By-law 2022-039

Town of Amherstburg

EMERGENCY RESPONSE PLAN

JUNE 22, 2022

Town of Amherstburg
EMERGENCY RESPONSE PLAN

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PART A: INTRODUCTION

Emergencies are defined 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. They affect public safety; meaning the health, welfare and property, as well as the environment and economic health of the Town of Amherstburg.

The population of the Town of Amherstburg is approx. 23,500 residents.

In order to protect residents, businesses and visitors, the Town of Amherstburg requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group. These are distinct arrangement and procedures which may vary from the normal, day-to-day operations carried out by emergency services.

Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Town of Amherstburg 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 Town of Amherstburg Emergency Response Plan may be viewed at:
- Town Hall;
- The Town of Amherstburg Website - https://www.amherstburg.ca/
- Amherstburg Fire Department Website - https://www.amherstburgfire.com/

For more information, please contact:

Community Emergency Management Coordinator (CEMC)
Fire Chief Bruce Montone
Town of Amherstburg
(519) 736-6500 X2241
bmontone@amherstburg.ca

PART B: **AIM**

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Town of Amherstburg when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in or impacting the Town of Amherstburg, and meets the legislated requirements of the *Emergency Management and Civil Protection Act. R.S.O.2000.*

PART C: **AUTHORITY**

The *Emergency Management and Civil Protection Act* R.S.O. 2000, CHAPTER is the legal authority, for this emergency response plan in Ontario. The *Emergency Management and Civil Protection Act* states that:

> *"Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan." [Section 3 (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." [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 Town of Amherstburg By-law #2022- 039; and
- Filed with the Office of the Fire Marshal & Emergency Management (OFMEM), Ministry of the Solicitor General, Ontario.

a) *Definition of an Emergency*

The *Emergency Management and Civil Protection Act* defines an emergency 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."***

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, or for maintaining services to the community and/or supporting the emergency site, a "Declaration" is not mandatory.

b) *Action Prior to Declaration*

When an emergency exists but has not yet been declared to exist, employees of the Town, its Agencies, Boards and Commissions 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 Town of Amherstburg.

PART D: EMERGENCY NOTIFICATION PROCEDURES

The executive authority for the management and mitigation of a potential or declared emergency lies with the Community Control Group (CCG) as defined in this Emergency Response Plan and led by the Mayor or designate.

In an emergency, any member of the CCG can begin the emergency notification procedure for designated EOC personnel. The EOC team notification is delivered through telephone contact lists by Contacting the Windsor Fire Dispatch Centre or use of the Everbridge Notification system. Notification lists are provided in the Annex "A" portion of this Municipal Emergency Response Plan.

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the City of Windsor Fire Dispatch Centre (519-258-4444) to request that the notification system be activated or use the "Everbridge" mass notification system.

Upon receipt of the warning, the City of Windsor Fire Dispatch Centre will notify the Fire Chief/CEMC, or Deputy Fire Chief/Alternate CEMC.

The above personnel will make the determination to consult with the Chief Administrative Officer (CAO), and to activate the system. The Fire Chief/CEMC or designate will notify City of Windsor Fire Dispatch to start the manual notification procedure or will utilize the Everbridge Mass Notification System to alert the CCG members. The following positions have been trained to operate the Everbridge system:
- ✓ Administrative Assistant to the Fire Chief
- ✓ Administrative Assistant to the CAO/Mayor
- ✓ Emergency Information Officer

Upon being notified, it is the responsibility of all CCG officials to implement their own internal notification procedures to notify their required support staff and volunteer organizations. Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.

Note: * *The Emergency Telecommunications Coordinator will be notified anytime the CCG is notified to ensure the Emergency Corporate Radio System (CRS) Information Technology and telecommunications plan is implemented.*** **

Town of Amherstburg Subordinate Plans annexed to this plan may be implemented anytime in whole or in part as required.

Contacts of CCG members and Alternates are contained within **Annex "A"**

a) *Requests for Assistance*

Assistance or Support may be requested from the County of Essex at any time by contacting the County Warden through the Essex County Community Emergency Management Coordinator, or neighboring Municipality, and contacting the Mayor of the said Municipality. The request shall not be deemed to be a request that the County or neighboring Municipality 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. Requests for provincial assistance should be made through OFMEM through the Provincial Emergency Operations Centre (PEOC) – Duty officer.

The Emergency notification contact list, including contact numbers for requesting assistance, is included in **Annex A**.

b) *A Declared Municipal Emergency*

The Mayor or Acting Mayor of the Town of Amherstburg as the Head of Council is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG & guided by information and considerations contained in **Annex F.**

Upon declaring an emergency, the Mayor will notify:
- OFMEM/PEOC, Ministry of the Solicitor General, Ontario;
- Town Council;
- County Warden, as appropriate;
- Public;
- Neighboring community officials, as required (both Canadian and US);
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:
- Mayor or Acting Mayor; or
- Town Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:
- OFMEM/PEOC, Ministry of Solicitor General Ontario;
- Town Council;
- County Warden, as appropriate;
- Public;
- Neighboring community officials, as required (both Canadian and US);
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

PART E: EMERGENCY COMMUNITY CONTROL GROUP

a) *Emergency Operations Centre (EOC)*

The CCG will report to the Municipal Emergency Operations Centre located at 99 Thomas Road. In the event this Operation Centre cannot be used, then the alternate location will be the Lasalle Municipal Building, 5950 Malden Road, Lasalle, Ontario. In the event of an incident requiring a more distant out-of-Town alternate EOC this will be the County of Essex Civic Centre, 360 Fairview Road, Essex, Ontario. The CCG may at the discretion of the Mayor utilize virtual tools.

b) *Community Control Group (CCG)*

The EOC will be directed and controlled by the Community Control Group (CCG) - a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community.

The CCG consists of the following officials:
- Mayor or Acting Mayor
- CAO or Alternate
- Community Emergency Management Coordinator (CEMC) or Alternate
- Police Chief or Alternate
- Fire Chief or Alternate
- Director of Engineering & Infrastructure Services or Alternate
- Director of Development Services or Alternate
- Director of Corporate Services/Treasurer or Alternate
- Director of Parks, Facilities, Recreation and Culture
- Municipal Clerk/Legal Services or Alternate
- Manager of Information Technology/designated Corporate Telecommunications Coordinator or Alternate
- Medical Officer of Health or Alternate
- City of Windsor - Social Services Manager Housing Support Services or Alternate
- Emergency Medical Services (EMS) Representative or Alternate
- Electrical/Water Utility Representatives (Ontario Clean Water Agency (OCWA) Essex Power/Hydro One) or Alternates

Additional personnel called or added to the CCG, at any time, may include:
- Tourism Coordinator
- CEMC Administrative Assistant
- Town of Amherstburg Departments & units required
- OFMEM Ontario Representative
- Ontario Provincial Police 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 control group, all members of the CCG must be notified of the EOC activation.

c) Operating Cycle

Members of the CCG will gather at regular intervals during the emergency to inform each other of actions taken and problems encountered. The Community Emergency Management Coordinator (CEMC) will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible and may be by electronic conferencing when appropriate and available thus allowing members to carry out their individual responsibilities. The CEMC Administrative Assistant will maintain a status board and maps which will be prominently displayed and kept up to date at the EOC and within the Community Control Group Responsibilities

The members of the Community Control Group (CCG) are likely to be responsible for the following actions or decisions:
- Calling out and mobilizing their service, agency, personnel and equipment;
- Ensuring their alternates and staff are properly trained for involvement;
- Coordinating and directing their service and provide any actions necessary for the mitigation of the effects of the emergency, provided they are not contrary to law;
- Determining if the location and composition of the CCG is appropriate;
- Advising the Mayor as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the Town as an emergency area;
- Ensure an Incident Commander is appointed;
- Provide support to the Emergency site(s) by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation or sheltering of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private enterprise, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies not under community control, i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer and 211 Manager, 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 for dealing with the emergency;
- 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 **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency;
- Consider applications for ODRAP and taking actions as required.

d) *Relationship Between CCG & Emergency Site Incident Commander (IC):*

- Depending on the nature of the emergency, and once the site IC has been assigned, the CCG relationship with the IC is to offer support with equipment, staff and other resources as required, and to approve the incident action plan along with approving extraordinary expenditures in accordance with the municipal procurement policy.
- The CCG will also ensure that the rest of the community maintains municipal services where possible.

e) *Relationship Between Emergency Site IC & Command And Control Structures of Emergency Responders*

- The senior representative for each emergency responder agency (police, fire, EMS, public works) at the site will consult with the Site IC," so as to offer a coordinated or "Unified and effective response". Regular briefings will be held at the site and chaired by the Site IC, so as to establish the manner and process by which response to the emergency will be provided.
- The Site IC will communicate the Incident Action plan to the CCG.
- In Accordance with IMS protocols and processes, maintain a log (s) of decisions and actions utilizing appropriate forms.

f) **Organization & Assignment of Responsibilities**

In accordance with the Town of Amherstburg Municipal Council by-law 2022-039 adopting the Emergency Response Plan & Incident Management System (IMS), during emergency operations the EOC will be organized as needed into five major functional areas: Command, Operations, Planning, Logistics, and Finance.
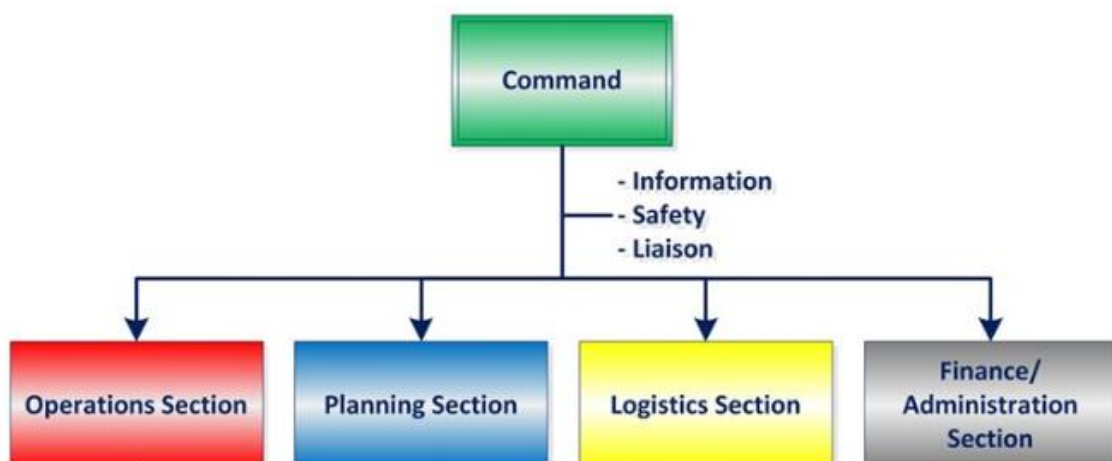
This Incident Command Structure (ICS) provides an organizational structure capable of responding to various levels of emergencies ranging in complexity. It also provides the flexibility needed to respond to an incident as it escalates in severity. The purpose of the ICS is to:
- Provide an organizational structure that can grow rapidly in response to the requirements of an emergency;
- Provide management with the necessary control to direct and coordinate all operations and all agencies responding to emergency incidents;
- Assign employees with reasonable expertise and training to critical functions without loss of precious time;
- Allow the activation of only those positions needed to manage a particular incident or level of emergency; and
- Promote proper span of control and unity of command.

The organizational structure of the ICS may not resemble the day-to-day organization of the Town of Amherstburg. Employees may report to other employees to whom they do not usually have a reporting relationship.

Furthermore, as the severity of the emergency increases or if it is an extended duration, assignments may change in the ICS organizational structure - meaning an employee's position in the ICS may change during the course of a single emergency.

PART F: EMERGENCY RESPONSE SYSTEM

A) *The individual responsibilities of the Emergency Community Control Group:*

1. Mayor or Acting Mayor

The Mayor or Acting Mayor is responsible to:
- Provide overall leadership for the CCG;
- Declare an emergency within the designated area;
- Declare that the emergency has terminated (Note: Council may also terminate the emergency);
- Notify the OFMEM Ontario, Ministry of the Solicitor General of the declaration of the emergency, and termination of the emergency;
- Ensure the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation;
- Notify the local Member of the Provincial Parliament and Local Member of Parliament.

2. Chief Administrative Officer (CAO) or Alternate

The Chief Administrative Officer for the Town of Amherstburg is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief/CEMC, through City of Windsor Fire Dispatch Centre or Everbridge Mass Notification System and ensuring all members of the CCG are notified;
- Delegate the CCG management cycles;

- Advise the Mayor on policies and procedures, as appropriate;
- Approve, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer and 211 Centre briefing notes made in consultation with the CCG;
- Coordinate in conjunction with the Social Services Representative for the use of Town Recreational Centers/other buildings for Reception centres/ Evacuations and visitors;
- Ensure a secure, voice and data wireless or fibre optic communication link is established for the CCG by Manager of Information Technology;
- Call out additional Town staff to provide assistance, as required;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

3. Community Emergency Management Coordinator or Alternate

The Community Emergency Management Coordinator (CEMC) is responsible for:
- Consultation with the CAO/Mayor regarding the need to activate the EOC and notify the CCG;
- Activate the emergency notification system through the City of Windsor Fire Dispatch Centre Dispatch Centre or the Everbridge Notification system;
- Activate and arrange the Municipal Emergency Operations Centre;
- Ensure suitable back-up facilities and Tools are available & designated should the primary EOC not be available or suitable to be activated;
- Ensure that security is in place for the EOC and registration of CCG members;
- Provide all members of the CCG with the necessary plans, resources, supplies, maps, radios and equipment;
- Provide advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervise the designated Emergency Telecommunications Coordinator;
- Provide liaison with community support agencies;
- Ensure that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
- Address any action items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs;
- Maintain the records and logs for the purpose of debriefings and post- emergency reporting that will be prepared;
- Provide the CCG with the appropriate clerical staff (Scribes) from all Town of Amherstburg Departments.

4. Police Chief or Alternate

The Police Chief is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief/CEMC, through City of Windsor Fire Dispatch Centre or Everbridge system and ensuring all members of the CCG are notified;

- Ensure the protection of life and property and the provision of law and order;
- Notifying necessary emergency and community services, as required;
- Establish a site command post with redundant and secure, voice and data wireless or fibre optic communications to the EOC;
- Depend on the nature of a police emergency, assign a Site incident commander and site command post and inform the CCG;
- Establish an ongoing redundant and secure, voice and data wireless communications link with the senior police official at the scene of the emergency;
- Establish the inner perimeter within the emergency area;
- Establish the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- Provide traffic control staff to facilitate the movement of emergency vehicles;
- Alert persons endangered by the emergency and coordinating evacuation procedures;
- Open evacuation centres in collaboration with the Social Services Representative;
- Provide liaison with the Social Services Representative regarding the establishment and operation of evacuation and reception centres;
- Provide police service in EOC, evacuation centres, morgues, and other facilities, as required;
- Notify the coroner of fatalities;
- Provide liaison with other community, provincial and federal police agencies, as required;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

5. Fire Chief or Alternate

The Fire Chief is responsible for:
- Activate the emergency notification system, in consultation with the CAO or other CCG member through the Dispatch Centre City of Windsor Fire Dispatch Centre or Everbridge System;
- Provide the CCG with information and advice on firefighting, rescues and hazardous materials or other public safety matters;
- Establish a site command post with redundant and secure, voice and data wireless communications to the EOC;
- Depending on the nature of the emergency, assigning the Site Incident Commander and a command post and inform the CCG;
- Establish an ongoing communications link with the senior fire official at the scene of the emergency;
- Inform the Mutual Aid Fire Coordinator and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- Determine if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
- Provide assistance to other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;

- Provide an Emergency Site Manager, if required;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

6. Director of Parks, Facilities, Recreation and Culture or Alternate
- Activate the emergency notification system, in consultation with the Fire Chief, through Windsor Fire Dispatch Centre or Everbridge system and ensuring all members of the CCG are notified;
- Coordinate with the Parks & Facilities Representative for the use of tools, machinery, or vehicles that may be required.
- Liaise with Social Services staff the use of Town facilities for reception centres
- Support the Logistics function in support of the EOC. This function includes providing communication services, resource tracking; acquiring equipment, supplies, personnel, facilities, and transportation services; as well as arranging for food, lodging, and other support services as required.
- Establish the appropriate level of branch and/or unit staffing within the EOC.
- Ensure objectives as stated in the EOC Incident Action Plan are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation to activated Incident Commands within the affected area.
- Keep the CAO informed of all significant issues relating to the Department.
- Based on the situation, activate branches/units within a section as needed and designate Unit Leaders for each element:
    – Transportation Unit
    – Facilities Unit
    – Housing Unit
    – Food & Water Unit
- Mobilize sufficient section staffing for 24-hour operations.
- Meet with the CAO and Section Chiefs and identify immediate resource needs.
- Meet with the Finance/Administration Section Coordinator and determine level of purchasing authority.
- Provide periodic section status reports to the CAO.
- Adopt a proactive attitude, thinking ahead and anticipating situations and problems before they occur.
- Attend and participate in EOC Action Planning meetings.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Provide section staff with information updates as required.
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

7. Director of Engineering & Infrastructure Services or Alternate
(Areas of Responsibility: Environmental Protection, Roads & Fleet Services, Public Works Operations, Engineering)

The Director of Engineering & Infrastructure Services is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief, through Windsor Fire Dispatch Centre or Everbridge system and ensuring all members of the CCG are notified;
- Provide the CCG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assigning the Site incident commander (s) and informing the CCG;
- Establish an ongoing redundant and secure, voice wireless communications link with the senior public works official at the scene of the emergency;
- Provide liaison with the public works representative from the neighboring community(s) to ensure a coordinated response;
- Provide traffic emergency routes and ensure signalization is maintained in consultation with Police, Fire, and EMS;
- Coordinate the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, trucks and airplanes) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff;
- Procure staff to assist, as required;
- Ensure that records are maintained of drivers and operators involved;
- Provide provision of engineering assistance;
- Provide construction, maintenance and repair of roads;
- Provide maintenance of sanitary sewage;
- Provide equipment for emergency pumping operations;
- Discontinue any public works service to any resident, as required, and restoring these services when appropriate;
- Ensure liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Provide public works vehicles and equipment as required by any other emergency services;
- Ensure liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- Coordinate with the Parks & Facilities Representative for the use of tools, machinery, or vehicles that may be required;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

8. Director Development Services or Alternate
(Areas of responsibility, Building Services, Planning Services,)

The Director of Development Services is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief/CEMC, through the City of Windsor Fire Dispatch Centre or Everbridge System;
- Provide liaison, communication and support between the CEMC, CAO, Mayor and the Managers of services reporting to him/her;
- Provide Building & Planning services as required;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

9. Director of Corporate Services or Alternate
(Areas of responsibility: Finance, Information Technology, and Human Resources)

The Director of Corporate Services/Treasurer is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief/CEMC, through the City of Windsor Fire Dispatch Centre or Everbridge System;
- Provide liaison, communication and support between the CEMC, CAO, Mayor and the Managers of services reporting to him/her;
- Provide information and advice on financial, technology and human resource matters as they relate to the emergency;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

10. Municipal Clerk/Legislative Services or Alternate

Municipal Clerk is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief/CEMC, through the City of Windsor Fire Dispatch Centre or Everbridge System;
- Ensure that the Town of Amherstburg Tourism Coordinator will act as the **Emergency Information Officer**'s Spokesperson during an emergency. The Emergency Information Officer is responsible for the creation and dissemination of news and information to the public and the media under the supervision of the C.A.O. A detailed Emergency Information Plan is included in Part O;
- Ensure a media centre is established in a designated location when required;
- Conduct Media Briefings and liaise with other Communications coordinating groups and agencies including 211;
- Provide the CCG with considerations of Legislation relative to the Corporation;
- Upon direction by the Mayor, Town Clerk's/council services will ensure that all councilors are advised of the declaration and termination of declaration of the emergency;
- Upon direction by the Mayor, Town Clerk's/council services will arrange special meetings of

Council, as required, and advising members of Council of the time, date, and location of the meetings;

- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency;

11. Manager of Information Technology/ Designated Corporate Telecommunications Coordinator or Alternate

The Information Technology Manager is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief/CEMC, through the City of Windsor Fire Dispatch Centre or Everbridge system;
- Establish and maintaining redundant and secure, voice and data wireless communications links, using the Corporate Technology Infrastructure (CTI) within the EOC and all CCG members requiring such service;
- Fulfill the role of Corporate Telecommunications Coordinator or alternate, provide training and advice on any radio and other telecommunications matters;
- Participate in Developing and updating the Emergency Corporate Radio System (CRS) and Telecommunications Plan;
- Liaise with and provide direction to the Amateur Radio Emergency Radio (ARES) Telecommunications Coordinator;
- Assist the community control group by providing access to the corporate applications required for use during the emergency including but not limited to:
  - Email
  - Internet
  - Cable/Satellite Television Services
  - Virtual Tools
  - GIS
  - Facility and equipment data
  - Projection capability for any required information.
- Liaison and cooperation with the Emergency Telecommunications Coordinator if not designated;
- Coordinate telephone and data communications that may be required;
- Assist with acquiring any GIS mapping and services that may be used by the community control group;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

12. Medical Officer of Health or Alternate
(Areas of Responsibility: Public Health)

The Medical Officer of Health is responsible for:
- Act as a coordinating link for all emergency health services at the CCG;
- Provide liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Provide liaison with area hospital administrators if required;
- Depending on the nature of the emergency, assigning the Site Incident Commander and informing the CCG;
- Establish an ongoing redundant and secure, voice wireless communications link with the senior health official at the scene of the emergency;
- Provide liaison with the ambulance service representatives;
- Provide advice on any matters, which may adversely affect public health;
- Provide authoritative instructions on health and safety matters to the public through the Emergency Information Officer;
- Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Assist in the provision of coordination of care of bed-ridden citizens and invalids at home and in evacuation centers during an emergency;
- Provide liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Provide coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notify the Water Division (OCWA) Representative regarding the need for potable water supplies and sanitation facilities;
- Provide liaison with Social Services Representative on areas of mutual concern regarding health services in reception/evacuation centres;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

13. Social Services - Manager of Housing Support Services (City of Windsor) or Alternate
(Areas of Responsibility: Social Development, Ontario Works, Housing & Children's Services, Health and Long Term Care Facilities)

The Social Services Representative is responsible for:
- Ensure the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services;
- Supervise the opening and operation of temporary and/or long-term Reception/Evacuation centres, and ensuring they are adequately staffed;
- Liaison with other CCG members as necessary, to create a plan to assist with selection, preparation, establishment and operation of reception/evacuation centre(s), which can be opened on short notice;

- Establish an ongoing redundant and secure, voice wireless communications link with the official at the scene of the emergency;
- Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in reception/evacuation centres;
- When a facility has been selected to serve as an evacuation center that has previously been designated as a shelter site, will ensure that one or more representative of that facility have been contacted and are prepared to meet Town/City of Windsor Community Development and Health Services Staff (CDHS), and Community partner staff at site. Those representatives will be available to provide assistance with respect to maintenance, use and operation of facility throughout duration of emergency;
- Liaison with Red Cross in making arrangements for meals for evacuees, CDHS staff/Community Partners at the reception/evacuation centre(s) as required;
- Provide liaison with LTC Homes and Homes for the Aged and Nursing Homes as required;
- Make arrangements for meals for the staff/volunteers at the evacuation centres as required
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

14. Emergency Medical Services (EMS) Representative or Alternate

The Emergency Medical Services Representative is responsible for:
- Activate the emergency notification system, in consultation with the Fire Chief/CEMC, through the Dispatch Centre City of Windsor Fire Dispatch Centre or Everbridge system
- Provide emergency medical services at the emergency site(s);
- Depending on the nature of the emergency, assigning the Site IC and informing the CCG;
- Establish an ongoing redundant and secure, voice wireless communications link with the senior EMS official at the scene of the emergency;
- Obtain EMS from other municipalities for support, if required;
- Provide triage at the site;
- Advise the CCG if other means of transportation is required for large scale response;
- Liaise with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community;
- Provide liaison with the receiving hospitals;
- Provide liaison with the Medical Officer of Health, as required;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

15. Utility Representatives – Electricity/ Water

OCWA/Essex Power/Hydro One Representatives is responsible for:
- Monitor the status of power outages and customers without water services;
- Provide updates on power outages, as required;
- Provide liaison with the public works representative;
- Establish an ongoing redundant and secure, voice wireless communications link with the senior official at the scene of the emergency;
- May provide assistance with accessing generators for essential services, or other temporary power measures;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

16. Manager of Environmental Services/(OCWA)

Manager of Environmental Services/(OCWA) is responsible for:
- Provide maintenance of water systems;
- Provide liaison with the fire chief concerning emergency water supplies for firefighting purposes;
- Provide emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Provide liaison with the public works representative;
- Discontinue any water services to any building, as required, and restoring the services when appropriate;
- Maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required;
- Participate in the debriefing following the emergency.

B) Additional Support and Advisory Staff required to assist and fulfill alternate roles:

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

1. Executive Assistant to the CAO & Mayor

The Executive Assistant to the CAO or Alternate will be responsible for:
- Coordination in assisting CAO and Mayor;
- Assist the CAO with liaison and coordination with the Emergency Information Coordinator and the Citizen Inquiry Supervisor (211 Manager/supervisor);
- Upon direction of Mayor and CAO, provide advice and contact support staff to assist in duties consistent with decisions of the Community Control Group;
- Perform Scribe duties for the CAO and Mayor including; maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community**

Emergency Management Coordinator (CEMC) within two (2) weeks of the termination of the emergency, as required.

2. Chief Building Official

The Chief Building Official will be responsible for:
- Coordinating building inspection personnel to advise emergency services and the Community Control Group on the structural safety of buildings;
- Issuing any required building/demolition permits to property owners during or following the emergency;
- Providing any other technical expertise to the Community Control Group regarding construction of buildings as required;
- Providing any required staff and equipment for assisting emergency responders at the emergency site or anywhere else in the municipality.

3. Treasurer or Alternate
(Areas of Responsibility: Finance, Purchasing, Asset Management)

The Treasurer is responsible for:
- Providing oversight for the service areas reporting to him/her;
- Providing information and advice on financial, purchasing and asset management matters as they relate to policy & the emergency;
- Provide liaison, if necessary, with the Treasurers of neighboring communities;
- Ensure a process and policy is implemented for Emergency Procurement;
- Ensure that records of expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required.

4. Manager of Human Resources or Alternate

The Manager of Human Resources or Alternate is responsible for:
- 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(s) for the 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 Town records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;
- Arranging for transportation of human resources to and from site(s);
- Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups;

- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required.

5. 211 Manager/Supervisor or Alternate

The 211 Manager/Supervisor is responsible for:
- The dissemination of information to the public (as the Citizen Inquiry Supervisor) under the supervision of the C.A.O and in consultation with the emergency information officer;
- Ensuring timely and accurate information is available to the public in the interest of public safety;
- Will be notified to provide this support function at the CCG at the onset of the emergency.
- Adhere to the Emergency Information Plan included in Part O.

6. GIS Coordinator or Alternate

The GIS Coordinator or Alternate is responsible for:
- Ensuring Geomatics services are available in the EOC for the CCG.

7. Manager of Roads and Fleet

The Manager of Roads and Fleet is responsible for:
- Providing the CCG with information and advice on public works matters;
- Establishing an ongoing redundant and secure, voice wireless communications link with the senior public works official at the scene of the emergency;
- Provide liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Provide traffic emergency routes and signalization is maintained in consultation with Police, Fire, and EMS;
- Provide emergency construction, maintenance and repair of Town roads;
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- Providing public works vehicles and equipment as required by any other emergency services;
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, trucks and airplanes) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff.

8. Manager of Parks and Naturalized Areas

The Manager of Parks and Naturalized Areas is responsible for:
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Coordinate with the Facilities Representative for the use of tools, machinery, or vehicles that may be required.

9. Manager of Environmental Services

The Manager of Environmental Services is responsible for:
- Providing the CCG with information and advice on Environmental Services matters;
- Establishing an ongoing redundant and secure, voice wireless communications link with the Director of Engineering and Public Works and officials at the scene of the emergency;
- Provide liaison with the Utilities representative (Essex power, OCWA etc.) and from the neighboring community(s) to ensure a coordinated response;
- Provide maintenance of sanitary sewage;
- Providing equipment for emergency pumping operations;
- Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action;
- Coordinate with Medical Officer of Health regarding Drinking Water issues in accordance with the Drinking Water Emergencies Plan Annex W;
- Providing equipment for emergency Potable Water operations.

10. Manager of Municipal Facilities

The Manager of Municipal Facilities is responsible to:
- Coordinate with the recreation and social services Representatives to facilitate reception/evacuation centres;
- Provide advice to CCG and CEMC on suitable facilities and uses required by the management of the emergency.

11. Essex County Community Emergency Management Coordinator or Alternate

The Essex County Community Emergency Management Coordinator will assist the CCG with the coordination of any County resources that may be required and to keep neighboring communities informed of essential information that may be relevant for their own preparedness and safety.

12. City of Detroit Homeland Security Director or Alternate

The Homeland Security Director will assist the CCG with the coordination of any Detroit/Michigan resources that may be required and to keep the U.S. communities informed of essential information that may be relevant for their own preparedness and safety.

13. Greater Essex County District School Board, Windsor Essex Catholic District School Board

The school boards, local community centres, and other facilities that have been identified are responsible for:
- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;
- Provide liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure);
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required.

14. Hospital Administrators throughout the County and City of Windsor

The Hospital Administrators are responsible for:
- Implementing the hospital emergency plan;
- Ensuring that all hospitals provide adequate site security;
- Provide liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Provide liaison with the Ministry of Health, Long Term Care, and Community Care Access Centre as appropriate.

15. Long-Term Care Administrators or Alternate
- Will be required to assist with long-term care facilities.

16. Other Agencies

In an emergency, many agencies may be required to work with the CCG. Others might include Ontario Provincial Police, the Office of the Fire Marshal and Emergency Management (OFMEM), industry, volunteer groups, conservation authorities, and provincial ministries.

Those who become involved may be required to maintain a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required.

PART G: EMERGENCY CORPORATE RADIO SYSTEM (CRS) AND TELECOMMUNICATONS PLAN

1.0   INTRODUCTION

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. Also, communications may be required at various locations including evacuation/reception centres, hospitals, and other key responding agencies.

Past disasters in Canada and the US have demonstrated that cellular networks and other public systems and even the normal fixed telephone system, become rapidly overloaded and cannot be relied upon for critical communications between emergency management personnel. In addition, the public telephone network can be disrupted by the emergency itself.

In any major emergency the ability to effectively communicate between various emergency services and their Command Centers, relief organizations and evacuation facilities and with the Emergency Operations Center (EOC) becomes crucial. The most disaster resistant communications tool available to the Town is a Radio System which is designed to Public Safety standards.

In a major emergency, in addition to the normal users of the Corporate Radio System, a number of other entities will be using the radio system, either as a prime communications tool or as a backup in the event of a failure of the public telephone system or of email. In addition, it can be expected that the traffic of the Radio system from its normal users (such as, but not limited to, Police, Fire and ambulance) will increase significantly, as will the use of 9-1-1 and the 211 centre.

2.0   AIM

The aim of this *Radio and Telecommunications Emergency Response Plan* is to provide both operational staff and administrative staff with a tool to help maximize the efficiency of communications in a major emergency.

3.0   EMERGENCY RADIO AND TELECOMMUNICATIONS MEASURES TO BE IN PLACE AT ALL TIMES

In order to be able to meet the communications needs of a major emergency the following equipment in the quantities stated should be set aside by the d e s i g n a t e d Emergency Telecommunications Coordinator and the Town Service Provider (Kelcom) and be dedicated solely to major emergency use:

- Non mission critical radios for EOC participants   6
- Additional Fire mission critical radios   6
- Additional non mission critical radios for other Town of
  Amherstburg departments   10

- Headsets   6
- Additional radio batteries   22
- Additional radio battery chargers   22

All of the above Corporate radio system equipment shall be checked for full serviceability by the Emergency Telecommunications Coordinator and the service provider on at least a monthly basis, including checking that the appropriate current channels and talk groups are programmed. The amateur emergency radio station should be similarly checked by the Amateur Radio Emergency Radio (ARES) Telecommunications Coordinator.

Plans are to be made for the rapid distribution of all emergency radio equipment. This plan should include brief operating instructions and the emergency radio channels to be used by each group.

Plans are to be made for the rapid cooperation on radio matters with adjacent jurisdictions including Detroit and Michigan and with the RCMP and OPP and The City of Windsor. This plan should include brief operating instructions and the emergency radio channels to be used by each group.

The Emergency Telecommunications Coordinator shall inform all users and potential users on a quarterly basis of the availability of this dedicated emergency radio equipment. Concurrently, the radio distribution plan should be circulated. Emergency communications training exercises and major event participants may use this equipment. Any weakness or discrepancies in the emergency radio equipment thus identified will then be corrected.

4.0 EMERGENCY RADIO AND TELECOMMUNICATIONS MEASURES TO BE TAKEN WHEN AN EMERGENCY EXISTS BUT HAS NOT YET BEEN DECLARED

The Emergency Telecommunications Coordinator shall inform the service provider and all users and potential users that an Emergency could be declared in the immediate future and will circulate the distribution plan and user instructions by e-mail. All emergency radio equipment will be put on charge. All accessories shall be checked.

5.0 EMERGENCY PLAN FOR THE CORPORATE RADIO SYSTEM AND FOR TELECOMMUNICATIONS

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. Also, communications may be required at various locations including evacuation centres, hospitals, and other key responding agencies. The radio communications responsibilities of the Community Control Group are given below.

Members of the CCG will gather at regular intervals during the emergency to inform each other of actions taken and problems encountered. Meetings will be kept as brief as possible and may be by electronic conferencing when appropriate.

6.0   EMERGENCY TELECOMMUNICATIONS COORDINATOR

The Manager of Information Technology or Alternate as the designated Emergency Telecommunications Coordinator has the prime responsibility for emergency radio telecommunications during a declared emergency, with the assistance of the Amateur Radio & Emergency Radio Telecommunications Coordinator.

Other specific responsibilities are:
- Establish and maintain appropriate voice communications links, using the Corporate Radio System (CRS) infrastructure with the EOC and all CCG members requiring such service;
- Issue and maintain CRS radios to all CCG members requiring them;
- Establish appropriate radio interoperability with all relevant adjacent municipalities and with other Emergency services, making use of the interoperability plan;
- Ensure that the radios issued have the appropriate talk groups;
- In conjunction with the alternate, providing training and advice on any radio and other telecommunications matters;
- Update the Emergency CRS and Telecommunications Plan;
- Liaise with and direction to the Amateur Radio Emergency Radio (ARES) Telecommunications Coordinator.

The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required.

The Emergency Telecommunications Office is located in the EOC. It should be equipped with portable hand radios, battery back-up, two- way radio with the necessary channels to communicate with Police, Fire, EMS and the Ontario Fire Marshal. Communications between the EOC and the other responding agencies, if necessary will be with this assistance.

7.0   INDIVIDUAL COMMUNICATIONS RESPONSIBILITIES OF THE OTHER MEMBERS OF THE COMMUNITY CONTROL GROUP:

CHIEF ADMINISTRATIVE OFFICER OR ALTERNATE

The Chief Administrative Officer for the Town of Amherstburg is responsible for:
- Ensuring that voice (and where appropriate data) wireless communication links are established between the CCG, with the resources and policies established.

POLICE CHIEF OR ALTERNATE

The Police Chief is responsible for:
- Activating the emergency notification system, in consultation with the Fire Chief.
- Establishing a site command post with voice (and where appropriate data) wireless communications to the EOC;
- Establishing an ongoing voice (and where appropriate data) wireless communications link with the senior police official at the scene of the emergency consistent with the resources and policies established by the Emergency Telecommunications Coordinator.

FIRE CHIEF OR ALTERNATE

The Fire Chief is responsible for:
- Activating the emergency notification system;
- Establishing a site command post with appropriate ongoing voice,(and data if required) wireless communications with the EOC using the plan developed and distributed by the Emergency Telecommunications Coordinator;
- Establishing an ongoing voice (and where appropriate data) wireless mobile communications link with the senior officials' command vehicles consistent with the resources and policies established by the Emergency Telecommunications Coordinator.

COMMUNITY EMERGENCY MANAGEMENT COORDINATOR OR ALTERNATE

The Community Emergency Management Coordinator (CEMC) is responsible for:
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, radios and equipment;
- Supervising the Emergency Telecommunications Coordinator or alternate;
- Establishing an ongoing voice (and where appropriate data) wireless communications link with the senior police official at the scene of the emergency, consistent with the resources and policies established.

EMERGENCY MEDICAL SERVICES REPRESENTATIVE OR ALTERNATE

The Emergency Medical Services (EMS) Representative is responsible for:
- Establishing an ongoing appropriate voice wireless communications link, with the senior EMS official at the scene of the emergency consistent with the resources and policies established by the Emergency Telecommunications Coordinator.
- Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community.

8.0 COMMON COMMUNICATIONS RESPONSIBILITIES OF THE REMAINING MEMBERS OF THE COMMUNITY CONTROL GROUP:

- All of the following members of the Community Control Group: are responsible for establishing an ongoing appropriate voice wireless communications link, consistent with the resources and policies established by the Emergency Telecommunications Coordinator, with the senior official of their own organization at the scene of the emergency.

    Director of Engineering and Infrastructure Services or Alternate

    Director of Parks, Facilities, Recreation and Culture or Alternate

    Medical Officer of Health or Alternate

    Community Development & Health Commissioner (Social Services) or Alternate

Director of Development Services or Alternate

Utility Representative – OCWA/Essex Power/ Hydro One

Manager of Roads and Fleet or Alternate

9.0   INDIVIDUAL COMMUNICATIONS RESPONSIBILITIES OF MEMBERS OF THE SUPPORT AND ADVISORY STAFF

MANAGER OF INFORMATION TECHNOLOGY/CORPORATE COMMUNICATIONS COORDINATOR OR ALTERNATE

Assisting the Community Control Group by providing access to the corporate IT applications required for use during the emergency including but not necessarily limited to:
- Email
- Internet
- Cable/Satellite Television Services
- Virtual Tools
- GIS
- Facility and equipment data
- Projection capability for any required information.

- Liaison and cooperation with the Emergency Telecommunications Coordinator;
- Initiating all necessary actions to ensure the telephone system at the EOC or alternate EOC (if in use) functions as effectively as the event permits;
- Coordinating all telephone and data communications that may be required.

AMATEUR RADIO EMERGENCY RADIO (ARES) TELECOMMUNICATIONS COORDINATOR

- Activating the emergency notification system of the local amateur radio operators group;
- Ensuring that the ARES emergency communications facilities are properly equipped and staffed and that any problems, which may arise, are corrected;
- Liaison and cooperation with the Emergency Telecommunications Coordinator;
- Maintaining an inventory of community and private sector ARES communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- Making arrangements to acquire additional ARES communications resources during an emergency;
- Establishing an ongoing voice (and where appropriate data) wireless communications link with the senior official at the scene of the emergency, consistent with the resources and policies established by the Emergency Telecommunications Coordinator;
- All messages are to be written on the Amateur Radio Message Forms and logged.

EMERGENCY INFORMATION OFFICER

- Establishing a communication link with the Community Spokesperson, the 211 centre Manager/Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate.

COMMUNITY SPOKESPERSONS

- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC, consistent with the Emergency Telecommunications plan.

CITIZEN INQUIRY SUPERVISOR (211 Centre Manager/Supervisor)

The Citizen Inquiry Supervisor is responsible for:
- Establishing the 211 Call Centre as the Citizen Inquiry Service, including the appointment of additional personnel as required;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service at the 211 Call Centre;
- Informing the affected emergency services, the CCG and Town of Amherstburg reception of the establishment of the Citizen Inquiry Service at the 211 Call Centre;
- Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency.

PART H: EMERGENCY INFORMATION PLAN

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

In order to fulfill these functions during an emergency, the following positions will be established:
- Emergency Information Officer
- Community Spokesperson
- Citizen Inquiry Supervisor (211 Centre Manager/Supervisor)

During the first 12 hours of an emergency, the following positions may also be required:
- Emergency Information Coordinator
- Media Centre Coordinator
- Writer
- Public Mass Notification Officer

The local Emergency Information Centre (EIC) will be located in the Municipal Emergency Operations Centre (EOC) with a media briefing facility to be located at Libro Credit Union Centre, 3295 Meloche Road, Amherstburg, ON. Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as

decided by the Community Control Group. This area, if established, will be staffed as determined by the community spokesperson. It may be determined that Virtual Tools are a useful alternative.

The Citizen Inquiry Centre is to be located at the 211 Call Centre if possible and practical under the supervision of the Citizen Inquiry Supervisor.

Note: 211 provides non-emergency community, social, health and federal, provincial and municipal government service information for residents in Southwest Ontario including Windsor-Essex, Sarnia-Lambton, Chatham-Kent, London-Middlesex, Elgin County, Oxford County.

1. Emergency Information Officer

The Emergency Information Officer reports to the CAO and is responsible for:
- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that a EIC is established, (physical or virtual) and a site EIC, if required;
- Ensuring liaison with the CCG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;
- Ensuring that the following are advised of the establishment of the Citizen Inquiry Centre through 211:
    - Media;
    - Community Control Group;
    - Reception desk (Town Hall);
    - Community Spokesperson;
    - Police/Fire Public Information Officers;
    - Neighboring Communities;
    - Media contact at the Reception/Evacuation Centres;
    - Any other appropriate persons, agencies or businesses.
- Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency in cooperation with the E.O.C. logistical staff.

2. Community Spokespersons

The community spokesperson will be The Mayor unless an alternate is appointed by the Community Control Group and is responsible for:
- Giving interviews on behalf of the Town of Amherstburg with the assistance of the EIO.
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC;

- Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole;
- Coordinating media photograph sessions at the scene when necessary and appropriate;
- Coordinating on-scene interviews between the emergency services personnel and the media if practical and appropriate.

3. **Citizen Inquiry Supervisor (211 Centre Manager/Supervisor)**

The Citizen Inquiry Supervisor is responsible for:
- Establishing the 211 Call Centre as the Citizen Inquiry Service, including the appointment of additional personnel as required;
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service at the 211 Call Centre and any additional designated telephone number(s);
- Informing the affected emergency services, the CCG and Town of Amherstburg reception desk of the establishment of the Citizen Inquiry Service at the 211 Call Centre;
- Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency;
- Responding to, and re-directing inquires and reports from the public based upon information from the Emergency Information Officer. (Such information may be related to school closings, access routes or the location of evacuation centers.);
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centers to the registration and inquiry telephone number(s);
- Procuring staff to assist, as required;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the **Community Emergency Management Coordinator (CEMC) within two (2) weeks** of the termination of the emergency, as required.

Part I   COMMUNITY EMERGENCY MANAGEMENT PROGRAM COMMITTEE (CEMPC)

O. Reg. 380/04 - **Section** *11*
(1)   Every community shall have an emergency management program committee. O. Reg. 380/04, s. 11 (1).
(2)   The committee shall be composed of,
  a)   the municipality's emergency management program coordinator;
  b)   a senior municipal official appointed by the council;
  c)   such members of the council, as may be appointed by the council;
  d)   such municipal employees who are responsible for emergency management functions, as may be appointed by the council; and
  e)   such other persons as may be appointed by the council. O. Reg. 380/04, s. 11 (2).
(3)   The persons appointed under clause (2) (e) may only be,
  (a)   officials or employees of any level of government who are involved in emergency management;

(b) *Representatives of organizations outside government who are involved in emergency management; or persons representing industries that may be involved in emergency management. O. Reg. 380/04, s. 11 (3).*

(4) *The council shall appoint one of the members of the committee to be the chair of the committee. O. Reg. 380/04, s. 11 (4).*

(5) *The committee shall advise the council on the development and implementation of the municipality's emergency management program. O. Reg. 380/04, s. 11 (5).*

(6) *The committee shall conduct an annual review of the municipality's emergency management program and shall make recommendations to the council for its revision if necessary. O. Reg. 380/04, s. 11 (6).*

Context

Every municipality must form a committee responsible for overseeing the development and implementation of its emergency management program. The committee's membership is somewhat defined within the EMCPA; however, in addition to the individuals required to be part of the committee under the legislation, the municipality is free to include whomever else it wishes. It is not required that all committee members be municipal employees.

Committee Membership

The Town of Amherstburg municipal emergency management program committee is a key organizational step toward making the emergency management process more effective. To reach its full potential, the committee represents the various organizations that have, or should have, a role in implementing and maintaining the municipal emergency management Plan and Program.

Roles and Responsibilities

The municipal emergency management program committee's legislative responsibility is to oversee the development, implementation, and maintenance of the municipal emergency management program, including the municipal emergency response plan, public education program, training, and exercises. The committee is also accountable for the annual review of the municipality's emergency management program.

To achieve consistency with recommended practice, the committee also reviews and evaluates municipal activities, such as exercises, actual emergencies, and provides support and resources to the CEMC, based on the current goals and objectives of the emergency management program. Annually the committee conducts a review of the whole program, including goals and objectives, and make revisions as necessary for the upcoming year. If it is determined that changes are indeed required, then the committee is responsible for making recommendations for program changes or enhancements to Municipal council.

During an Emergency

Although in general the municipal emergency management program committee <u>does not</u> play a formal role during emergencies, some of the program committee members <u>are also members</u> of the Community Control Group (CCG). Therefore, these members play a more official role in the municipality during an emergency, while other members of the program committee may be called upon for support if needed.

The CEMPC is comprised of:

- ** Chairperson** - Municipal Clerk/Risk Manager

- Community Emergency Management Coordinator

- Medical Officer of Health

- Chief of Police

- Fire Chief or Alternate

- Treasurer

- Manager of Facilities

- Essex-Windsor EMS Chief

- Chief Building Official

- Electrical/Water Utility Representatives (OCWA/Essex Power/Hydro One) or Alternates

- Manager of Tourism and Culture

- Ontario Provincial Police Representative

- Manager of Human Resources

- Manager of Recreation

- Manager of Licensing and Enforcement

- Information Technology Manager or Alternate

- Manager of Parks

- Manager of Roads and Fleet

- Manager of Environmental Services

- Manager of Planning

- Manager of Engineering

- Social Services- Manager of Housing Support Services

- Manager/Supervisor- 211 Centre

Below is the flow chart to illustrate the EMPC legislated reporting relationship to municipal council. Recommendations made by the Emergency Management Program Committee are reviewed by the CAO & Senior Management Team.

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        ┌─────────────────┐
        │    Town of      │
        │  Amherstburg    │
        │    Council      │
        └────────┬────────┘
                 │
        ┌────────┴────────┐
        │  CAO & Senior   │
        │ Management Team │
        └────────┬────────┘
                 │
┌──────────┐   ┌─┴───────────────┐
│   CEMC   │──▶│   Emergency     │
└──────────┘   │ Management Program │
               │    Committee    │
               └─────────────────┘
```