

EMERGENCY RESPONSE PLAN



THE CORPORATION OF THE MUNICIPALITY OF CALLANDER

EMERGENCY RESPONSE PLAN

CONFIDENTIAL

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EMERGENCY RESPONSE PLAN

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PART 1: INTRODUCTION

An emergency is defined as situations or impending situations caused by forces of nature, accident, or an intentional act that constitutes a danger of major proportions to life and property. They affect public safety, meaning the health, welfare, and property, as well as the environment and economic health of the Municipality of Callander.

The population of the Municipality of Callander is approximately 3800 residents.

To protect residents, businesses, and visitors, the Municipality of Callander requires a Coordinated Emergency Response Plan by a number of agencies under the direction of the Community Control Group (CCG). These are distinct arrangements and procedures from the normal, day-to-day operations carried out by Emergency Services.

The Municipality of Callander Community Emergency Management Program Committee developed the Emergency Response Plan. Every official, municipal department, and agency must be prepared to carry out assigned responsibilities in an emergency. The Emergency Response Plan has been prepared to provide key officials, agencies and departments of the Municipality of Callander important emergency response information related to:

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

In addition, it is important that residents, businesses, and interested visitors be aware of its provisions. Copies of the Municipality of Callander Emergency Response Plan may be viewed at the Municipal Office or on the website at www.mycallander.ca. For more information, please contact:

Fire Chief
Community Emergency Management Coordinator (CEMC)
Hoyt D. Wice Fire Station
Municipality of Callander
(705) 752-2839

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PART 2: AIM

The aim of this Plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the property, health, safety, wellbeing, environment, and economic health of the residents, businesses, and visitors of the Municipality of Callander when faced with an emergency.

The Emergency Response Plan enables a centralized controlled and coordinated response to emergencies in the Municipality of Callander, and meets the legislated requirements of the *Emergency Management and Civil Protection Act, 2003*.

The Municipality of Callander has an area of approximately 100 km² of which the downtown residential area only accounts for approximately 5.5 km resulting in a spread out urban area. Major disasters could cause isolation of individuals in some areas of the community.

The Municipality of Callander borders Highway #11, which links Southern and Northern Ontario. Transportation accidents, although usually minor in nature, are likely and since this is a main corridor from Toronto (GTA) to the Prairie Provinces and Western Canada, there is a concern for hazardous spills from trucking these goods between the main centres. Environmental factors (winter hazards) increase these risks.

The Municipality of Callander has 39.7 km of shoreline on the south west side of Lake Nipissing so minor yearly flooding does occur. Although Callander does not house a large seasonal family population, it does have several resorts/cottage communities and camp grounds that are populated with seasonal residents during both the summer and winter season. Communication of an emergency to part time residents is of concern.

Callander currently has two Community Centres at opposite ends of the Municipality, two Schools, and five Churches, most in the urban area of Callander within a close proximity to each other. These assembly areas need to be considered in the event of any evacuation.

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PART 3: AUTHORITY

The *Emergency Management and Civil Protection Act, 2003* is the legal authority for this Emergency Response Plan in Ontario.

The *Emergency Management and Civil Protection Act, 2003* states that:

“Every municipality shall formulate an Emergency Plan governing the provision of necessary services during an emergency and the procedures under the manner in which employees of the Municipality and other persons will respond to the emergency and the Council of the municipality shall by By-law adopt the Emergency Response Plan.” **[Section 3 (1)]**

“The Head of Council of the 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 Response Plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.” **[Section 4 (1)]**

As enabled by the *Emergency Management and Civil Protection Act*, this Emergency Response Plan and its elements have been:

- Issued under the authority of the Municipality of Callander By-Law 2013-1372 and;
- Filed with Office of the Fire Marshal and Emergency Management (OFMEM), Ministry of Community Safety and Correctional Services.

a) Definition of an Emergency

The *Emergency Management and Civil Protection Act, 2003* defines an emergency as:

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

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

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b) 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 wellbeing of the Municipality of Callander.

c) A Declared Community Emergency

The Mayor, Acting Mayor, or appointed member of Council as per By-Law 2013-1372 or Premier of Ontario is responsible for declaring an emergency in accordance with the current *Emergency Management and Civil Protection Act, 2003*. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

- Office of the Fire Marshal and Emergency Management (OFMEM)
- Municipal Council
- The Public
- Neighbouring Community officials, as required
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by the:

- Mayor, Acting Mayor, or appointed member of Council
- Premier of Ontario

When terminating an emergency, the Mayor will notify:

- Office of the Fire Marshal and Emergency Management (OFMEM)
- Municipal Council
- The Public
- Neighbouring Community officials, as required
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP).

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d) Request for Assistance

Assistance may be requested from the surrounding Municipalities of Callander at any time by contacting their respective CEMC'S. The request shall not be deemed to be a request that the participating Municipalities assume authority and control of the emergency.

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

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PART 4: EMERGENCY NOTIFICATION PROCEDURES

Notification may be activated by the Mayor, CAO, Fire Chief, Police, Manager of Operations, Medical Officer of Health, or the CEMC.

Upon notification of a real or threatened emergency, the CAO, Mayor, or the CEMC for the Municipality of Callander is to be contacted to request notification of the Community Control Group (CCG).

Upon being notified, it is the responsibility of all Community Control Group (CCG) officials to notify their staff and volunteer organizations.

The CEMC for the Municipality may call members of the CCG to alert them of the possible emergency and ask them to stand by for a period of time in case it is necessary to convene the CCG to assess the situation and recommend declaring an emergency.

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PART 5: COMMUNITY CONTROL GROUP

a) Emergency Operation Centre

The CCG will report to the EOC when requested by the CEMC, Mayor or CAO of the Municipality of Callander.

b) Community Control Group

The emergency response will be directed and controlled by the CCG, a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG consists of the following officials:

- Mayor, Acting Mayor or appointed Member of Council
- CAO, or alternate
- Treasurer or alternate financial representative
- CEMC, or alternate
- North Bay Police Services representative
- Fire Chief, or alternate
- Manager of Operations, or alternate
- Emergency Information Coordinator, or alternate

Additional personnel who may be called or added to the CCG could include:

- OFMEM Representative
- By-Law Enforcement Officer
- Chief Building Official
- Ontario Provincial Police (OPP)
- Medical Officer of Health
- Social Services Administrative Board Representative
- Economic Development Manager
- Hydro One representative
- Surrounding Municipalities staff/representatives
- North Bay Mattawa Conservation Authority Representative (NBMCA)
- Canadian Red Cross Representative
- Liaison staff from Provincial Ministries
- Any other officials, experts or representatives from the Public or Private Sector as deemed necessary by the CCG

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

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c) **Operating Cycle**

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered during the emergency. The CAO will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Municipality's Emergency Information Coordinator or alternate will maintain status board and maps which will be prominently displayed and kept up to date.

d) **Community Control Group Responsibilities**

The members of the CCG are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency service, agency, and equipment
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law
- Determining if the location and composition of the CCG are appropriate
- Advising the Mayor, or alternate, on the need to designate all or part of the Municipality as an emergency area
- Advising the Mayor, or alternate, as to whether the declaration of an emergency is recommended
- Ensuring that an Emergency Site Manager is appointed
- Ensuring support to the Emergency Site Manager by offering equipment, staff, and resources, as required
- Ordering, coordinating, and/or overseeing the evacuation of inhabitants considered to be in danger
- Ensuring that Emergency Reception Centres are established
- Discontinuing utilities or services provided by public or private concerns, (e.g. hydro, water, gas), closing streets, etc.
- Arranging for services and equipment from local agencies not under community control (e.g. private contractors, industry, volunteer agencies, service clubs)
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary
- Determining if additional volunteers are required for evacuation or transport of persons and/or supplies
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator for dissemination to the media and public
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery
- Authorizing expenditure of money required dealing with the emergency

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- Notifying the service, agency or group under their direction, of the termination of the emergency
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the CAO within one week of the termination of the emergency, as required
- Participating in the debriefing following the emergency

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PART 6: EMERGENCY RESPONSE SYSTEM

a) The individual responsibilities of the CCG are described below;

i. **Mayor, Acting Mayor, or appointed member of Council**

The Mayor, Acting Mayor, or appointed member of Council is responsible for:

- Providing overall leadership in responding to an emergency
- Activating the emergency notification system through the call system
- Will act as the community spokesperson
- Declaring an emergency within the designated area
- Requests for senior government assistance, if required
- Declaring that the emergency has terminated
- Notifying the PEOC, of the declaration of the emergency, and termination of the emergency
- Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the situation
- Maintain a personal log of all actions taken

ii. **CAO**

The CAO is responsible for:

- Activating the emergency notification through the call system
- Chairing the CCG, coordinates all operations within the EOC, including the scheduling of regular meetings
- Advising the Mayor on municipal policies and procedures and legislation as appropriate
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the CCG
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager
- Calling out additional Municipal staff to provide assistance, as required
- Coordinating and processing requests for human resources
- Coordinating offers of, and appeals for, volunteers with the support of the CCG
- Selecting the most appropriate site for registration of human resources
- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for municipal records
- Ensuring identification cards are issued to volunteers and temporary employees, where practical
- Arranging for transportation of human resources to and from site(s)

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- Obtaining assistance, if necessary, from public and private agencies and volunteer groups
- Maintain a personal log of all actions taken

iii. **Community Emergency Management Coordinator**

The CEMC is responsible for:

- Activating the emergency notification system through the call system
- Contacting the North Bay Police Service and Ontario Provincial Police (OPP) and advising them of the situation
- Activating and arranging the EOC
- Ensuring that security is in place for the EOC and registration of CCG members
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps and equipment
- Providing advice and clarifications about the implementation details of the Emergency Response Plan
- Supervising the administrative staff to ensure maps, phones, etc. are readily available
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross)
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference
- Addressing any further items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared
- Maintain a personal log of all actions taken

iv. **Treasurer**

The Treasurer is responsible for:

- Providing information and advice on financial matters as they relate to the emergency
- Ensuring liaison if necessary with the financial staff of neighbouring Communities
- Ensuring that records of expenses are maintained for future claims
- Purchasing and securing of equipment and supplies not owned by the Municipality of Callander as required
- Ensuring liaison with purchasing agents or similar representatives of neighbouring communities
- Maintaining and updating a list of all vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment

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- Ensuring prompt payment and settlement of legitimate invoices and claims during an emergency
- Controlling and accounting for all emergency expenses occurring during the crisis for items such as food, emergency repairs, etc. as deemed appropriate and at the discretion of the CCG and/or the CAO.
- These powers may be delegated by the Treasurer to alternate staff as required
- Maintain a personal log of actions taken

v. **North Bay Police Service**

The North Bay Police Service is responsible for:

- Providing an Emergency Site Manager, as required, at the direction of the CCG
- Assuming overall security control at the incident
- Control and disperse crowds within the Emergency Area
- Controlling traffic to facilitate the movement of emergency vehicles both in and out of the Emergency Area. This will include designation and traffic control for the Evacuation and Emergency Access Routes
- Designating an Inner Perimeter to control and disperse people and equipment within the Emergency Area
- Conducting any required evacuation
- Arranging for the maintenance of law and order in any Community Emergency Reception Centre
- Ensuring the protection of property against looting within the Emergency Area
- Advise the Coroner in the event of fatal casualties
- Requesting assistance from the OPP, and any other Police Services with disaster equipment, when deemed necessary
- Conducting any Police Service investigations that may be required by law or by practice

vi. **Emergency Information Coordinator**

The Clerk or alternate shall act as the Emergency Information Coordinator

The Emergency Information Coordinator is responsible for:

- Establishing a communication link between the Community Spokesperson and the media/public ensuring all information is timely, complete and accurate
- Ensuring that an Emergency Information Centre is identified, and information is passed to the media/public
- Coordination of individual interviews and the organization of press conferences
- Ensuring that the following are advised of the telephone number and location of information centre: media, CCG, administrative staff, police

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public relations officer, neighbouring communities, and other appropriate persons/agencies

- Ensuring all media releases are approved by the CAO in conjunction with the Mayor/CCG prior to release and distribution
- Distribution of hard copies of medial releases
- Monitoring new coverage/radio messages and correcting any erroneous information
- Maintaining copies of all media releases, newspaper articles and information regarding the emergency
- Documenting all transactions during the emergency regarding times, actions, departments, etc. and upkeep of same
- Providing information to additional administrative support staff such as public notices to be faxed or provided to radio/TV stations and the general public
- Providing information to additional support for relay of information or need for equipment, etc. through the CAO
- Other administrative duties as determined by CAO and CCG
- Maintain a personal log of actions taken

vii. **Fire Chief**

The Fire Chief is responsible for:

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

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viii. Operations Manager

The Operations Manager is responsible for:

- Depending on the nature of the emergency, assigning the Emergency Site Manager and informing the CEMC, CAO or the Mayor of the emergency
- Providing the CCG with information and advice on engineering and roads and public works matters
- Establishing an ongoing communications link with the senior roads and public works official at the scene of the emergency
- Ensuring liaison with the roads and public works representative from the neighbouring community(ies) to ensure a coordinated response
- Ensuring provision of engineering assistance
- Ensuring construction, maintenance and repair of municipal roads
- Ensuring the maintenance of sanitary sewage and water systems
- Providing equipment for emergency pumping operations
- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the North Bay Parry Sound Health Unit
- Discontinuing any roads and public works service to any resident, as required, and restoring these services when appropriate
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions
- Providing roads and public works vehicles and equipment as required by any other emergency services
- Ensuring liaison with the Conservation Authority regarding flood control, conservation and environmental matters and being prepared to take preventative action
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff
- Procuring staff to assist, as required ensuring that a record is maintained of drivers and operations involved
- Maintain a personal log of action taken

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b) Support and Advisory Staff

i. Municipal Solicitor

The Municipal Solicitor is responsible for:

- Providing advice to any member of the CCG on matters of legal nature as they may apply to the actions of the Municipality of Callander in its response to the emergency, as requested

ii. Reception/Evacuation/Shelter Coordinator

The Recreation & Community Events Coordinator shall be the Reception/Evacuation/Shelter Coordinator and will be assisted by all departments, agencies, volunteers, and other available persons under the direction of the CCG, to provide evacuation services to needed persons.

The Reception/Evacuation/Shelter Coordinator is responsible for:

- Coordinating the acquisition, preparation and establishment of an Emergency Reception Centre depending on the location of the emergency in conjunction with the CCG
- Ensuring the Emergency Reception Centre is capable of providing potable water, bathroom facilities, sleeping areas, and areas for food service to evacuees
- Coordinating the removal and transportation of evacuees to the evacuation centre with various municipal departments, bus lines, etc.
- Coordinating medical care for any injured evacuees
- Coordinating the acquisition, preparation and establishment of the reception centres (where food can be served)
- Arranging for reception areas to provide food, accommodation, and other temporary welfare services for homeless persons
- Contacting businesses as noted in the service directories, who can supply food, clothing, personal needs, medications, etc.
- Delegating trained volunteers to manage the different sections of the shelter, including first aid, entertainment, child care, pet care, security, parking
- Obtain staff as required, to assist
- Maintain a personal log of action taken

iii. Public and Separate School Boards

The Public and Separate School Boards are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or Emergency Reception Centre and a representative(s) to coordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres
- Ensuring liaison with the Municipality of Callander as to protective actions for the schools (i.e. evacuation procedure)

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iv. Medical Officer of Health

- Coordinates public health services with various CCG members and related agencies in the EOC
- Provides advice to the public and local health care professionals on matters which may adversely affect public health within the Municipality of Callander (e.g. toxic spills, water quality)
- Liaises with Ontario Ministry of Health Public Health Branch and as required to augment and coordinate a public health response as required
- Coordinates the surveillance and response to communicable disease-related emergencies or anticipated epidemics according to Ministry of Health directives
- Ensures the coordination of vaccine/antiviral storage, handling and distribution across the Municipality of Callander
- Initiates and implements mass vaccination clinics during outbreaks of disease within the Municipality of Callander
- Liaises with Manager of Operations or alternate within the Municipality of Callander to ensure the provision of potable water, community sanitation, maintenance and sanitary facilities
- Provides inspection of evacuation centres, makes recommendations and initiates remedial action in area of accommodation standards related to:
 - Overcrowding, sewage and waste disposal
 - Monitoring of water supply, air quality sanitation
 - Food handling, storage, preparation, distribution and services
- Liaises with local social services agencies on areas of mutual concern regarding evacuation centres as it relates to public health information
- Advises on, or orders any necessary evacuation, isolation or quarantine measures
- Provides instruction and health information through public services announcements and information networks
- Issue orders if necessary, to mitigate or eliminate health hazards as per the *Health Protection and Promotion Act*
- In the event of mass casualties, the Health Unit will monitor the situation to ensure early and sanitary disposition of human remains in order to minimize the spread of disease
- Liaises with the District Coroner to coordinate the activities of the mortuary within the community and provide assistance when necessary

c) Relationship between CCG and Emergency Site Manager

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

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d) Relationship between the Emergency Site Manager, Command and Control Structure of Emergency Responders

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

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PART 7: EMERGENCY COMMUNICATIONS PLAN

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

The CEMC for the Municipality of Callander will be responsible to contact the local contacts for further communications as required.

The Emergency Communications Equipment is located at the Callander Fire and Emergency Services headquarters. The building is equipped with generator back up power, two-way radios, various phone lines, internet capability, computer equipment, and fax machines with the necessary channels to communicate with police, fire, ambulance, and the Office of the Fire Marshal and Emergency Management.

Communications between the EOC and the other responding agencies will be through the Callander Fire & Emergency Services and logged appropriately through the communication system.

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PART 8: EMERGENCY INFORMATION PLAN

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

The local Emergency Information Centre will be located in the Municipal Office. In the event that this centre cannot be used, the secondary location will be determined by the CCG for relaying of information through the Emergency Information Coordinator.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the CCG.

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

a) Community Spokesperson

The Mayor, Deputy Mayor, or appointed member of Council will hold the position of Community Spokesperson.

The Community Spokesperson is responsible for:

- Giving interviews on behalf of the Municipality of Callander
- Responding to all inquiries about decisions made by the CCG and about the emergency.

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PART 9: RECOVERY

The Ontario Disaster Relief Assistance Program (ODRAP) program is intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit organizations, whose essential property has been damaged in an unexpected natural disaster, such as a severe windstorm, tornado, flood, forest fire or ice storm.

ODRAP provides funds to those who have sustained heavy losses for essential items such as shelter and the “necessities of life”. ODRAP does not provide full cost recovery for all damages resulting from a disaster; it only helps recipients restore essential furnishings and property to pre-disaster condition. ODRAP provides assistance when damages are so extensive that they exceed the financial resources of the affected individuals, the Municipality and community at large. This program does not cover damages to privately owned, non-essential property, nor to essential property where private insurance is normally available.

Critical Incident Stress Counselling may be requested through OFMEM as required during and after the emergency for mental health disorders, emotional trauma, and shock suffered as a result of the emergency.

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APPENDICES

- I. Community Control Group (CCG)**
- II. Community Control Group Notification Procedures**
- III. Checklist in Consideration of a Declaration of Emergency**
- IV. Declaration of an Emergency**
- V. Termination of a Declared Emergency**
- VI. Provincial Emergency Operations Centre (PEOC)**
- VII. By-law 2013-1372 being a By-law to adopt an Emergency Management Program**
- VIII. Emergency Response Business Contingency Plan**
- IX. Water Emergency Contingency Plan**
- X. Emergency Operations Centre (EOC)**
- XI. Evacuation/Reception Centre**

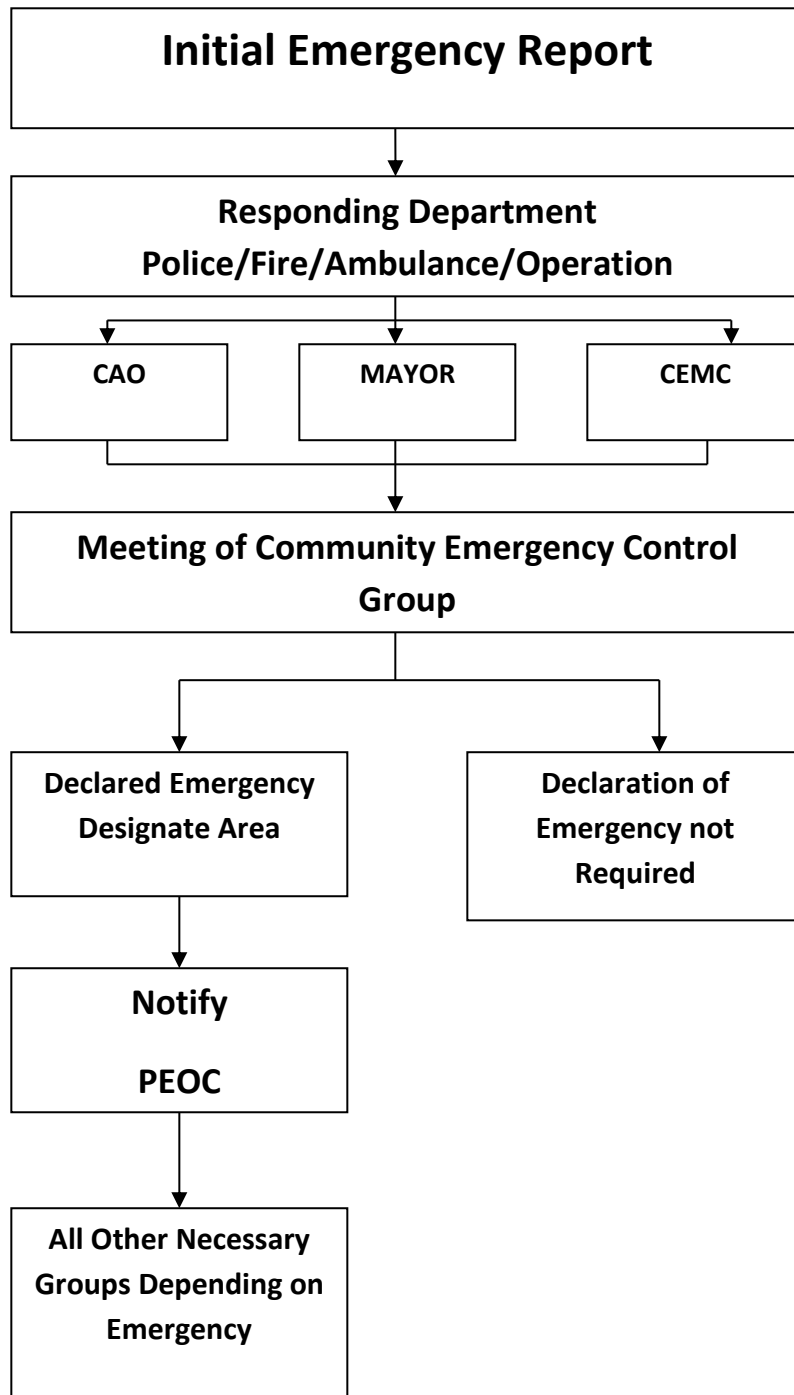
COMMUNITY CONTROL GROUP CONTACT LIST

Revised - December 19, 2018

	CONTACT	BUS.	RES.	CELL	FAX	EMAIL
Mayor	Hector Lavigne					
<i>Alternate</i>	Linda Alkins					
CAO	Mike Purcell					
<i>Alternate</i>	Elaine Gunnell					
CEMC	Todd Daley					
<i>Alternate</i>	Jim Warren					
Fire Chief	Todd Daley					
<i>Deputy Chief</i>	Jim Warren					
Operations						
<i>Alternate</i>						
Information Officer	Elaine Gunnell					
Treasurer	Louise Rainville-Beauchesne					
Evacuation Centre	Catharina Nordbeck					
<i>Alternate</i>						

Fax Numbers: (MO) Municipal Office – 752-3116; (EOC) EOC & Fire Hall – 752-3550; (OPS) Operations – 752-0037

COMMUNITY CONTROL GROUP (CCG) - NOTIFICATION LIST



CHECKLIST IN CONSIDERATION OF A DECLARATION OF AN EMERGENCY

(Note: All references in this document refer to the *Emergency Management and Civil Protection Act*, R.S.O. 2003, Chapter E.9, as amended 2006)

* This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.

An emergency is defined under the *Emergency Management and Civil Protection Act, 2003* as “a situation, or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise” [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act, 2003* only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4(1), (2), (4)].

An emergency declaration may extend to all, or any part of the geographical area under the jurisdiction of the municipality [Section 4(1)].

If the decision is made to declare an emergency, the municipality must notify Emergency Management Ontario (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by Emergency Management Ontario, and should be faxed to: (416) 314-0474. When declaring an emergency, please notify the Provincial Emergency Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria **may** indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

General and Government:

- **Is the situation an extraordinary event requiring extraordinary measures?** [Section 4 (1) permits a head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law” during an emergency.]
- **Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]
- **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]
- **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a council’s ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]
- **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an “emergency” is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]
- **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lowertier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lowertier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

Legal:

- **Might legal action be taken against municipal employees or councilors related to their actions during the current crisis?** [Section 11 (1) states that “no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty.” Section 11 (3), however, states “subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality....”]
- **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered “workers” under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

Operational:

- **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4(1) permits the head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan.” Section 13 (3) empowers a municipal council to “make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency.”]
- **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the “council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency.”]
- **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to

sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]

- **Does, or might, the situation require provincial support or resources?** [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response.]
- **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]
- **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]
- **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from
- **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide

municipal councilors and employees with certain protections against personal liability.]

- **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

Economic and Financial:

- **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the *Act* may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]
- **Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
- **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that “where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost....”] the Commissioner of Emergency Management.]

PROVINCIAL EMERGENCY OPERATIONS CENTRE (PEOC)

To Report Emergencies/Request Provincial Assistance:

Provincial Emergency Operations Centre

77 Wellesley Street West Box 222

Toronto On M7A 1N3

Contact the PEOC Duty Officer (24/7) at:

Telephone: toll free: 1-866-314-0472 or 416-314-0472/0473

Fax: 416-314-0474

(If you experience any difficulty in contacting the PEOC Duty Officer,
Call the OPP Duty Officer at (1-705-329-6950)

Provincial Operations Centre Levels of Response

Routine Monitoring	Enhanced Monitoring	Activation
PEOC Duty officer monitors the situation on a 24/7 basis.	A PEOC Duty Team (possibly including some provincial/federal representatives) will continually assess the developing situation from the Provincial Operations Centre. OFMEM Field Officer(s) may be deployed to the affected community(s) to provide advice and assistance.	The PEOC will be operational and appropriately staffed with provincial ministries, federal departments and other organizations, as required. The Provincial Emergency Response Team (PERT) comprised of OFMEM Field Officers and possibly other provincial ministry representatives, will likely be deployed to the affected community(s) to provide advice and assistance.

DECLARATION OF EMERGENCY

(Note – this should be on Municipality of Callander letterhead)

I, _____ hereby declare a state of local
(Mayor or Elected Head of Council)

Emergency in accordance with the *Emergency Management and Civil protection Act, R.S.O. 1990, c E.9 s.4.(1)* due to the emergency described herein: *(nature of emergency)*

For an Emergency Area or part thereof described as: *(geographic boundary)*

Signed: _____

Title: _____

Dated: _____ **at** _____ **(time)**

In the Municipality of Callander.

**Fax to PEOC Duty Officer @ 416-314-0474
(call to confirm receipt)**

TERMINATION OF DECLARED EMERGENCY

(Note – this should be on Municipality of Callander letterhead)

I, _____ hereby declare a state of local
(Mayor or Elected Head of Council)
Emergency terminated in accordance with the *Emergency Management and Civil
protection Act, R.S.O. 1990, c E.9 s.4.(1)* due to the emergency described herein:
(nature of emergency)

For an Emergency Area or part thereof described as: *(geographic boundary)*

Signed: _____

Title: _____

Dated: _____ **at** _____ **(time)**

In the Municipality of Callander.

**Fax to PEOC Duty Officer @ 416-314-0474
(call to confirm receipt)
THE CORPORATION OF THE MUNICIPALITY OF CALLANDER**

BY-LAW NO. 2013-1372

Being a by-law to adopt an Emergency Management Program for the Municipality of Callander, pursuant to Section 2.1(1) of the *Emergency Management Act and Civil Protection Act*, R.S.O. 1990, Chapter E 9, as amended.

WHEREAS the *Emergency Management Act and Civil Protection Act*, Section 2.1(1) requires every municipality to develop and implement an emergency management program;

AND WHEREAS Section 2.1(2) of the *Emergency Management Act and Civil Protection Act* stipulates the content of each municipality's emergency management program;

AND WHEREAS Section 14(3) of the *Emergency Management Act and Civil Protection Act* requires emergency management programs to conform with regulatory standards, in accordance with international best practices;

AND WHEREAS the *Emergency Management Act and Civil Protection Act* makes provision for the Head of Council to declare an emergency exists in a community, or any part thereof, and also provides the Head of Council with authority to take such action or make such orders as he/she considers necessary and not contrary to law, to implement the emergency response plan and respond to an emergency;

AND WHEREAS the *Emergency Management Act and Civil Protection Act*, consistent with Section 242 of the *Municipal Act, 2001*, S.O 2001, c.25, as amended, provides for the designation of one or more members of council who may exercise the powers and perform the duties of the Head of Council during his/her absence or his/her inability to act;

AND WHEREAS the *Emergency Management Act and Civil Protection Act* authorizes employees of a community to respond to an emergency in accordance with the emergency response plan where an emergency exists but has not yet been declared to exist;

NOW THEREFORE the Council of The Corporation of the Municipality of Callander hereby enacts as follows:

PART 1 – EMERGENCY MANAGEMENT PLAN

- 1.1 An Emergency Management Program shall be developed for The Corporation of the Municipality of Callander (“Municipality”) consistent with and in accordance with international best practices as considered by Regulatory Standards established under the *Emergency Management Act and Civil Protection Act*, including the four core components of emergency management, namely: mitigation/prevention, preparedness, response and recovery;
- 1.2 The Emergency Management Program for The Corporation of the Municipality of Callander shall be consistent with the objectives of protecting public safety, public health, the environment, critical infrastructure and property, and to promote economic stability and a disaster-resilient community;
- 1.3 Schedule “A”, attached hereto, shall form part of this By-law:
 - **Schedule A**; being the Emergency Plan for The Corporation of the Municipality of Callander, pursuant to Section 3 of the *Emergency Management Act and Civil Protection Act*, R.S.O., 1990, Ch. E 9, as amended
- 1.4 The Emergency Management Plan shall be reviewed annually by the Municipality.

PART 2 – REPEAL

- 2.1 That By-law No. 2004-916 and By-law No. 2007-1053 is hereby repealed.

PART 3 - EFFECTIVE DATE

- 3.1 This by-law shall come into effect upon the date of passing.

READ A FIRST TIME THIS 28th DAY OF MAY, 2013.

READ A SECOND TIME THIS 28th DAY OF MAY, 2013.

READ A THIRD TIME AND FINALLY PASSED THIS 28th DAY OF MAY, 2013.

MAYOR, HECTOR D. LAVIGNE

CLERK, MAIRGHREAD KNOUGHT

EMERGENCY RESPONSE BUSINESS CONTINUITY PLAN

The following represents a Business Continuity Plan for the operations in the municipality in the event of an emergency:

- 1) This plan will be activated in concert with or secondary to a declared Emergency by the Head of Council or designate under the Municipal Emergency Response Plan.
- 2) The following services or functions or lines of business will be maintained in such an event (list in priority order):

Essential Services

- Emergency Response Services (Police, Fire, Ambulance)
- Health and Safety services (Water, Sewer, Roads, Building Inspection)

Non-Essential Services

- Corporate Administrative Services (Finance, Council support)
- Other Municipal Services

- 3) In each Department, a minimum staffing level will be maintained during an emergency event to ensure continuity of service and basic service to citizens. Non-essential staffing in Corporate Administrative and Other Municipal staff functions will be called upon to assist in the other essential service areas, if needed.
- 4) In a scenario where it is not possible to keep services delivered due to the scope or duration of an emergency, all non-essential services will be temporarily suspended first, followed by Inspection Services. Health and Safety and Emergency Response services will be maintained at minimum staffing levels. In an extreme emergency, where circumstances render the Municipality incapable of delivering any public services, a temporary suspension of service shall be declared by Council, all records will be maintained to the last business day of operations prior to the suspension, and a digital back up copy of our financial records will be taken to an off-site location. All officers and facilities of the Municipality shall be closed and posted.
- 5) This Plan shall be continued until the emergency event has been declared terminated by the Head of Council or designate.

Date Approved: September, 2009

WATER EMERGENCY CONTINGENCY PLAN

Aim: The aim of this plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to protect the Municipal drinking water distribution system in the event of a declared emergency.

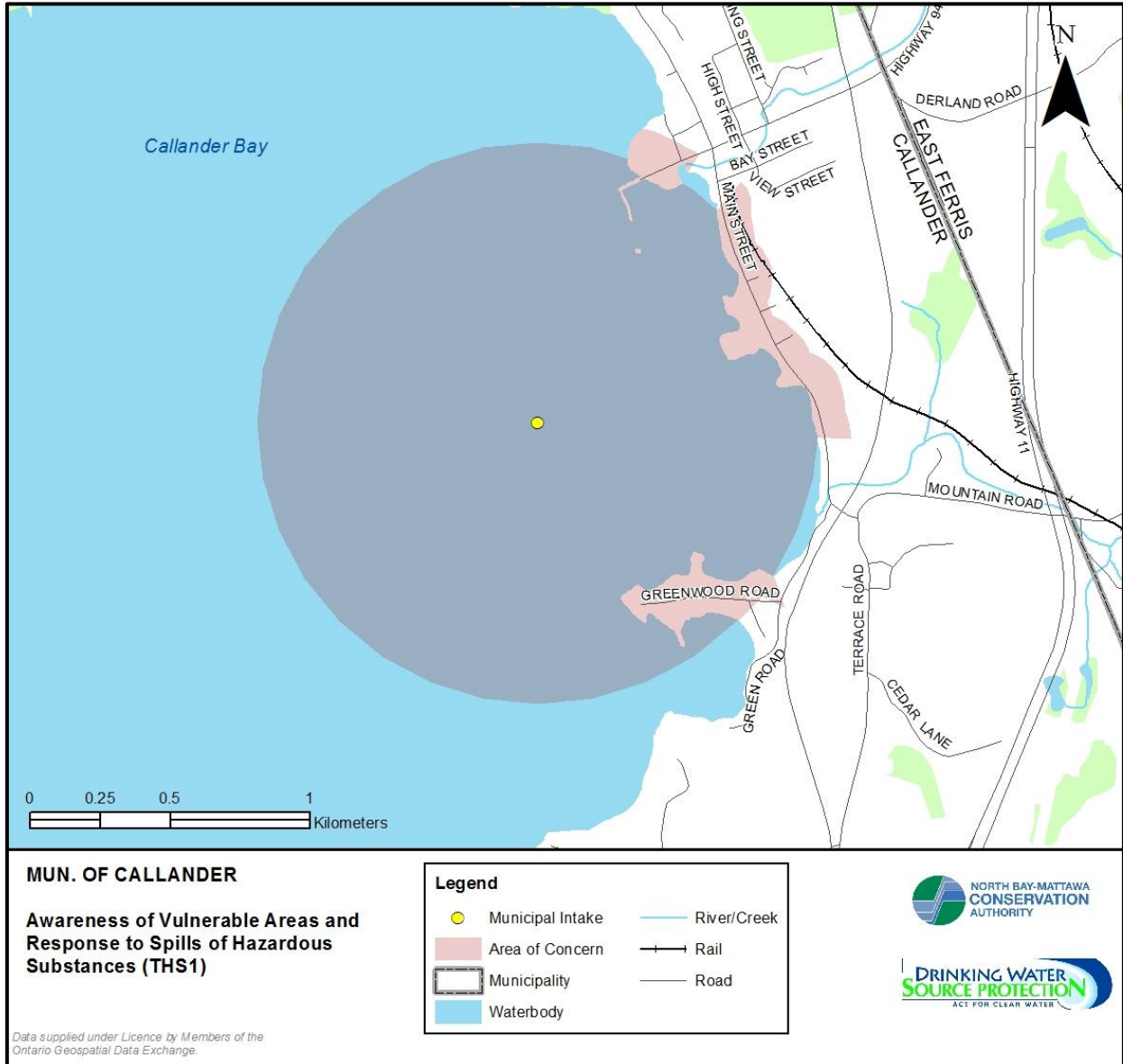
Authority: The *Emergency Management and Civil Protection Act*, R.S.O., 1990, is the legal authority of this Supporting Plan to the Municipality's Emergency Response Plan.

Upon notification of an incident affecting the Municipal Water Supply by pollution or contagion, and specifically within the identified vulnerable area, 2500L or more of sulphuric acid, 2500 L or more of sodium hydroxide or any quantity of spetage, the following contingencies will be taken:

1. Notification to the Operations Department, Ontario Clean Water Agency (OCWA), the North Bay Parry Sound District Health Unit and the North Bay-Mattawa Conservation Authority. Staff representatives to meet as required.
2. Shut down the Water Treatment Plant (if necessary) to reduce contaminant entering the distribution system.
3. Notification to public and Council of drinking water emergency and advise of precautionary actions (if required).
4. Issue water restriction orders as required.
5. Arrange for a supply of drinking water for distribution to residents as required.
6. Arrange for the cleanup of drinking water distribution system as required.
7. Once the emergency is officially declared is ended, restore services, remove water restriction orders and notify public and Council.

Within the area indicated, a spill of any of the following would pose a significant threat to the source water for the municipal drinking water system:

- 2500 L or more of sulphuric acid;
- 2500 L or more of sodium hydroxide;
- Any quantity of septage.



EMERGENCY OPERATIONS CENTRE (EOC)

The Emergency Operations Centre is located in the Callander Fire Hall – Station 1 training room located at 250 Main Street North in Callander.

An alternate Emergency Operation Centre location may be determined by the Community Control Group if required.

The EOC is equipped with backup power generation and the equipment and supplies are organized so that it is portable in the event the primary EOC is inoperable.

The CEMC is responsible for inspecting the EOC equipment and supplies on a regular basis to ensure that the equipment and supplies are all in working order.

EVACUATION/RECEPTION CENTRE

In the event of an emergency which may require the evacuation of a designated area, the Callander Community Centre can be used as the evacuation shelter or reception centre.

The Callander Community Centre located at 1984 Swale Street is equipped with emergency backup power generation, washroom and shower facilities and food preparation facilities to accommodate up to 500 people.

In the event that the evacuation centre is required, the North Bay Parry Sound District Health Unit shall be contacted to advise them of the activation of the evacuation centre.