
Emergency Quick Reference Guide

- ⇒ Upon the arrival of three or more members, the Community Control Group (CCG) may initiate its function.

- ⇒ Ensure that all Community departments have been notified and either activated or placed on standby. Each CCG member is responsible for their own department.

- ⇒ The Mayor must inform the Province of Ontario that the Village of Merrickville-Wolford has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Emergency Management Ontario.

The number to use for this purpose is **(416) 314-0472**.

- ⇒ Turn to individual responsibilities within the plan. Provide input and assistance as required.

- ⇒ Each member of the Community Control Group will report and respond to immediate needs in accordance with the Operations Cycle format.

Table of Contents

Part 1 - Administration	Quick Reference Guide	1
	Table of Contents	2
	Introduction	4
	Aim	5
	Authority	6
	Definition of an Emergency	6
	Action prior to Declaration	6
	Requests for Outside Assistance	7
	Freedom of Information and Privacy	7
	Plan Maintenance	8
	Distribution List	9
	Amendments	10
	Part 2 – Emergency Operations	2.0 Community Control Group Membership
Implementation		11
2.1 Emergency Op’s Centre Procedures		12
2.2 Operations Cycle		13
2.3 Community Control Group (CCG)		14
2.4 Mayor		15
2.5 CAO (Operations Officer)		16
2.6 Fire Chief		17
2.7 Police Chief		18
2.8 CEMC		19
2.9 EMS/Ambulance		20
2.10 Manager of Public Works		21
2.11 Chief Building Official		22
2.12 Medical Officer of Health		23
2.13 Director of Social Services	24	
2.14 Public Information Officer	25	
Part 3 – Emergency Support	3.0 Administrative Assistant	26
	3.2 Canadian Red Cross	27
	3.3 Clergy	28
	3.4 Boards of Education	29
	3.5 Legal Advisor	30
Appendices	Appendix A	
	Emergency Notification System	
	- Community Control Group	
	- Members of Council	
	- Outside Emergency Assistance	
	Appendix B	
	Vital Services Directory	

Table of Contents

Appendices (continued)

- Appendix C
Local Resources Directory
- Appendix D
Emergency Management Act, 2003
- Appendix E
Hazard Identification and Risk Assessment
- Appendix F
Risk based Specialty Plans
- Appendix G
Critical Infrastructure Identification
- Appendix H
EOC Log's & Message Forms
- Appendix I
Emergency Declaration Checklist
- Appendix J
Declaration of Emergency Form
Termination of Emergency Form
- Appendix K
Guide to Emergency Media Relations
- Appendix L
EOC Layout & Set-up Guide
- Appendix M
Glossary of Terms
- Appendix N
- Appendix O
- Appendix P

Introduction

The Emergency Plan for the Village of Merrickville-Wolford has been developed to reflect the public safety requirements of our community. The effective use and maintenance of this plan is reliant upon all concerned being aware of its provisions and being prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals are expected to participate in emergency training, and exercises which will assist them in the fulfillment of their roles accordingly.

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.

Together we work to ensure that our community is prepared to respond to an emergency in the most effective manner possible.

Aim

The Aim of this plan is to protect the health, safety, welfare and property of our citizens, from the effects of a natural, technological or human caused emergency.

Authority

This Plan has been developed and will be implemented in accordance with the Emergency Management Act, detailed in Appendix "D", which is the Provincial statute under which all emergency management activities are conducted in the Province of Ontario.

4.(1) "The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area."

This Emergency Plan and its elements has been issued under the authority of The Village of Merrickville-Wolford By-law No. _____. A copy of the By-law is available for inspection at the Municipal Offices.

Definition of an Emergency

1.0 "An emergency means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property."

Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the citizens of the Village of Merrickville-Wolford.

Requests for Outside Assistance

Assistance may be requested from the United Counties of Leeds Grenville at any time by contacting the County Warden or the County CAO. The request shall NOT be deemed to be a request that the County assume authority and control of the emergency.

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

The Emergency Notification Contact List, including contact numbers for requesting assistance, is contained within **Appendix A**.

Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and conducting response to emergencies as defined with the Emergency Management Act, and the release of information under this Plan shall be made in conformity with the Municipal Freedom of Information and Protection of Privacy Act.

Plan Maintenance

The Plan was written in 2004 and it is essential that it be kept current and viable by adherence to a maintenance schedule. Responsibility for the plan being kept up to date rests with the Community Emergency Management Coordinator who may delegate tasks accordingly.

The emergency telephone numbers will be reviewed on an annual basis.

The notification system will be tested annually.

The plan will be exercised once every year as a minimum requirement.

The Control Group and Support Staff shall receive training and participate in an exercise, once every year as a minimum requirement.

The Vital Services and/or Local Services Directory should be updated annually.

The Community Emergency Management Coordinator will determine the schedule under which the maintenance activities will be performed.

The Community Emergency Management Coordinator may update, correct or amend any information contained within the appendices of this emergency plan on an as required basis.

Distribution List

Position/Location	Number of Copies
Mayor	1
Council	6
CAO	1
CEMC	1 *
Police Chief	1
Fire Chief	1
EMS / Ambulance	1
Manager of Public Works	1
Chief Building Official	1
Medical Officer of Health	1
Director of Social Services	1
Public Information Officer	1
Emergency Management Ontario	2 *
Emergency Operations Centre	14 *

(= complete copy of plan with Annexes)*

It is understood that Community Control Group members are not expected to carry a copy of the Merrickville-Wolford Emergency Response Plan with them at all times. Complete copies of the Corporations Emergency Response Plan including appendices will be used primarily for training or Emergency response. Since the nature of an Emergency notification normally requires an immediate response to the Municipal EOC, therefore complete copies, including all appendices, will be kept at the Emergency Operations Centre for issue during training or an actual municipal emergency. Every member of the primary Community Control Group, along with Council, will be issued a copy of the main body of the Emergency Plan.

Part 2 Emergency Operations and Procedures

2.0 **Community Control Group (CCG) – Membership & Implementation**

The Community Control Group is the group that is responsible for the direction and control of the overall emergency response within the community. The CCG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The Community Control Group is made up of the following members;

- Mayor (*or alternate*)
- CAO (*or alternate*)
- CEMC (*or alternate*)
- Police Chief (*or alternate*)
- Fire Chief (*or alternate*)
- EMS/Ambulance (*or alternate*)
- Manager of Public Works (*or alternate*)
- Chief Building Official (*or alternate*)
- Medical Officer of Health (*or alternate*)
- Director of Social Services (*County*) (*or alternate*)
- Public Information Officer (*or alternate*)

IMPLEMENTATION:

Any member of the Community Control Group may request, through the CAO, (*or the Fire Chief in the absence of the CAO*) that the Emergency Plan be implemented.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the emergency plan should be implemented. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency, then the Emergency Plan will be activated. The Emergency Plan may be implemented in whole, or in part, based on conditions at the site or severity of the situation.

The CAO will immediately contact and notify the Mayor and other members of the Community Control Group. Notification lists and procedures are located in Appendix A.

2.1

Emergency Operations Centre Procedures (EOC)

The Emergency Operations Centre (EOC) has both a primary and a secondary or alternate location. During the notification process, direction as to which location members of the Community Control Group will report to will be given. For example, members will be told that "this is an emergency plan activation and that they should report to the primary EOC immediately". The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

Primary EOC Location; Merrickville-Wolford Fire Hall (Meeting room)
317 Brock Street West

Alternate EOC Location; Former Township Office / Centennial Hall
Eastons Corners

Upon receiving notification the CAO will contact the administrative staff who have been assigned the task of setting up the Emergency Operations Centre. The Emergency Operations Centre will be set up and operational within one hour of activation. The CAO will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each Control Group member/designate will;

- a. Sign In
- b. Check telephone/communications devices.
- c. Open personal log.
- d. Contact their own agency and obtain a status report.
- e. Participate in the initial briefing.
- f. Participate in planning initial response/decision making process.
- g. Pass CCG decisions on to member's agencies/areas of responsibility.
- h. Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each Control Group member will;

- a. Conduct a hand over with the person relieving them.
- b. Sign out on the location board indicating where they can be reached.

Once the initial response is established, routines are put into place by the Chair of the Community Control Group. The Community Control Group functions most efficiently on a system known as an Operations Cycle.

2.2

Operations Cycle

An operations cycle is how the Community Control Group manages overall emergency operations. Community Control Group members will come together usually around a planning board or map at which time they will in turn report their agencies' status to the Mayor and CAO. It is essential that every member, covering each area of responsibility, be heard from during this process. The Control Group is a team, and the actions taken by one, or the lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members should contact their agencies' and pass on any relevant information or directives that come out of the Community Control Group meeting. The frequency of the meetings are determined by the Mayor in conjunction with the CAO, but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

During the period after the meeting and dissemination of information, members will be in the process of gathering information and preparing for the next scheduled meeting. Community Control Group members use this time to follow up and ensure Control Group decisions are being implemented. Each member is responsible for informing their respective agency of the schedule for Control Group meetings. No calls are to interrupt the proceedings. All calls must occur prior to or after the formal meetings of the Community Control Group.

It is essential that the Emergency Operations Centre is comfortable, has good communications and is secure from unnecessary distractions. Only Community Control Group members, and support staff should have access to the Emergency Operations Centre. No media are allowed into the Emergency Operations Centre, nor is anyone who has not been authorized by the CAO.

2.3

Community Control Group (CCG) – Responsibilities and Procedures

The Community Control Group is responsible for the following:

1. Implementing the Emergency Plan in whole or in part to respond to an impending, potential, or existing emergency.
2. Coordination and direction of Community resources used to mitigate the effects of an emergency.
3. Ensuring that the composition of the Community Control Group is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
4. Advising the Mayor regarding requests to the Province, or the Federal Government, for assistance.
5. Ensuring the provision of essential resources and services to support emergency response activities.
6. Coordination of services provided by outside agencies.
7. Appointing or Confirming an Emergency Site Manager.
8. Ensuring that the Public Information Officer is kept informed and up to date to facilitate the information flow to the media and the public.
10. Coordinating the evacuation of citizens who may be in danger.
11. Discontinuing utilities or services provided by public or private concerns, ie. Hydro, water, gas, closing businesses.
12. Appeals for volunteers.
13. Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
14. Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
15. Maintenance of an operational log detailing the group's decisions and activities.
16. Deactivating the plan, and notifying all of those who had been notified of its activation.
17. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.

2.4

Mayor

The Head of Council, or designate, is responsible for:

- a. Declaration of an Emergency.
- b. Termination of an Emergency.
- c. Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through Emergency Management Ontario*)
- d. Chairing meetings of the Community Control Group (*in absence of Mayor, CAO will chair CCG meetings*).
- e. Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
- f. Ensuring that the local MPP and MP, neighboring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- g. Approving all major announcements and media releases prepared by the Public Information Officer, in conjunction with the CAO & Community Control Group.
- h. Maintaining a personal log.

2.5

CAO

The CAO or alternate is responsible for:

- a. Activating the emergency notification system.
- b. In conjunction with the Mayor, coordinating all operations within the Emergency Operations Centre, with the assistance of the CEMC, including set up of Emergency Operations Centre and the scheduling of regular meetings.
- c. In absence of Mayor, chairing meetings of the Community Control Group.
- d. Advising the head of council on policies and procedures, as appropriate.
- e. Maintain a record of all extraordinary expenditures during the emergency. (assign an account through which to code or track all emergency expenditures)
- f. Approving, in conjunction with the head of council, major announcements and media releases prepared by the Public Information Officer, in conjunction with the Community Control Group.
- g. Ensuring that a communication link is established between the Community Control Group and the Emergency Site Manager.
- h. Ensuring a master record of all events and actions taken is maintained.
(main events board)
- i. Calling out additional staff as required.
- j. Maintaining a personal log.

2.6

Fire Chief

The Fire Chief or alternate is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Providing the Community Control Group with the information and advice on fire fighting and rescue matters.
- c. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- d. Initiating Mutual Aid as required.
- e. Determining if additional or specialized equipment is required ie. protective suits, Chemical, Biological, Radiological & Nuclear Team (Haz-Mat), etc.
- f. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation etc.
- g. Providing an Emergency Site Manager as required.
- h. Maintaining a personal log.

2.7

OPP

The Ontario Provincial Police representative is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Establishing and maintaining ongoing communications with the senior police at the emergency site.
- c. The provision of traffic control to facilitate the movement of emergency vehicles.
- d. Co-ordination of evacuation routes.
- e. Liaison with Social Services regarding security of reception/evacuation centres.
- f. The protection of life and property and the provision of law and order.
- g. The provision of police services in evacuation centres, morgues, and other facilities as required.
- h. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation etc.
- i. Notifying the coroner of fatalities.
- j. Liaison with external police agencies, as required.
- k. Providing an Emergency Site Manager if requested to by the Community Control Group.
- l. Maintaining a personal log.

2.8

CEMC

The Community Emergency Management Coordinator is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Providing information, advice and assistance to members of the Community Control Group on Emergency Management programs and principles.
- c. Providing direction to Emergency Operation Centre support staff as required in support of the Control Group, and ensure proper set-up and operation of the EOC.
- d. Ensuring security measures are in place at the Emergency Operations Centre, so that only authorized Community Control Group members are allowed access to the Operations Centre.
- e. Maintaining the Emergency Response Plan in accordance with requirements of the Emergency Management Act.
- f. In conjunction with the CAO, coordinating a post-emergency debriefing and assisting in the development of a final report to Mayor and Council.
- g. Maintaining a personal log.

2.9

EMS / Ambulance

The EMS/Ambulance representative is responsible for:

- a. Requesting activation of the emergency notification system.
- b. Providing the Community Control Group with information and advice on treatment and transport of casualties.
- c. Liaising with the Medical Officer of Health, area hospitals, police and fire officials during an emergency situation.
- d. Alerting all staff using the Provincial Health Emergency Alert System.
- e. Taking charge of casualties within the emergency area and be responsible for triage, lifesaving care, and the transport to area hospitals.
- f. Maintaining a personal log.

2.10

Manager of Public Works

The Manager of Public Works or alternate is responsible for;

- a. Requesting activation of the emergency notification system.
- b. Providing the Community Control Group with information and advice on Engineering or Environmental Services matters.
- c. Liaison with the senior public works officers from the neighboring community(s) to ensure a coordinated response.
- d. The provision of engineering assistance.
- e. The construction, maintenance and repair of public roads.
- f. Assistance with road closures and/or roadblocks.
- g. Maintenance of sanitation and a safe supply of potable water, as required.
- h. The provision of equipment for emergency pumping operations.
- i. Discontinuing any public works service to any consumer, as required, and restoring these services when appropriate.
- j. Liaising with Utilities.
- k. Providing public works vehicles and resources to any other emergency service, as required.
- l. Maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- m. Providing an Emergency Site Manager if required.
- n. Maintaining a personal log.

2.11

Chief Building Official

The Chief Building Official, or alternate, is responsible for:

- a. Requesting activation of the Emergency Notification System.
- b. Provide advice to Community Control Group on Building and Structural integrity issues.
- c. Maintaining a personal log.

2.12 **Medical Officer of Health**

The Medical Officer of Health, or designate, is responsible for:

- a. Acting as a coordinating link for all emergency health services at the Community Control Group.
- b. Liaison with the Ontario Ministry of Health, Public Health Branch.
- c. Liaison with local and regional hospital representatives.
- d. Liaison with ambulance service representatives.
- e. Liaison with the Community Care Access representative.
- f. Providing advice on any matters that may adversely affect public health.
- g. Providing authoritative instructions on health and safety matters to the public through the Public Information Officer.
- h. Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- i. Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- j. Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- k. Ensuring the safety of drinking water in conjunction with Public Works representative.
- l. Liaison with the senior social services representative regarding health services in evacuee centres.
- m. Maintaining a personal log.

2.13

Director of Social Services

The Director of Social Services or alternate is responsible for;

- a. Ensuring for the care, feeding and shelter of evacuees.
- b. Management of reception and evacuation centres.
- c. Liaison with the police regarding the pre-designation of evacuee centres which can be opened on short notice.
- d. Liaison with the Medical Officer of Health in areas regarding public health in evacuation centres.
- e. Liaison with the public and separate school boards regarding the use of school facilities for reception and evacuation centres.
- f. Liaison with nursing homes and homes for the aged.
- g. Maintaining a personal log.

2.14

Public Information Officer

The Public Information Officer is responsible for;

- a. Notifying information centre staff.
- b. Ensuring that the Information Centre is set up and operational.
- c. Initial and subsequent media releases, subject to approval by the Mayor and CAO.
- d. Establish and maintain linkages with provincial, county, local or industry media officials as appropriate.
- e. Coordinating interviews and media conferences.
- f. Designating a site media spokesperson as appropriate.
- g. Ensuring set up and staffing of public inquiry lines.
- h. Coordinating of public inquiries.
- i. Monitoring news coverage.
- j. Maintaining copies of all media releases.
- k. Maintaining a personal log.

Part 3

Emergency Support

3.0

Administrative Assistant(s)

The Administrative Assistant(s) is/are responsible for:

- a. Assisting the Mayor and CAO, as required.
- b. Ensuring all important decisions made and actions taken by the Community Control Group are recorded.
- c. Ensuring that maps and status boards are kept up to date.
- d. Notifying any additional support staff required to assist.
- e. Arranging for printing of material, as required;
- f. Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- g. Ensuring identification cards are issued to authorized Community Control Group members and Support Staff for access to Emergency Operations Centre.
- h. Other duties as assigned by the Mayor and/or CAO.

3.2

Canadian Red Cross

The Canadian Red Cross representative is responsible for:

- a. Upon receiving notification, activate the local Red Cross Emergency Response Plan.
- b. Provide support to the emergency response.
- c. Provide registration and inquiry services if required.
- d. Liaise with Regional Red Cross to access additional resources.
i.e. Emergency Response Team.
- e. Establish and maintain contact with the Director, Social Services in the Emergency Operations Centre to co-ordinate activities.

3.3

Clergy

The Clergy representative is responsible for:

- a. Provide for multi-denominational religious observances.
- b. Establish visitations to evacuees in evacuation centres on a scheduled basis.
- c. Provide guidance to the Community Control Group regarding matters of a religious nature.
- d. Provide advice regarding care of the deceased in areas which relate to religious observances.
- e. Liaise with Director, Social Services regarding the use of churches and related facilities for reception and evacuation centres.

3.4

Boards of Education

The representative (s) of the Boards of Education are responsible for:

- a. Providing schools for reception centres as required and/or applicable.
- b. Providing schools for evacuation centres as required and/or applicable.
- c. Providing liaison with the Director, Social Services and the Community Control Group.

3.5

Legal Advisor

The Towns Legal Advisor is responsible for:

- a. Providing legal opinions and advice to the Community Control Group as required.
- b. Providing legal representation as required.

3.5

Legal Advisor

The Towns Legal Advisor is responsible for:

- a. Providing legal opinions and advice to the Community Control Group as required.
- b. Providing legal representation as required.