives and property of the inhabitants of the Township of Woolwich.

(2) Escalation of Emergencies in the Township of Woolwich

Each Municipality within the Region of Waterloo has agreed to use the following four emergency management response levels as a guide to be used before, during and

following emergencies. Each level signifies the variation of the impact to the community caused by the major incident or emergency.

(3) Level 1 – Monitoring Activation of Local Community Control Group
(Internal notification only – Mayor, SMT, Asst to CAO, see Appendix 1B)

- Routine incident responded to by Police/Fire/EMS
- No evacuation is required
- Monitored by local Fire Chief/CAO, Mayor or other key local officials
- Level 1 incident could lead to Level II response/activation

(4) Level II – Partial Activation of Local Community Control Group
(Internal notification only – Mayor, SMT, Asst to CAO, see Appendix 1B)

- Level II incident could lead to Level III response/activation
- Level II incident could be directly elevated to Level IV response/activation
- Local Community Control Group is notified and on stand-by
- Regional Emergency Control Group is notified and on stand-by (since Level II incident could lead directly to Level III response/activation)

(5) Level III – Full Activation of Local Emergency Control Group

- Level III incident could lead to Level IV response/activation
- Local EOC is established and ECG convenes
- Regional Control Group is notified and on stand-by (since Level III incident could lead directly to Level IV response activation)

(6) Level IV – Regional Emergency

- Regional EOC established
- Regional Emergency Control Group convened
- Local EOC may continue to be in operation

4. Emergency Operations Centre (EOC)

4.1 Introduction and Usage of Regional Emergency Operations Centre

(1) In the event of an emergency, an Emergency Operations Centre (E.O.C.) will be established. The Community Control Group, the Support Group, and many other groups will congregate and work together at the Emergency Operations Centre to make decisions, share information and provide support as required to mitigate the effects of the emergency. The CAO is responsible for the co-ordination of **all** operations within the Emergency Operations Centre.

(2) The Emergency Operations Centre will consist of:

- a) An operations/meeting room for the Control Group
- b) A central radio communications room
- c) Work areas for Health and Social Services Teams
- d) Rooms for support and advisory groups and other groups as required
- e) An Emergency Information Centre and Media Information Centre

- (3) In the event the Township of Woolwich Emergency Plan must be implemented, a Regional EOC may be utilized for the time frame of the emergency plan being implemented to the declaration of a terminated emergency. The CAO (Region) or the Regional Chair must authorize all requests for the usage of a Regional EOC during the enactment of the Township of Woolwich Emergency Plan. Area municipalities have been directed to acquire approval of the usage of a Regional EOC prior to advising officials to report to the Regional EOC location.

4.2 Location

- (1) The Emergency Operations Centre is at the Township of Woolwich Administration Building, located at 24 Church Street West, Elmira. A list of designated secondary Emergency Operations Centers is located in **Appendix 2**.
- (2) When a Regional emergency arises as a result of an emergency in the Township of Woolwich, the Regional Emergency Operations Centre may temporarily be the same as that designated for the Township Community Control Group.
- (3) Where the emergency initially affects two or more area municipalities, the Regional Operations Centre should be the Regional Emergency Operations Centre at 150 Frederick Street, Kitchener, as appropriate. If not appropriate, the CAO (Region) will advise of the E.O.C. location.

4.3 Command and Control Room - Community Control Group

- (1) The Community Control Group requires a secure and quiet meeting room to exercise command and control to provide coordinated support for the on-scene command. This room must be adjacent to the Communication Room.
- (2) To promote an effective emergency meeting, this room requires:
 - a) A map(s) of suitable scale, depicting up-to-date information related to the emergency
 - b) A visual (white) board depicting up-to-date status information on the emergency
 - c) A recording device and 48 hours of tape suitable for recording Community Control Group meetings
 - d) Telephone(s) for outgoing calls only
 - e) In/Out trays for each Control Group member

4.4 Radio/Telecommunications Room

- (1) While the Community Control Group is engaged in meetings, they will require assistants to take messages, and convey their decisions. Therefore, a separate radio/telecommunications communication room must be established in close proximity to the Community Control Group room. The radio/telecommunications room is separate and distinct from a media information centre (MIC).
- (2) To be effective, the Radio/telecommunications Room requires:
 - a) A map(s) of suitable scale depicting up-to-date information related to the emergency
 - b) A visual (white) board depicting up-to-date status information on the emergency

- c) A chronological log of all significant communications and events related to the emergency
 - d) Sufficient outside telephone lines for all communicators and the Communications Manager. In the event that there are not enough telephones available, the use of cellular telephones with batteries and/or back-up generators should be considered.
 - e) Radio communication equipment compatible with on scene or involved agencies with primary attention to Fire, Police, and EMS.
 - f) In/Out tray
- (3) The Community Control Group should designate at least one or two persons, depending on the nature and scope of the emergency, to handle in-coming and out-going communications or assist as otherwise required.
- (4) The communicators will be responsible for operating telephones and radios within the Radio/Telecommunications Room and relaying messages between their respective representatives on the Community Control Group, and other key locations.

4.5 Communications Officer/Communications Manager – Radio/telecommunications Room Duty Officer/Communications Manager

- (1) A Duty Officer/Communications Manager to maintain open lines of communication for involved agencies will be designated by the Chief Administrative Officer to co-ordinate activities, and communications within the Radio/telecommunications Room. The Duty Officer/Communications Manager, will be selected at the time of the emergency with preference given to an experienced Police Communicator, a member of a Fire Department not directly involved with the incident, or a Regional or area municipal employee with emergency planning experience, as available.

Note: the Duty Officer/Communications Manager and Radio/telecommunications room is distinct from the Media Information Officer and the Media Information Centre

- (2) The Communications Officer/Communications Operations Manager will be responsible for:
- a) Providing the Chief Administrative Officer with reports on the emergency situation and any other pertinent information at regular intervals, or as requested.
 - b) Communicating directly with the Emergency Site Manager on behalf of the Chief Administrative Officer
 - c) Providing assistance to the communicators in relation to communication equipment problems where possible and practical.
 - d) Coordinating and prioritizing the flow of messages between the Communication Room and the Community Control Group, and other desired groups or locations
 - e) Maintenance of a map(s) containing vital information relative to the emergency
 - f) Participating in a debriefing and assisting the CEMC in preparation of a report on the emergency.

4.6 Amateur Radio (HAM Operators)

The EOC Coordinator may request Amateur Radio to provide back-up communications at key locations. Police, Fire, Ambulance and Public Works are responsible for their radio systems. Should the phone and/or radio systems become inoperable, the Radio group may be requested to report to the operating EOC and or the Duty Officer/Communications Manager and await further instructions regarding the emergency response.

PART II - DECLARATION OF AN EMERGENCY

5. Action Prior to Declaration

When an emergency exists, but has not yet been declared to exist, township employees may take such action(s) under this emergency plan as is necessary to protect the lives and property of the inhabitants of the Township of Woolwich.

6. Municipal Emergency

(1) The Mayor or Acting Mayor of the Township of Woolwich, as Head of Council, is responsible for declaring that a municipal emergency exists within the boundaries of the Township. This decision is made in consultation with other members of the Community Control Group.

(2) Upon such declaration, the Mayor notifies:

- a) The Regional Chair
- b) The Ministry of Community Safety and Correctional Services through Emergency Management Ontario's Communications Officer on a 24/7 basis at

**Ministry of Community Safety and Correctional Services
Emergency Management Ontario
(416) 314-0472/0473 or toll free: 1-866-314-0472
Fax: (416) 314-0474**

If there are any difficulties in contacting the EMO Communications Officer, call the OPP Communications Officer at

**OPP Communications Officer
1-705-329-6950**

- c) The Council of the Township of Woolwich

The Mayor ensures that the public, the media and neighbouring municipal officials are advised of both the declaration and termination of an emergency.

(3) The Mayor may request assistance from the Regional Municipality of Waterloo by contacting the Regional Chair **without** activating the Regional Emergency Alerting System.

(4) When the resources of the Township are deemed insufficient to control the emergency, the Mayor may request that the Regional Chair or the CAO (Region) or the Police Chief, or the Regional Fire Coordinator or their alternates activate the Regional Emergency Alerting System, through Kitchener Fire Dispatch.

(5) Once the Regional Emergency Plan is implemented, the Mayor or Acting Mayor, or a designated Senior Municipal Official and the Fire Chief will then become members of the Regional Emergency Control Group.

(6) The remaining Township staff from the Community Control Group within the Township will then remain as the support group or support staff to the Mayor or the Acting Mayor or the designated Senior Municipal Official.

- (7) All decisions by the Community Control Group (as appropriate) affecting the lives and property of the inhabitants within the Township of Woolwich shall be made in consultation with the Mayor or Acting Mayor of the Township.

7. Regional Emergency

- (1) The Regional Chair or Acting Regional Chair, as Head of Regional Council, in consultation with the Regional Community Control Group is responsible for declaring an emergency to exist within the Regional Municipality of Waterloo when:
- a) The Mayor or Acting Mayor of the Township of Woolwich requests that the Regional Emergency Plan be implemented
 - b) The emergency affects a large portion of the inhabitants of more than one area municipality within the Region
 - c) The emergency requires extraordinary actions or expenditure of monies by one or more Regional service for the protection of life and property.
- (2) Upon declaration of an emergency, the Regional Chair notifies the following persons:
- a) The Mayor or Acting Mayor of the Township of Woolwich and other Area Municipalities (as appropriate)
 - b) The Ministry of Community Safety and Correctional Services through Emergency Management Ontario's Communications Officer on a 24/7 basis at

**Ministry of Community Safety and Correctional Services
Emergency Management Ontario
(416) 314-0472/0473 or toll free: 1-866-314-0472
Fax: (416) 314-0474**

If there are any difficulties in contacting the EMO Communications Officer, call the OPP Communications Officer at

**OPP Communications Officer
1-705-329-6950**

- c) Regional Council
The Regional Chair ensures that the public, the media and neighbouring municipal officials are also advised of both the declaration and termination of an emergency.

PART III - TERMINATION OF EMERGENCY

8. Municipal Emergency

- (1) A municipal emergency may be declared terminated at any time by:
- a) The Mayor or Acting Mayor
 - b) The Township Council
 - c) The Premier of Ontario
- (2) Upon termination of a Municipal Emergency, the Mayor notifies:
- a) The Regional Chair
 - b) The Township Council
 - c) The Ministry of Community Safety and Correctional Services through Emergency Management Ontario's Communications Officer on a 24/7 basis at

**Ministry of Community Safety and Correctional Services
Emergency Management Ontario
(416) 314-0472/0473 or toll free: 1-866-314-0472
Fax: (416) 314-0474**

If there are any difficulties in contacting the EMO Communications Officer, call the

**OPP Communications Officer
1-705-329-6950**

The Mayor ensures notification of termination to public, media and neighbouring municipal officials is completed.

9. Regional Emergency

- (1) A Regional emergency may be declared terminated at any time by:
- a) The Regional Chair or Acting Regional Chair
 - b) The Regional Council
 - c) The Premier of Ontario
- (2) Upon termination of a Regional Emergency, the Regional Chair notifies:
- a) The Mayor(s) or Acting Mayor(s) of affected area municipalities
 - b) The Regional Council
 - c) The Solicitor General of Ontario through Emergency Management Ontario (during regular office hours) at

**The Solicitor General of Ontario through Emergency Management Ontario
(416) 314-3723.**

Any notification to Emergency Management Ontario after regular office hours should be directed through

**O.P.P. General Headquarters, Communications Officer
(705) 329-6950;**

The Regional Chair ensures notification of termination to the public, media and neighbouring municipal officials is completed.

PART IV - REQUEST FOR PROVINCIAL ASSISTANCE

10. Request for Provincial Assistance

- (1) Under certain circumstances, departments or agencies responding in accordance with the Township of Woolwich Emergency Plan may be required to request assistance of a Ministry(s) or Agency(s) of the Province of Ontario. The requesting of said services shall **not** be deemed to be a request that the Government of the Province of Ontario assume authority and control of the emergency.
- (2) When the combined resources of the Regional Municipality of Waterloo and the seven area municipalities are deemed insufficient, **then** the Regional Chair may request assistance from the Premier of Ontario.
- (3) Such a request shall be made to:
Ministry of Community Safety and Correctional Services
Emergency Management Ontario
(416) 314-0472/0473 or toll free: 1-866-314-0472
Fax: (416) 314-0474

During an emergency, assistance may be requested from Emergency Management Ontario at any time. Emergency Management Ontario's Communications Officer may be reached 24/7. Emergency Management Ontario can coordinate assistance from a number of Provincial agencies and the Federal Government through the Provincial Operations Centre. If requested, Emergency Management Ontario will send a Community Officer to the Township of Woolwich and/or the Region of Waterloo to provide provincial liaison and advice on Provincial matters.

- (4) Under Section 7 of the Emergency Management Act, R.S.O. 1990, c. E.9, s. 7 (1) the Premier of Ontario **may**:
 - a) Declare that an emergency exists throughout Ontario 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
 - b) Exercise any power or perform any duty conferred upon a Minister of the Crown or a Crown employee by or under an Act of Legislature
 - c) Where a declaration is made and the emergency area or any part thereof is within the jurisdiction of a municipality, the Premier of Ontario may, where he/she considers it necessary, direct and control the administration, facilities and equipment of the municipality to ensure the provision of necessary services in the emergency area, and without restricting the generality of the foregoing, the exercise by the municipality of its power and duties in the emergency area, whether under an emergency plan or otherwise is subject to the direction and control of the Premier
 - d) Require any municipality to provide such assistance, as he/she considers necessary to an emergency area or any part thereof that is **not** within the jurisdiction of the municipality, and may direct and control the provision of such assistance.

PART V – COMMUNITY CONTROL GROUP

11. Composition

- (1) The Community Control Group is comprised of persons holding the following positions, or their appropriate alternates:
 - a) Mayor
 - b) Chief Administrative Officer
 - c) Fire Chief
 - d) Community Emergency Management Coordinator (CEMC)
 - e) Director of Engineering and Planning Services
 - f) Director of Council Information Services/Clerk/Media Coordinator
 - g) Director of Recreation and Facilities Services
 - h) Police Chief
 - i) Commissioner of Social Services
 - j) Commissioner/Medical Officer of Health
 - k) Director of Emergency Medical Services

- (2) Additional personnel called or added to the Community Control Group may include:
 - a) Superintendent of Public Works (Township)
 - b) Building and Property Operations Manager
 - c) Ontario Provincial Police representative
 - d) Grand River Conservation Authority representative
 - e) Provincial representative, e.g. EMO Community Officer
 - f) Any other officials, experts or representatives deemed necessary by the Community Control Group.

- (3) The Community Control Group may function with only a limited number of persons depending upon the emergency. While the Community Control Group may not require the presence of all the people listed on the Control Group, this shall not preclude the notification of **all** members of the Community Control Group.

12. Group Responsibilities

- (1) The actions or decisions, which the Community Control Group is likely to be responsible for, are:
 - a) Calling out and mobilizing their emergency service, agency and equipment

 - b) Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law

 - c) Determining if the location and composition of the Community Control Group are appropriate

 - d) Advising the Mayor as to whether the declaration of an emergency is recommended

 - e) Designating any area of the Township as an “emergency area”

 - f) Ensuring that an Emergency Site Coordinator has been named and appointed

- g) Coordinating and/or overseeing the evacuation of inhabitants considered to be in danger
- h) Discontinuing utilities or services provided by public or private concerns, e.g. hydro, water, gas, closing down a shopping plaza
- i) Arranging for services and equipment from local agencies not under township control, e.g. private contractors, volunteer agencies, service clubs
- j) Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under Township control as considered necessary
- k) Determining if additional volunteers are required and if appeals for volunteers are warranted
- l) Determining if additional transport is required for evacuation or transport of persons and/or supplies
- m) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Media Coordinator and Citizens Inquiry Supervisor for dissemination to the media and public
- n) Determining the need to establish advisory group(s) and/or sub-committees
- o) Authorizing expenditure of monies required dealing with the emergency
- p) Prior to the termination of an emergency, the Community Control Group will decide on who/how the community will be returned to its pre-emergency state via a **Recovery Management Plan**
- q) Notifying the service, agency or group under their direction, of a declaration or termination of an emergency
- r) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency as required
- s) Participating in the debriefing following the emergency
- t) Providing required support for on-site emergency workers during and post incident
- u) Providing administrative and logistical support for any Township of Woolwich service, which may become involved.

13. Individual Responsibilities

13.1 Mayor

The Mayor is ultimately in charge of the emergency and will be the Chair of the Community Control Group. The Mayor or Acting Mayor, as Head of Council, is also responsible for:

- a) If required, activating the Emergency Alerting System through the Communications Supervisor of the Waterloo Regional Police Service.
- b) Declaring an emergency to exist.
- c) Declaring an emergency to be terminated.
- d) Notifying the Regional Chairman of the Regional Municipality of Waterloo, The Ministry of Community Safety and Correctional Services, Emergency Management Ontario,

Ministry of Community Safety and Correctional Services
Emergency Management Ontario
(416) 314-0472/0473 or toll free: 1-866-314-0472
Fax: (416) 314-0474

of the declaration of an emergency and the termination of the declaration of an emergency.

- e) With the assistance of Township staff, ensuring that the Township Councillors are advised of the declaration and termination of declaration of the emergency, and are kept apprised of the emergency situation.
- f) Ensuring that the public, the media and neighbouring municipal officials are also advised of both the declaration and termination of an emergency.

13.2 Chief Administrative Officer

The Chief Administrative Officer for the Township of Woolwich is responsible for:

- a) If required, activating the Emergency Alerting System through Kitchener Fire Dispatch.
- b) If required, activating the Township Internal Alerting System.
- c) Ensuring that a Radio/Telecommunications Manager, and an assistant, has been assigned to coordinate all communication operations within the Emergency Operations Centre (EOC).
- d) Advising the Mayor on Township policies and procedures, as appropriate.
- e) Ensuring that the Control Group adheres to a reporting or business cycle, whereby the Community Control Group enacts at a pre-determined time to share information, identify issues and problems to be resolved at the EOC.
- f) Maintaining throughout the emergency an agenda of issues/problems, actions and solutions so that at each meeting an agenda of issues/problems previously identified and not resolved will be ready for review and discussion.
- g) Approving major announcements and media releases prepared by the Media Coordinator, in consultation with the Community Control Group, and Mayor.

- h) Advising the Clerk to notify the Emergency Support Group, and any other Township staff that are required.
- i) The provision of support staff to assist the Community Control Group in the coordination, collection and dissemination of information relative to the emergency.
- j) Ensuring that a communication link is established between himself/herself and the appointed Emergency Site Coordinator.
- k) Participating in a debriefing and assisting the CEMC in the preparation of a report on the emergency.

13.3 Township Fire Chief

The Fire Chief is responsible for:

- a) If required, the Fire Chief, or Acting Fire Chief (District Fire Chiefs) may activate the Emergency Alerting System through Kitchener Fire Dispatch.
- b) Making arrangements for the required additional fire or emergency team responses with the Office of the Fire Marshal.
- c) Advising the Community Control Group on matters concerning fire suppression and/or fire prevention in areas where the emergency has caused increased fire risks.
- d) The establishment of an inner-perimeter within the Emergency Area when the Fire Service is the lead agency.
- e) The protection of life and property.
- f) Providing an Emergency Site Coordinator, if required.
- g) Organizing and coordinating their firefighting and rescue service.
- h) Exercising control of the fire department, and any responding firefighting apparatus and manpower, in the event of a Regional Mutual Aid activation.
- i) Liaising with the Regional Fire Coordinator as to the status and requirement of related activities.
- j) Participating in a debriefing, and coordinating and preparing a report on the emergency in addition to hosting the emergency debriefing, as required.

13.4 Director of Engineering & Planning Services

The Director of Engineering & Planning Services is responsible for:

- a) The maintenance, construction, and repair of township roads
- b) The maintenance of sanitary sewage and water systems

- c) The maintenance of maps for the Township of Woolwich
- d) The provision of equipment for emergency pumping operations
- e) Liaising with the Fire Chief concerning emergency water supplies for firefighting purposes
- f) The provision of emergency potable water, supplies and sanitation facilities to the requirements of the Region of Waterloo Commissioner/Medical Officer of Health
- g) If necessary, arranging for the inspection and demolition of unsafe buildings, as directed by the Township Chief Building Official
- h) Discontinuing any engineering service or utility to any consumer as required
- i) Restoration of discontinued engineering services as determined by the Community Control Group.
- j) Liaising with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions.
- i) Providing township engineering vehicles and equipment as required by any other emergency services and ensuring that all vehicles and equipment are ready for immediate use.
- k) Working in conjunction with engineering staff of the Region of Waterloo using the Region of Waterloo Contingency Plan for Spills of Oil and Other Hazardous Materials if such action is necessary.
- l) If necessary, liaising with Director(s) of Engineering for the Area Municipalities and/or the Commissioner of Transportation and Environmental Services for the Regional Municipality of Waterloo to ensure a coordinated response.
- m) Procuring staff to assist, as required.
- n) Providing an Emergency Site Coordinator if required.
- o) When required, assisting the Emergency Site Coordinator as appointed by the Community Control Group in fulfilling their responsibilities.
- p) Participating in a debriefing and assisting the CEMC in the preparation of a report on the emergency.

13.5 Director of Council Information Services/Clerk/Media Coordinator

The Clerk is responsible for:

- a) If required, assisting the CAO in activating the Township Internal Alerting System.
- b) Initiating the opening, operation, maintenance and staffing of the switchboard at the Township office, as the situation dictates.

- c) Initiating the notification of the after hours answering service, and the management of the switchboard at the Township office.
- d) Automatically assuming the responsibilities of the Media Coordinator, as outlined in Section 19 of this Plan.
- e) Initiating the opening and operation of the print shop at the Township office, or making arrangements to find alternate printing facilities as the situation dictates for press releases/information flyers to citizens still located in their residences or at evacuation centers.
- f) Coordinating the provision of clerical staff to assist in the EOC, as required.
- g) Upon direction from the Mayor, ensuring that all members of the Township Council are advised of the declaration and termination of declaration of the emergency.
- h) Upon direction from the Mayor, arranging a special meeting(s) of Township Council as required and advising members of Council of the time, date, and location of the meeting.
- i) Procuring staff to assist, as required.

13.6 Director of Recreation & Facilities Services

The Director of Recreation & Facilities Services for the Township of Woolwich is responsible for:

- a) Coordinating and processing requests for human resources.
- b) Coordinating offers of and appeals for volunteers in conjunction with the Media Coordinator and under the direction of the Community Control Group.
- c) Selecting the most appropriate site(s) for the registration of human resources.
- d) Ensuring records of human resources and administrative detail, that may involve financial liability, are completed.
- e) Liaising with the Social Services Support Group regarding the completion/distribution of Volunteer Registration Forms (Appendix 7).
- f) Receiving and maintaining all completed volunteer registration forms. Completed volunteer registration forms and other human resources information must be communicated to the Director of Recreation and Facilities Services or designate as soon as possible. After the termination of an emergency, this information must be delivered within 24 hours to the Director of Recreation and Facilities Services.
- g) Ensuring identification cards are issued to volunteers and temporary employees, where practical.
- h) Arranging for transportation of human resources to and from site(s), through the Transportation Coordinator.
- i) Obtaining assistance, if necessary, from Human Resources Canada, as well as other government departments, public and private agencies and volunteer groups.

- j) Procuring staff to assist, as required.

13.7 Police Chief

The Chief of the Waterloo Regional Police Service is responsible for:

- (a) If required, activating the Emergency Alerting System through Kitchener Fire Dispatch.
- (b) Notification of necessary emergency municipal services as required.
- (c) The establishment of an on-scene command post.
- (d) Ensuring that a communication link is established between the Community Control Group and the On-Scene Command Post.
- (e) The establishment of an inner-perimeter within the Emergency Area when the WRPS are the lead agency
- (f) The establishment of an outer-perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to essential emergency personnel
- (g) The provision of traffic control to facilitate the movement of emergency vehicles
- (h) Alerting persons in danger by the emergency and the coordination of evacuees to evacuation centers
- (i) The designation and initial opening of appropriate evacuation centers, as required
- (j) Immediate alerting of the Commissioner of Social Services regarding the location(s) of the evacuation centre(s) and the approximate time of arrival of the first evacuees.
- (k) Where time and circumstances permit, the initial designation of reception/evacuation centers will be done in consultation with the Commissioner of Social Services in order to ensure that the resources of the reception/evacuation centre site(s) selected meet the needs of the evacuees. Whenever feasible, site selection shall be done using the Reception/Evacuation Centre Site Selection Protocol.
- (l) The protection of life and property and the provision of law and order.
- (m) The provision of police service at evacuation centers, morgues, and other facilities, as required.
- (n) Notifying the coroner of fatalities.
- (o) Providing an Emergency Site Coordinator if required.
- (p) When required, assisting the Emergency Site Coordinator as appointed by the Community Control Group in fulfilling the responsibilities.
- (q) Participating in a debriefing and assisting the CEMC in the preparation of a report on the emergency.

13.8 Commissioner of Social Services

The Regional Commissioner of Social Services is responsible for:

- (a) The management, operation and staffing of reception/evacuation centers with the assistance of the Regional Community Health Department and designated volunteer agencies for the registration, feeding, care, clothing, welfare and shelter of persons using the centers in accordance with the Regional Municipality of Waterloo Social Services Department Emergency Response Plan.
- (b) Liaising with the Police Chief with respect to the establishment of reception/evacuation centers and other areas of mutual concern.
- (c) Designating and arranging for opening (by contacting the appropriate person identified in the Reception/Evacuation Centre Site Listing) of additional/secondary reception/evacuation centre(s), as required. Immediate notification of the Police Chief regarding the locations of additional/secondary reception/evacuation centers. Whenever feasible, site selection shall be done using the Reception/Evacuation Centre Site Selection Protocol.
- (d) Liaising with the Commissioner/Medical Officer of Health on areas of mutual concern regarding operations in evacuation centers.
- (e) Ensuring that a property representative of the Board(s) of Education is/are notified when a public or private facility or facilities is/are required as reception/evacuation centre(s), and that staff and volunteers utilizing the school facility or facilities take direction from the property representative(s) with respect to its/their maintenance, use and operation.
- (f) When volunteers are involved, ensuring that the Volunteer Registration form (Appendix 7) is completed and a copy of each form are retained for Township use. Where practical, providing each volunteer with a copy of the completed form. Where the registration form is not available, instruct staff to record specifically required details. All completed forms must be forwarded as soon as possible to the Director of Recreation and Facilities Services.
- (g) Participating in a debriefing and assisting the CEMC in the preparation of a report on the emergency.

13.9 Commissioner/Medical Officer of Health

The Commissioner/Medical Officer of Health is responsible for:

- (a) Acting as a coordinating link for all health services with the Community Control Group.
- (b) Liaising with the Provincial Ministry of Health, Public Health Branch.
- (c) Liaising with the Director of Emergency Medical Services on the Community Control Group.
- (d) Providing advice on any matters, which may adversely affect public health.
- (e) Providing authoritative instructions on health and safety matters to the public through the Media Coordinator.

- (f) Coordinating the response to disease-related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- (g) Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuation centers during an emergency.
- (h) Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating Public Health resources.
- (i) Ensuring coordination of all efforts to prevent and control disease in the Township during an emergency.
- (j) Notifying the Township's Director of Engineering and Planning Services regarding the need for potable water supplies and sanitation facilities.
- (k) Assuring the implementation of casualty distribution procedures as detailed in the Regional Medical Disaster Plan.
- (l) Liaising with the Commissioner of Social Services on areas of mutual concern regarding operations in evacuation centers.
- (m) When required, assisting the Emergency Site Coordinator as appointed by the Community Control Group in fulfilling their responsibilities.
- (n) Participating in a debriefing and assisting the CEMC in the preparation of a report on the emergency.

13.10 Director of Emergency Medical Services

The Director of Emergency Medical Services is responsible for:

- (a) Liaising with Police, Fire and other agencies active at the site of the emergency.
- (b) Liaising with the Commissioner/Medical Officer of Health.
- (c) Ensuring triage and treatment at the site of the emergency.
- (d) Liaising with hospitals for the efficient distribution of casualties through the Waterloo-Wellington Central Ambulance Communication Centre (W-W CACC) dispatch.
- (e) Assessing the need and initial request for on-site medical teams from hospitals and whether assistance is required from Police or other emergency services in providing transportation to the scene for these medical teams. NOTE: Hospitals will not routinely provide on-site triage or medical teams. Medical assistance may be requested to deal with extraordinary instances such as prolonged and extensive entrapment, etc.
- (f) Assessing the need and the initial request for special Emergency Health Service resources at the emergency site, i.e. ambulance buses, support units, paramedics, ambulance helicopters, etc. The Director is then responsible for forwarding all requests to Waterloo-Wellington Central Ambulance Communication Centre.
- (g) In conjunction with the Waterloo-Wellington Central Ambulance Communication Centre, providing the main radio and telephone communication link through dispatch among

health services, and notifying and requesting assistance of the Ontario Ministry of Health, Emergency Health Services Branch.

- (h) Liaising through the Commissioner/Medical Officer of Health for information regarding invalids or disabled citizens that may reside in an area to be evacuated and may require ambulance transportation.
- (i) Assisting with the organization and transport of persons in health care facilities, homes for the aged, nursing homes and rest homes, which are to be evacuated, as required.
- (j) Ensuring that medical supplies are available at the emergency area and the reception/evacuation centre(s). Such supplies have been pre-positioned with Regional Social Services and will be provided along with their other evacuation supplies.
- (k) When required, assisting the Emergency Site Coordinator as appointed by the Community Control Group in fulfilling his/her responsibilities.
- (l) Participating in a debriefing and assisting the CEMC in the preparation of a report on the emergency.

13.11 Community Emergency Management Coordinator (CEMC)

The Emergency Planning Coordinator is responsible for:

- (a) If required, assisting the Chief Administrative Officer in activating the Township of Woolwich alerting system.
- (b) Acting as a resource and/or in an advisory capacity to the Community Control Group, and other emergency and support group members on emergency planning matters, as required and directed.
- (c) Coordination and preparation of verbal updates and reports pertaining to the emergency to the control group, and hosting the emergency debriefing, as required and directed.
- (d) Liaising with the Regional Emergency Planning Coordinator to provide status and update on events pertaining to the municipal emergency and requesting assistance where required and as directed.
- (e) The CEMC is under the general direction and guidance of the Chair of the Community Control Group, or the Chief Administrative Officer as directed by the Chair of the CCG.
- (f) Participating in, or conducting a debriefing, and preparation of a report on the emergency.
- (g) Liaising with the Grand River Conservation Authority with respect to floods and flood-related emergencies. (Note: Flood Warning System Telephone Fan-Out and Emergency Sandbag Operation and procedures are included in Part XI Supplemental Appendices)

14. Emergency Site Coordinator

14.1 The Emergency Site Coordinator (ESC) will be **appointed** by the Community Control

Group from the lead agency involved in the specific type of emergency with deference to expertise. (e.g. - fire incident = Fire ESC, evacuation= Police ESC). Once appointed, this individual will assign responsibility for the operational command of their respective agency. The ESC shall report directly to the Chief Administrative Officer. Selection of the Emergency Site Coordinator will take into consideration the following:

- Availability, and formal or implied approval, of their agency
- Training and field experience
- Knowledge and familiarity with responding agencies, responsibilities, and resources

14.2 The Emergency Site Coordinator, upon appointment by the Community Control Group, has the authority to:

- (a) Call meetings of the responding agency commanders for information sharing, establishing objectives in the site management, and prioritizing limited resources where applicable.
- (b) Mediate conflicts between agencies and to contact the Chief Administrative Officer at the Community Control Group should he/she be unable to resolve the matter.
- (c) Request assistance from responding agencies for communications and other emergency site management tools.
- (d) Appoint, in consultation with the Media Coordinator, an on-scene Media Spokesperson, i.e. police officer with formal media training.

14.3 The Emergency Site Coordinator is responsible for:

- (a) Ensuring that priorities, tasks and tactics have been established to contain the problem.
- (b) In consultation with the responding emergency service agencies, define the inner and outer perimeters.
- (c) Ensuring that responding agencies are aware of human and material resources that are available to mitigate the emergency.
- (d) Ensuring agencies address the needs of their staff with regards to stress, fatigue, food, shelter and relief.
- (e) Maintaining a communication link with the Chief Administrative Officer at the Community Control Group for the flow of accurate information and assistance in management of the emergency.
- (f) Ensuring that responding agencies meet to update/exchange information and/or re-evaluate on a regular basis.
- (g) Monitoring the operation of the site management and make suggestions where appropriate.
- (h) Exercising foresight as to future events in the management of the emergency such as resource requirements, weather, lighting, etc.
- (i) Understanding laws and policies at all levels that must be taken into consideration during the management or recovery of the emergency.

- (j) Where possible, conserving resources should the emergency heighten or lengthen in time, understanding that outside the emergency area, the Community Control Group is managing the day-to-day Township operations in our community.
- (k) Participating in a debriefing and assisting the CEMC in the preparation of a report on the emergency.

PART VI – COMMUNITY SUPPORT GROUP AND ADVISORY STAFF

15. Community Support Group and Advisory Staff

- (1) The following Township staff may be required to provide support, logistics and advice to the Community Control Group:
 - a) Building & Property Operations Manager
 - b) Manager of Engineering Operations (Township)
 - c) Solicitor
 - d) Director of Finance/Treasurer
 - e) Executive Assistant to the Chief Administrative Officer
 - f) Manager of Planning (Transportation Coordinator)
 - g) Committee Clerk or Deputy Clerk
 - h) GIS and Mapping Support Person (Senior Planner)
- (2) Upon direction from the Chief Administrative Officer, the Clerk notifies the required Community Support Group and Advisory Staff (and any other required Township staff) to report to the Emergency Operations Centre.

16. Individual Responsibilities

16.1 Building and Property Operations Manager

The Building and Property Operations Manager for the Township of Woolwich is responsible for:

- a) Arranging for the opening and maintenance of any other township owned facility or facilities, as required.
- b) Providing appropriate sanitation, security and facility management services for the Emergency Operations Centre or arranging for security at any other township owned facility or facilities, as required.
- c) Coordinating the maintenance and operation of feeding, sleeping and meeting areas at the Emergency Operations Centre, as required.
- d) Liaising with the Director of Finance/Treasurer and Director of Recreation and Facilities Services for food and supplies, as required.
- e) Procuring staff to assist, as required.

16.2 Superintendent of Public Works (Township)

The Superintendent of Public Works for the Township of Woolwich is responsible for:

- a) Liaising with the Director of Engineering and Planning Services for arranging the use of township engineering vehicles and equipment as required by any other emergency services and ensuring that all vehicles and equipment are ready for immediate use.
- b) Liaising with the Director of Engineering and Planning Services for the maintenance, construction, and repair of township roads, sanitary sewage and water systems as required.

- c) Coordinating the provision of equipment for emergency pumping operations and the provision of emergency potable water, supplies and sanitation facilities to the requirements of the Commissioner/Medical Officer of Health.
- d) Coordinating the discontinuation of any engineering service or utility to any consumer, as required and for the restoration of any discontinued engineering services as determined by the Community Control Group.
- e) Under the direction of the Director of Engineering and Planning Services, liaising with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions.
- f) Procuring staff to assist, as required.

16.3 Solicitor

The Solicitor for the Township of Woolwich is responsible for:

- a) The provision of advice to any member of the Community Control Group and the Support and Advisory Staff on matters of a legal nature as they may apply to the actions of the Township of Woolwich in its response to the emergency, as requested.
- b) Liaising with the Solicitor for the Regional Municipality of Waterloo, or adjacent municipality or county, if required.

16.4 Director of Finance/Treasurer

The Director of Finance/Treasurer for the Township of Woolwich is responsible for:

- a) The provision of information and advice on financial matters as they relate to the emergency and the capabilities of the Township of Woolwich.
- b) The provision and securing of equipment and supplies not owned by the Township of Woolwich, as required by members of the Community Control Group and the Support Group and Advisory Staff, to mitigate the effects of the emergency.
- c) Should the Director of Finance/Treasurer or alternate have concerns with authorization for expenditures that may contravene purchasing by-laws, then contact will be established with the Chief Administrative Officer or alternate to resolve the matter.
- d) Maintaining and updating a list of all vendors who may be required to provide supplies and equipment.
- e) Ensuring that records of expenses are maintained for future claim purposes.
- f) If necessary, liaising with the Chief Financial Officer for the Regional Municipality of Waterloo.
- g) Liaising with purchasing agents of other townships, cities, and the Region, if necessary.

- h) Liaising with the provincial officials with respect to the utilization of provincial emergency relief funds if applicable.
- i) Liaising with other agencies involved in fundraising activities to avoid duplication in the raising and utilization of donated funds.
- j) Setting up the necessary mechanisms for receiving, adjusting and paying claims for interim financial assistance or final emergency relief funding.
- k) Procuring staff to assist, as required.

16.5 Executive Assistant to the Chief Administrative Officer

The Executive Assistant to the Chief Administrative Officer for the Township of Woolwich is responsible for:

- a) Assisting the Chief Administrative Officer, as required, including the activation of the Township Internal Alerting System.
- b) Ensuring decisions made and actions taken by the Community Control Group are recorded appropriately.
- c) Providing identification cards to Community Control Group members and support staff.
- d) Maintenance of a chronological log of significant communications and events
- e) Maintenance of a situation or status board

16.6 Transportation Coordinator (Manager of Planning)

In the event of an emergency, the Manager of Planning is the Transportation Coordinator and is responsible for:

- (a) Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the Community Control Group and the Support and Advisory Staff.
- (b) Liaising with other Municipal Transportation Coordinators, if necessary.
- (c) Procuring staff to assist, as required.
- (d) Ensuring that a record is maintained of drivers and operators involved. Where required and when possible, the Volunteer Registration Form (Appendix 7) should be completed and forwarded to the Director of Recreation and Facilities Services.

16.7 Committee Clerk or Deputy Clerk

The Committee Clerk or Deputy Clerk is responsible for:

- (a) Automatically assuming the responsibilities of the Citizen Inquiry Supervisor, as outlined in Section 20 of this Plan.
- (b) Assisting the Director of Council Information Services/Clerk where required.

16.8 GIS and Mapping Support Person (Senior Planner)

In the event of an emergency, the Senior Planner shall provide GIS and Mapping Support to the Community Control Group;

- (a) Shall liaise with the Director of Engineering and Planning Services and provide and update mapping for inclusion in the EOC storage bins.

16.9 Elmira Amateur Radio Club

The role and responsibilities of the Elmira Amateur Radio Club during an emergency are as follows:

- (a) To provide volunteers and mobile radio equipment to enable a radio communication net to be established between the reception/evacuation centers, the Message Centre (located with the Social Services Support Group), the Red Cross Headquarters, and other locations as required (i.e. Public Health and Treasury Services.)
- (b) To ensure that radio club volunteers report to designated sites at the direction of the Duty Officer/Communications Manager.
- (c) To provide direction to the Duty Officer/Communications Manager regarding communication equipment requirements/needs, ability to transmit data and other areas of concern regarding the communication net.
- (d) To maintain a list of volunteers and contact numbers.
- (e) To ensure that radio club volunteers are registered using the Township of Woolwich Volunteer Registration Form (Appendix 7) and that such forms are forwarded to the Duty Officer/Communications Manager who is responsible to forward these forms to the Director of Recreation and Facilities Services.

PART VII –MEDIA and PUBLIC INFORMATION

17. Introduction

- (1) Upon implementation of this emergency plan, it will be very important to coordinate the release of accurate and timely information to the news media, issue authoritative instructions to the public, and respond to, or redirect individual requests for, or reports on, information concerning any aspect of the emergency.
- (2) In order to fulfill these functions during an emergency, the following positions will be established:
 - (a) An On-Scene Media Spokesperson will be appointed by the Emergency Site Coordinator.
 - (b) A Media Coordinator at the Emergency Operations Centre will be appointed by and report directly to the Chief Administrative Officer or Mayor.
 - (c) The Committee Clerk will assume the role of Citizen Inquiry Supervisor.
- (3) Depending on the scope of the emergency, there will likely be a need to establish two media information centres - one near the scene (the On-Scene Media Information Centre) and the other near the Emergency Operations Centre (E.O.C. Media Information Centre). In some cases, however, a joint media information centre may be desirable. The Citizen Inquiry work area should also be located at or near the E.O.C. Media Information Centre.

18. On-Scene Media Spokesperson

The On-Scene Media Spokesperson will be appointed by the Emergency Site Coordinator and is responsible for:

- (a) Establishing and coordinating an On-Scene Media Information Centre in a safe, appropriate location, at or near the scene, for the media to assemble.
- (b) Establishing a communication link and liaising regularly with the Media Coordinator at the Emergency Operations Centre. It is extremely important to ensure that information released to the media from the On-Scene Media Information Centre is consistent with that released by the Media Information Officer at the Media Information Centre (EOC).
- (c) Redirecting all inquiries regarding decisions made by the Community Control Group and the emergency as a whole, to the Media Coordinator at the Emergency Operations Centre.
- (d) Responding to inquiries from the media **pertaining to the scene only**.
- (e) Advising the following persons and agencies of the location and telephone number(s) (as available) of the On-Scene Media Information Centre:
 - Media Coordinator
 - Emergency Site Coordinator
 - Police Media Relations Officer
 - Emergency services personnel at scene (where possible)
 - Any other appropriate personnel or agencies.
- (f) Controlling and redirecting media to the On-Scene Media Information Centre.

- (g) Where necessary and appropriate, coordinating media photograph sessions at the scene.
- (h) Coordinating on-scene interviews between the emergency services personnel and the media.

19. Media Coordinator

The Media Coordinator for the Township of Woolwich is the Director of Council Information Services/Clerk who reports to the Chief Administrative Officer and is responsible for:

- (a) Upon arrival to the Emergency Operations Centre, reporting to the Chief Administrative Officer to be briefed on the emergency situation.
- (b) As the **primary** Media Coordinator, he/she will establish a communication link with the On-Scene Media Spokesperson, the Police Public Relations Officer, the Citizen Inquiry Supervisor and any other media coordinator(s) involved in the incident, and will endeavor to ensure that all information released to the media and public is consistent and accurate and approved by the Mayor and CAO. In the absence of an On-Scene Media Spokesperson, the Media Coordinator will communicate directly with the Emergency Site Coordinator.
- (c) Designating and coordinating a Media Information Centre at the EOC for members of the media to assemble for the issuance of accurate media releases and authoritative instructions to the public.
- (d) Briefing the Community Control Group on how the Media Information Centre at the EOC will be set up, and selecting the appropriate spokesperson(s) to provide statements to the media.
- (e) Liaising regularly with the Community Control Group to obtain the appropriate information for media releases, coordinate individual interviews and organize press conferences.
- (f) Establishing a telephone number(s) for media inquiries and ensuring that the following are advised accordingly:
 - Media
 - Community Control Group
 - Switchboard (Regional, Municipal, Emergency Services)
 - On-Scene Media Spokesperson
 - Police Media Relations Officer
 - Citizen Inquiry Supervisor
 - Any other appropriate persons, agencies or businesses
- (g) Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public.
- (h) Ensuring that media releases are approved by the Chief Administrative Officer prior to dissemination, and distributing hard copies of the media release to the Media Information Centre (EOC), Community Control Group, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
- (i) Monitoring news coverage, and correcting any erroneous information.

- (j) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

20. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- a) Automatic establishment of a Citizen Inquiry Service, including the appointment of personnel and designation of Citizen Inquiry telephone lines at the township office or coordinating the service at other locations as required. Where possible, the Citizen Inquiry Service should be located at or near the E.O.C. Media Information Centre.
- b) Apprising the Media Coordinator at the Media Information Centre (EOC) of the establishment of the Citizen Inquiry Service and designated telephone number(s).
- c) Apprising the affected emergency services, the Community Control Group and local municipal and regional switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- d) Continually liaising with the Media Coordinator to obtain current information on the emergency.
- e) Responding to, and re-directing inquiries and reports from the public based on information from the Media Coordinator or as outlined in sections (f) and (g) below. (Such information may be related to school closings, access routes or the location of evacuation centres.)
- f) Responding to and re-directing 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.
- g) Responding to and re-directing inquiries pertaining to persons who may be located in evacuation centres to the registration and inquiry telephone number(s) at the appropriate Red Cross Branch Headquarters. This information should be obtained through the Social Services Support Group and/or the Red Cross Branch Emergency Services Chairperson at the local Red Cross Headquarters.
- h) Procuring staff to assist, as required.

PART VIII - OTHER LOCAL AGENCIES, SERVICES AND DEPARTMENTS

21. Grand River Conservation Authority

Should a flood emergency situation develop in the Township of Woolwich, the Ministry of Natural Resources and the Solicitor General must be notified by the Mayor or alternate upon declaration of the emergency.

The following is taken from the memorandum to all municipalities dated January 19, 1988 concerning Declaration of Flood Emergencies and Flood Response Plans from G. Tough, Deputy Minister of Natural Resources and J.D. Takach, Deputy Solicitor General, Ministry of the Solicitor General.

Provincial response is designed to assist in combating floods once a municipality determines that its resources are inadequate to deal effectively with the situation.

In flood emergency situations, the Head of Council may declare that an emergency exists within his/her municipality and may request provincial assistance from the Ministry of Natural Resources by following the procedures outlined below:

- a) The Head of Council contacts the local Flood Response Coordinator. The local coordinator is the District Manager of the Ministry of Natural Resources for the area.
- b) If the local coordinator cannot be contacted, the request for assistance should be routed through the Grand River Conservation Authority - Cambridge District (519) 621-2761.
- c) Should you be unable to contact someone in authority, then request for assistance should be made through the

Provincial Flood Emergency Coordinator

(Available on a 24 hour/365 day basis)

Through the **Ontario Provincial Police Local Detachment**, or call the

Surface Water Monitoring Centre of the
Ministry of Natural Resources at
(705) 755-5201 after hours 24/7/365 705-761-2044 (cell).

22. Ontario Provincial Police

In the event of an emergency occurring on the Provincial Highways, or Provincial Parks within the Township of Woolwich, the Ontario Provincial Police will be responsible for:

Implementing the **Ontario Provincial Police Disaster Procedures Manual**

- a) Securing the site of the incident
- b) Controlling the movement of emergency vehicles to and from the site of the incident

- c) Preventing looting
- d) Acting as the Agent of the Chief Coroner, within the terms of the Coroner's Act
- e) Maintaining law and order
- f) Working together with the Waterloo Regional Police Service to coordinate matters of mutual concern
- g) Providing an Ontario Provincial Police representative to participate on the Community Control Group, as required.

In the event of an emergency occurring within the Township of Woolwich but outside the normal jurisdiction of the Ontario Provincial Police, the O.P.P. will assist the Waterloo Regional Police Service if requested by the Police Chief, dependent upon resources available at that time.

23. Waterloo District School Board and Waterloo District Catholic School Board

- a) The Waterloo District School Board and the Waterloo District Catholic School Board are responsible for:
- b) The provision of any school(s) (as appropriate and available) for use as a reception/evacuation centre, as designated by the Waterloo Regional Police Service.
- c) Upon being contacted by the Commissioner of Social Services or designate, providing a Waterloo District School Board/Waterloo District Catholic School Board representative(s) to co-ordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as evacuation centres. For a list of appropriate school representatives, please refer to Appendices 8 and 9.

In the event of an emergency during normal school hours, the principal(s) of the affected school(s) (until directed otherwise) is/are responsible for:

- I. Implementing the school "Stay-Put" Emergency Plan
- II. Implementing the school "Evacuation" Plan, depending on the nature and scope of the emergency.

24. Hospital Administrators

(1) Within the Region of Waterloo, there are three hospitals:

- a) Grand River Health Centre (formerly K-W Hospital and Freeport Hospital)
- b) St. Mary's Hospital
- c) Cambridge Memorial Hospital

(2) During an emergency, the Hospital Administrator is responsible for:
Implementing their Hospital Emergency Plan.

- a) Liaising with the Commissioner/Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required.

- b) Evaluating requests for the provision of medical site teams.
- c) Liaising with the Ministry of Health, as appropriate.

25. Critical Incident Stress Team

The Police, Fire and Ambulance Services operate a trained volunteer Critical Incident Stress (CIS) Team. The CIS Team is available for stress debriefing during and succeeding emergencies and major incidents by contacting one of the emergency service agencies.

PART IX - PLAN MAINTENANCE, REVISION, TESTING AND INTERNAL PROCEDURES

26. Plan Maintenance and Revision

- 1) The Township of Woolwich Emergency Plan will be maintained and distributed by the CEMC.
- 2) This Plan will be reviewed annually, and when necessary, reviewed at a meeting(s) of the Community Control Group. This will be coordinated by CEMC.
- 3) The Emergency Plan shall be only revised by By-law or by resolution of the Township Council. Notwithstanding this requirement, revisions to the appendices and minor administrative and editorial changes may be made by the CEMC.
- 4) It is the responsibility of each person, agency, service or department named within this emergency plan to notify the CEMC forthwith of any revisions to the appendices or administrative changes.
- 5) Revisions and updates to the Township Emergency Plan will be provided and distributed to all involved agencies as defined in Appendix 10 at the discretion of the CEMC.

27. Testing of Plan

- 1) An annual exercise **should** be conducted in order to test the overall effectiveness of this emergency plan, and to provide a training opportunity to the Community Control Group, and Support Group. Revisions to this plan shall incorporate recommendations stemming from such exercises.

28. Internal Procedures

- 1) Each department/service involved with this emergency plan shall prepare functional emergency procedures, guidelines, or manuals outlining how it will fulfill its responsibilities during an emergency.
- 2) Each department/service shall designate a member of its staff to maintain and revise its own emergency procedures or guidelines.