

# TOWNSHIP OF ADELAIDE METCALFE EMERGENCY PLAN

**Schedule 'A' to By-law No. 51 of 2017**  
**December 18, 2017**  
*(first and second readings)*  
**March 19, 2018**  
*(third and final reading)*

**DATE OF ISSUE:**  
**March 2018**



**TOWNSHIP OF ADELAIDE METCALFE**  
**EMERGENCY RESPONSE PLAN**

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## **Emergency Management Acronyms – Quick Reference**

AANDC	Aboriginal Affairs & Northern Development Canada (formerly INAC)
AED	Automated External Defibrillator
ARES	Amateur Radio Emergency Service
CACC	Central Ambulance Communications Centre
CAO	Chief Administrative Officer
CBRN(E)	Chemical Biological Radioactive Nuclear Explosive Team
CEMC	Community Emergency Management Coordinator
CERV	Community Emergency Response Volunteers
CISM	Critical Incident Stress Management
CN or CNR	Canadian National Railway
COOP	Continuity of Operations
CPR	Canadian Pacific Railway (also CP)
CRIB	Central Registration & Inquiry Bureau (hub of Registration & Inquiry Service)
DND	Department of National Defence
DRAOP	Disaster Relief Assistance for Ontarians Program (formerly ODRAP)
ECG	Emergency Control Group
EIC	Emergency Information Centre
EIO	Emergency Information Officer
EMCPA	Emergency Management and Civil Protection Act, RSO 1990
EMO	Emergency Management Ontario
EMS	Emergency Medical Services
EOC	Emergency Operations Centre

ERP	Emergency Response Plan
ESM	Emergency Site Manager
ESS	Emergency Social Services
ESU	Emergency Services Unit
FRS	Family Radio Service
HAZMAT	Hazardous Material (i.e. HAZMAT Response Team or HAZMAT incident)
HIRA	Hazard Identification Risk Assessment
HR	Human Resources
HRSDC	Human Resources & Social Development Canada
HUSAR	Heavy Urban Search & Rescue (Team based in Toronto)
IMS	Incident Management System
LDCSB	London District Catholic School Board
LHSC	London Health Sciences Centre
MCSS	Ministry of Community & Social Services
MDRAP	Municipal Disaster Relief Assistance Program
MLHU	Middlesex-London Health Unit
MMA	Ministry of Municipal Affairs
MNR	Ministry of Natural Resources
MOE	Ministry of Environment
MOH	Medical Officer of Health
MOH	Ministry of Housing
MOHLTC	Ministry of Health & Long Term Care
MOL	Ministry of Labour

MTO	Ministry of Transportation
MOU	Memorandum of Understanding
MP	Member of Parliament
MPP	Member of Provincial Parliament
MSDS	Material Safety Data Sheet (information about hazards, health effects, etc. of substances)
NEAT	National Emergency Arrangement for Telecommunications
OFMEM	Office of the Fire Marshal and Emergency Management (formerly EMO)
OHIP	Ontario Health Insurance Program
OMAFRA	Ontario Ministry of Agriculture, Food & Rural Affairs
OPP	Ontario Provincial Police
PEOC	Provincial Emergency Operations Centre (located in Toronto)
R & I	Registration & Inquiry
RC	Reception Centre
RCMP	Royal Canadian Mounted Police
RCS	Reception Centre Staff
SAC	Spills Action Centre (MOE)
SCBA	Self-Contained Breathing Apparatus
SCPS	Strathroy-Caradoc Police Service
TVDSB	Thames Valley District School Board
WSIB	Workplace Safety & Insurance Board

**TOWNSHIP OF ADELAIDE METCALFE**  
**EMERGENCY RESPONSE PLAN**

**FOREWORD**

This plan has been prepared to assign responsibilities and to guide the immediate actions of key officials and staff in the first critical hours after the onset of an emergency in the Township of Adelaide Metcalfe

This plan has been adopted through By-Law No. 51 of 2017 with first and second readings passed on December 18, 2017, third and final readings passed on March 5, 2018 under the legal authority of the *Emergency Management and Civil Protection Act* R.S.O. 1990, CHAPTER E.9

It is essential that all staff concerned, be aware of the plan's provisions, and that Municipal officials and partner agencies be prepared to carry out their assigned functions and responsibilities in an emergency. The Community Emergency Management Coordinator (CEMC), with assistance from their Alternate(s) (CEMC Alt.), other staff, and Council is to review this plan on an annual basis and remain up to date with information and procedures for handling emergencies.

Dated at Township of Adelaide Metcalfe this 19th day of March, 2018.

\_\_\_\_\_  
Kurtis Smith  
Mayor

\_\_\_\_\_  
Jennifer Turk  
Clerk



# **TOWNSHIP OF ADELAIDE METCALFE**

## **EMERGENCY RESPONSE PLAN**

### **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; (“situation d’urgence”). They affect public safety, meaning health, welfare and property, as well as the environment and economic health of the Township of Adelaide Metcalfe.

The population of the Township of Adelaide Metcalfe is 3150 residents.

#### **Emergency Management in Ontario**

As the coordinator of emergency management programs in the Province, the Office of the Fire Marshal and Emergency Management (OFMEM) refers to emergency management as a partnership between stakeholders. From residents, to response organizations, to governments, everyone has a role to fulfill in emergency management.

**Residents:** Public safety begins at home. Every resident is ultimately responsible for their own safety, preparedness and well-being. Those with dependents, are also responsible for their families. Major disasters have shown that entire neighbourhoods can be temporarily isolated from local emergency services and utilities. Residents should therefore develop home emergency plans and be prepared to be self-sufficient, in their homes, for at least 72 hours.

**Municipalities:** Responsibility to protect its residents, and private and public property, each municipality must develop and implement an emergency management program tailored to local hazards and resources. It is the responsibility of all levels of local government to complete the mandatory annual program requirements outlined in the Emergency Management and Civil Protection Act.

**Provincial Government:** The Office of the Fire Marshal and Emergency Management ensures that all municipalities and Provincial Ministries develop and implement emergency management programs. Additionally, the Provincial Emergency Operations Centre (PEOC) is available to provide advice and assistance to municipalities facing actual or impending emergencies. The Provincial Emergency Operations Centre has the ability to deploy Office of the Fire Marshal and Emergency Management Field Officers to impacted communities and access information, expertise and resources from each of Ontario’s provincial ministries, neighbouring Provinces and States, and the federal government.

**Federal Government:** If an emergency requires support or resources beyond what a municipality or the Province can provide, the Province can formally request assistance from the Federal Government. The Federal Government only intervenes when requested to do so by Provincial emergency management organizations, or when an emergency clearly impacts areas of federal jurisdiction. Statutorily, only the Province of Ontario may request Federal assistance - municipalities may not directly request Federal assistance.

### **Training and Exercises**

As required under the Emergency Management and Civil Protection Act, the Township of Adelaide Metcalfe will conduct annual exercises to test its Emergency Response Plan, and provide training to employees and stakeholders to ensure their readiness in the event of an emergency. In addition, the Township will participate with local municipalities in conducting their own emergency exercises and simulations when requested.

### **Community Risk Profile and Public Education**

Emergencies are caused by hazards - conditions that have the potential to cause harm or loss. In basic terms, a hazard becomes a risk to a community if it produces adverse consequences to residents, and public and private property. Municipalities in Ontario must identify local hazards, and inform residents about those hazards and their inherent risks.

The Township has identified a number of potential hazards that could impact local residents and property. Hazard identification is based on the probability of an event occurring, and the consequences of that event occurring. Common hazards include severe weather, critical infrastructure failure, and transportation and chemical incidents. The emergency management public education program is based on the identified hazards, and provides specific information to residents about how they can prepare for emergencies, and how to respond if an emergency occurs.

### **Local Emergency Management Activities**

The Township of Adelaide Metcalfe recognizes the importance of developing relationships and working with local and neighbouring municipalities, including senior government ministries and other emergency response organizations.

In order to protect residents, businesses and visitors, the Township of Adelaide Metcalfe requires a coordinated emergency response by a number of agencies under the direction of the Emergency Control Group. These are distinct arrangements and procedures from the normal, day-to-day operations carried out by emergency services.

When an emergency situation can be handled successfully by the emergency services responding; that is Fire Departments, Emergency Medical Services, the Ontario Provincial Police and the Public Works Department, they will, and are authorized to carry out their respective responsibilities in so doing without delay.

When, in the judgment of Members of Council or of Fire, Police, or Works authorities on the spot, an emergency situation requires additional resources beyond those available to the emergency services, or calls for resources or services that will commit the Municipality to major expense, they will recommend the immediate activation of this emergency response plan.

The Township of Adelaide Metcalfe Emergency Management Program Committee developed this emergency response plan. 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 Township of Adelaide Metcalfe important 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 provision. Copies of the Emergency Response Plan may be viewed at the Municipal Office and the municipal website [www.adelaidemetcalfe.on.ca](http://www.adelaidemetcalfe.on.ca)

Some information in the document may not be available to the public due to security/confidential reason.

For more information, please contact:

The Township of Adelaide Metcalfe  
2340 Egremont Drive  
R.R. #5  
Strathroy, ON  
N7G 3H6  
Phone Toll Free: 1-866-525-8878  
Phone: (519) 247-3687  
Email: [jturk@adelaidemetcalfe.on.ca](mailto:jturk@adelaidemetcalfe.on.ca)

## AUTHORITY

As enabled by the *Emergency Management & Civil Protection Act* (EMCP Act) this emergency response plan and its' elements have been:

- Issued under the authority of the Township of Adelaide Metcalfe By-law #51-2017; and
- Filed electronically with Office of the Fire Marshal and Emergency Management Ontario, and Ministry of Community Safety and Correctional Services

The *Emergency Management & Civil Protection Act* R.S.O. 1990 Chapter E.9 is the legal authority for this emergency response plan in Ontario and is the primary authority enabling passage of the by-law formulating this emergency response plan which will govern the provision of necessary services during an emergency. This plan also prescribes procedures under and the manner in which municipal employees and other persons will respond to an emergency. Important measures enabled under the legislation and which form part of this plan, are:

- a) Authorization for municipal employees to take appropriate action before formal declaration of an emergency;
- b) Specifying procedures to be taken for the safety and/or evacuation of persons in an emergency area;
- c) Designating other Members of Council who may exercise powers and perform the duties of the Head of Council under the emergency response plan during the absence of the Mayor;
- d) Obtaining materials, equipment and supplies for use in managing the emergency;
- e) Establishing committees and designating employees to be responsible for reviewing the emergency response plan, for training employees in their functions and for implementing the emergency response plan during an actual emergency;
- f) The expenditure of monies associated with the upkeep and implementation of the plan; and
- g) Such other measures as are considered necessary in implementing the emergency response plan.

## **AIM**

The aim of this Plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to respond to emergencies, or to lend assistance to local and neighbouring municipalities and counties. Such assistance may be provided by the Township of Adelaide Metcalfe without declaring an emergency, and regardless of whether a declaration of emergency has been made by the requesting municipality.

The Plan provides for and enables a controlled and coordinated response to emergencies, and meets the legislated requirements of the Emergency Management and Civil Protection Act.

The Township of Adelaide Metcalfe's Plan reflects the approach recommended by Office of the Fire Marshal and Emergency Management and incorporates supporting documents as Tabs listed in the table of contents.

Emergencies can occur within the Township of Adelaide Metcalfe, and the most likely are:

- Weather events;
- Transportation Incidents;
- Hazardous Material Incidents; and
- Human Health Emergencies and Epidemics.

## **MUNICIPAL TASKS**

Municipal Tasks are:

- a) Response - the earliest possible recognition of and response to the emergency by all services that may be required;
- b) Control - the earliest possible establishment of overall control of emergency operations by local government authority;
- c) Crowd Convergence - the earliest possible establishment of controls to minimize crowd convergence and to maintain order at the site so that emergency operations are not impeded and additional casualties are prevented;
- d) Evacuation - assessment of potential danger to the residents and the evacuation of persons if necessary. Such evacuation will likely require the establishment of a reception centre and the provision of registration and inquiry services;
- e) Rescue - the rescue of trapped or incapacitated persons and the provision of First Aid at the site;
- f) Casualties - the provision of controlled evacuation and appropriate distribution of casualties to hospitals;
- g) Emergency Social Services - the provision where necessary of such essential social services as may be required for persons affected by the incident as well as the emergency services personnel involved;
- h) Public Information - to make available as early as possible accurate official information to:
  - (i) Provincial Emergency Operations Centre (PEOC) upon the declaration and termination of an emergency by phone at 1-866-314-0472 and by fax to (416)314-6220;
  - (ii) The County Warden and adjacent Municipalities;
  - (iii) Other officials involved in emergency operations including appropriate senior government agencies;
  - (iv) The news media to allay public anxiety and to reduce the number of curious bystanders at the scene; and
  - (v) Concerned individuals seeking personal information;

- i) Recording of Emergency/Disaster Costs - to ensure that a cost record of emergency/disaster consequences is compiled to:
  - (i) Aid in the preparation of municipal claims which might arise from Provincially directed assistance to another municipality pursuant to the provisions of Section 7(4) of the *Emergency Management & Civil Protection Act*, R.S.O. 1990,c,E.9 and
  - (ii) Aid in the preparation of requests for compensation from Provincial or Federal Governments in the event of a major local disaster, which might be eligible for such assistance. (Reference should be made to the Disaster Recovery Assistance for Ontarians Program (DRAOP) where required).

## **EMERGENCY SITE MANAGEMENT**

### **Relationship between the Emergency Control Group and the Emergency Site Manager**

Depending on the nature of the emergency, and once the Emergency Site Manager has been assigned, the Emergency Control Group relationship with the Emergency Site Manager is to offer support with equipment, staff and other resources, as required. The Emergency Control Group will also ensure that the rest of the community maintains municipal services.

### **Relationship between Emergency Site Manager, and command and control structures of emergency responders.**

The senior representative for each emergency responder (police, fire, Emergency Medical Services, public works) 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 in which the emergency will be handled.

In any emergency, the emergency services will be at the scene from the outset responding to the situation as it exists. The senior member of the emergency service responsible for operations at the emergency site will act as an interim Emergency Site Manager until such time as the Emergency Control Group decides that the nature of the emergency dictates a change in this appointment. There may be a need for an on-site "command post" at the scene; if so this will be established as soon as practicable by the Emergency Site Manager to bring together all emergency service elements operating at the scene for coordinated action. The situation may require more than one Emergency Site Manager and command post where more than one emergency site or major function during an emergency exists.

If the situation warrants, the Emergency Site Manager will establish an inner and outer perimeter to define the area around the site and control access. The inner perimeter will define the area within which only emergency response personnel are permitted for reasons of safety, preservation of evidence and security of the scene. The outer perimeter will define the limit within which spectators are not permitted. The area between the inner and outer perimeter will likely contain some or all of the following sites:

- a) a site command post;
- b) a triage area;
- c) a staging area; and
- d) traffic control posts.

Depending on the type of emergency a variety of outside agencies will respond to the emergency. They should all report to the on-site command post on arrival.



## **EMERGENCY CONTROL GROUP (ECG)**

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

When it has been decided to activate this EMERGENCY RESPONSE PLAN, the emergency operations will be controlled by the officials listed below who will form the Emergency Control Group (ECG) for the municipality. The Emergency Control Group should not be located with the on-site command post at the scene of the emergency. The ECG will report to the designated Emergency Operations Centre (EOC). In the event this operations centre cannot be used, then the alternate location will be used. The Emergency Control Group consists of the following officials:

- a) Mayor;
- b) Deputy Mayor;
- c) CAO/Treasurer, or Alternate;
- d) Clerk, or Alternate
- e) Emergency Information Officer (EIO);
- f) Public Works Manager or alternate;
- g) Fire Chief or Alternate;
- h) Emergency Medical Services (EMS) or Alternate;
- i) Middlesex Ontario Provincial Police;
- j) Community Emergency Management Coordinator (CEMC) or Alternate;
- k) Social Services Representative, or Alternate; and
- l) Middlesex-London Health Unit (Medical Officer of Health) or Alternate;
- m) Salvation Army Representative

Additional personnel called or added to the Emergency Control Group may include:

- a) Telecommunications Coordinator;
- b) Local Utility Representative;
- c) Representative from Ontario Fire Marshal and Emergency Management
- d) Conservation Authority;
- e) Liaison staff from Provincial Ministries
- f) Any other officials, experts or representatives from the public or private sector as deemed necessary by the Emergency Control Group

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

### SUPPORT AND ADVISORY STAFF

The following staff may be requested to provide support, logistics and advice to the Emergency Control Group:

#### Support and Advisory Staff

- a) Administrative Assistant
- b) Legal Services Representative
- c) Telecommunication Amateur Radio Emergency Service (ARES) Coordinator
- d) Citizen Inquiry Service (Provincial 211)
- e) Community spokesperson(s)
- f) Other Agencies
- g) County Staff as well as Boards
- h) Thames Valley District School Board
- i) London District Catholic School Board

### Emergency Control Group ALTERNATES

The alternate may act for the member in his/her absence during an emergency or during a prolonged emergency to provide relief for the incumbent.

The Deputy Mayor will act for the Mayor when the Mayor is not available.

### EMERGENCY CONTROL GROUP OPERATIONS

When a working majority of members of the Emergency Control Group are present at the Emergency Operations Centre, the Mayor or alternate will convene a "conference session" of the Emergency Control Group at which each member will report on information learned about the emergency situation and will make recommendations on action that should be considered by the Emergency Control Group. The Mayor or alternate, with the advice of the members, may then make a decision to implement this plan and to take action to support the emergency services working at the emergency site and/or action to provide for the safety and welfare of residents and the protection of property in the Municipality. If it is decided that the Emergency Control Group should remain in place to control/monitor the emergency situation, the Chair will call the Group into conference session with frequent follow-up meetings thereafter for brief reports by each member and for discussion of action(s) required, followed by a break to permit members to direct steps to be taken by Municipal services, to contact outside agencies and to develop plans. The responsibilities of the Emergency Control Group will, in most situations, be carried out by group assessment of events as they occur, leading to agreement on the action to be taken by Municipal authorities and services.

It should be noted that some emergencies (ie. flu pandemic) may warrant the conference session(s) to be held by conference call.

## **OPERATING CYCLE**

Members of the Emergency Control Group will gather at regular intervals to inform each other of actions taken and problems encountered. The Mayor and CAO/Treasurer 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 Clerk will maintain status board and maps and which will be displayed and kept up to date.

## **Emergency Control Group FAN-OUT ALERTING SYSTEM**

A serious emergency situation will usually be first identified by the emergency services that will be among the first on the scene. If the senior on-site Police/Fire representative is satisfied that a serious potential emergency situation exists, he/she will so advise the respective Fire Chief or Ontario Provincial Police Supervisor (or designate) who will then consider the advisability of assembling the Emergency Control Group designated in Section 7. A decision to assemble the Emergency Control Group may be taken by any two (2) of the designated members of the Emergency Control Group, or in the absence of a designated member, by any of the alternates identified in this plan (usually from a first responder to the CAO/Treasurer).

When a member decides that the Emergency Control Group should be called together, he/she will contact the CAO/Treasurer or alternate, who will initiate the telephone alerting procedure (Fan-Out Notification System).

The decision to initiate the Fan-out Alerting System and call the Emergency Control Group into assembly will be made in accordance with the procedures in Section 8, which allows any of the designated members of the Emergency Control Group or their alternative to implement the alerting process.

## **START ALERT**

The Group Member who decides to order the assembly of the Emergency Control Group will contact the CAO/Treasurer, provide all pertinent information about the emergency situation and direct that the Emergency Control Group be assembled.

## **FAN-OUT PROCEDURE**

NOTE: Normally First Response (usually Police, Fire or Emergency Medical Services) will contact one of the Municipal officials in the event of an emergency. It would then be the responsibility of that Municipal Official to contact the CAO/Treasurer in order to start the fan-out alerting system as set out in the flow chart.

1. Upon receipt of a warning of a real or potential emergency, the CAO/Treasurer (or Alternate) will notify all primary members of the Emergency Control Group as set out in the flow chart. Upon being notified, it is the responsibility of all primary

Emergency Control Group officials to notify their own staff, their alternate and volunteer organizations and place them on standby as set out in the flow chart.

2. When a primary member of the Emergency Control Group cannot be contacted, the alternate Emergency Control Group member should be contacted to attend the Emergency Operations Centre. **DO NOT LEAVE A MESSAGE.** Keep calling the member until verbal communication is achieved.
3. As soon as the primary Emergency Control Group members arrive at the Emergency Operations Centre, they can begin notifying adjacent municipalities, other agencies and individuals that may be required to join the Emergency Control Group, dependent on the type of emergency.

### EMERGENCY CONTROL GROUP MEETING CHECKLIST

Priority	Action/Direction	Remarks	Done (X)
1	Municipality decides to convene Emergency Control Group – refer to Fan-Out Flow Chart		
2	Set-up Emergency Operations Centre – Refer to Kit located at Emergency Operations Centre & Alternate locations		
3	Activate Citizen Inquiry Line		
4	Determine that appropriate Emergency Control Group members are present (quorum)		
5	Appoint Emergency Operations Centre Officer to manage facility (security, refreshments, supplies, health breaks, support staff, etc.)		
6	Determine if additional members are needed to join the Emergency Control Group (Office of the Fire Marshal and Emergency Management, CN/CP Rail, Conservation Authority, Hydro One, etc.)	Dependent on the type or nature of emergency	
7	Listen to brief situation reports by all agencies and departments involved in emergency	Current deployment of resources and priorities for immediate action	
8	Determine areas affected by emergency – define emergency site	If appropriate – not all emergencies have definable boundaries	
9	Confirm who Emergency Site Manager(s) is/are		
10	Determine immediate support that the emergency site will require		

Priority	Action/Direction	Remarks	Done (X)
11	Determine community strategy to resolve/manage emergency	Ensure that minutes or record of decisions are taken	
12	Determine and prioritize tasks and compare to resources available		
13	Consider Declaration of Emergency to Office of the Fire Marshal and Emergency Management	Fax Declaration of Emergency form to 416-314-6220. Call 1-866-314-0472	
14	Notify adjacent municipalities, County staff, Warden, MP, MPP, and members of Council		
15	<p>Activate all of parts of the Emergency Response Plan which may include:</p> <ul style="list-style-type: none"> <li>• Evacuation Plan</li> <li>• Open Reception Centre(s)</li> <li>• Contact Canadian Red Cross, CERV, Salvation Army, ARES</li> <li>• Recovery Plan (debris removal, Critical Incident Stress Management, Disaster Relief Assistance for Ontarians Program/Municipal Disaster Relief Assistance Program)</li> </ul>		
16	Continuation of Emergency Operations Centre Operations	Consider staffing for next 24-48 hours	
17	Determine time/location for Emergency Control Group meeting(s)		
18	Consider Termination of Emergency.	If Step #13 was activated. Fax Declaration of Emergency form to 416-314-6220. Call 1-866-314-0472	

Priority	Action/Direction	Remarks	Done (X)
19	Notify adjacent municipalities, County staff, Warden, MP, MPP and members of Council	Once emergency has ended and/or Termination of Emergency occurred.	
20	Consider a meeting (debrief) with all members that were part of emergency.	This determines what worked and what didn't work in the Emergency Response Plan	
21	Be sure to send all costs pertaining to the emergency, to the CAO/Treasurer	This will be needed if Step #13 occurred. Refer to Disaster Relief Assistance for Ontarians Program/Municipal Disaster Relief Assistance Program	

### Emergency Control Group Alerting System – Fan-Out Procedure

The decision to initiate the Alerting System and call the Emergency Control Group into assembly will be made in accordance with the Emergency Control Group Alerting System. A serious emergency situation will usually be first identified by the emergency services that will be among the first on the scene. If the senior on-site Police/Fire representative is satisfied that a serious potential emergency situation exists, he/she will so advise the respective Fire Chief or OPP Supervisor (or designate) who will then consider the advisability of assembling the Emergency Control Group designated.

First Response (Fire, OPP, Emergency Medical Services) will contact:

1. CAO/Treasurer;

The CAO/Treasurer will contact:

1. Primary Community Emergency Management Coordinator
2. Community Emergency Management Coordinator Alternate #1 (Fire Chief)
3. Community Emergency Management Coordinator Alternate #2 (Clerk)

The Primary Community Emergency Management Coordinator will contact:

1. Mayor
2. Clerk
3. Salvation Army

The Community Emergency Management Coordinator Alternate 1 (Fire Chief) will likely be on site of the emergency, unless it is weather related (severe weather), then the Community Emergency Management Coordinator Alternate 1 will join the Emergency Control Group in the Emergency Operations Centre.

The Clerk will contact:

1. Public Works Manager; and
2. Middlesex London Health Unit

The Mayor will contact:

1. Deputy Mayor;

The Deputy Mayor will contact:

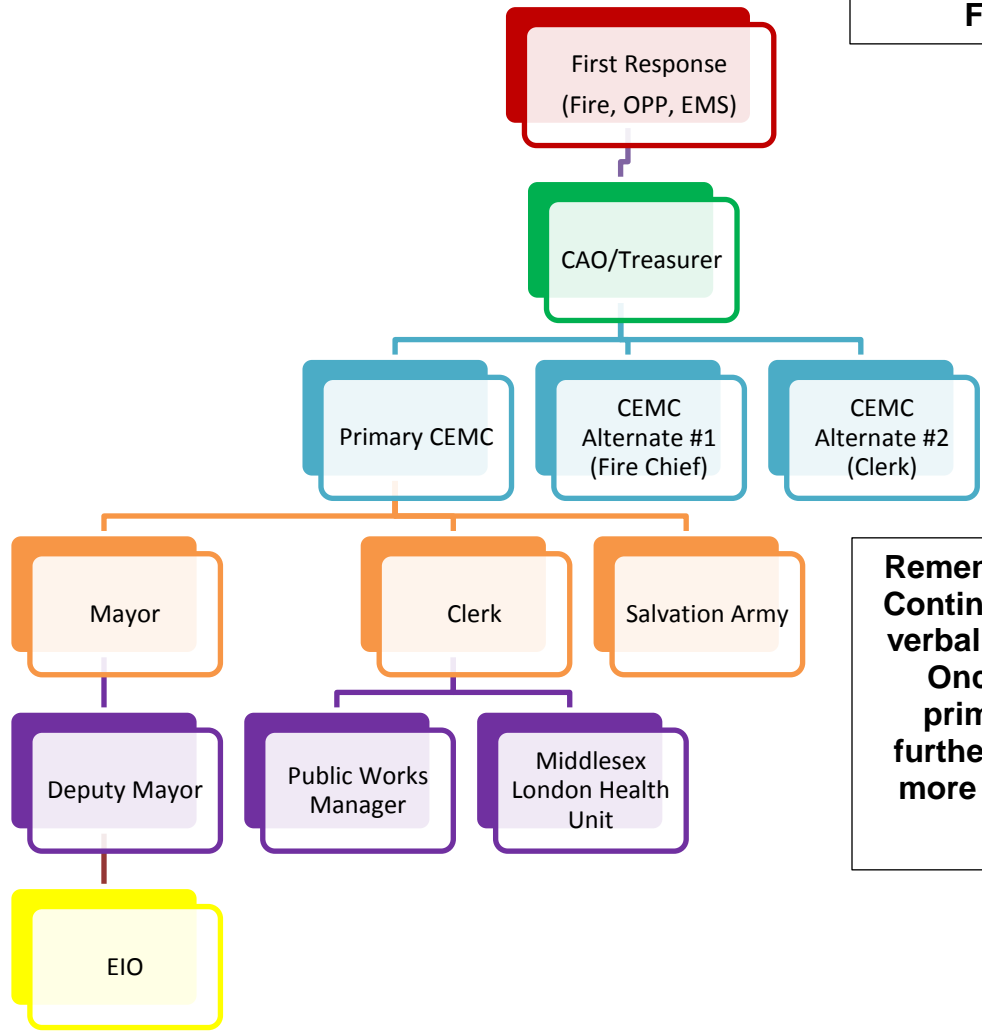
1. Emergency Information Officer

All the contact information will be given to each Emergency Control Group member in a plastic coated card that should be carried in each Emergency Control Group member's wallet. Once the Emergency Control Group is assembled, the group



will decide if further people need to be contacted, for example CN, Union Gas, Hydro One, Enbridge Pipelines, etc. All initial alerting calls will begin with an explanation of the purpose of the call, and will include all pertinent information available. **DO NOT LEAVE A MESSAGE** when contacting the Emergency Control Group member. If the primary Emergency Control Group member cannot be verbally contacted, contact the alternate and keep trying until communication with the individual is contacted.

**Township of Adelaide Metcalfe  
Fan-Out Alerting System**



**Remember: DO NOT LEAVE A MESSAGE. Continue to contact the ECG member until verbal communication has been obtained. Once the ECG members (considered primary) have assembled in the EOC, further decisions can be made to contact more support such as Hydro One, Union Gas, County, CN/CP Rail, etc.**

## **Emergency Control Group Responsibility**

The members of the Emergency Control Group (ECG) are likely to be responsible for the following actions or decisions:

- a) Calling out and mobilizing their emergency services, agencies and equipment;
- b) Coordinating and directing their service and ensuring that any action necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- c) Determining if the location of the Emergency Operations Centre and composition of the Emergency Control Group are appropriate;
- d) Advising the Mayor, or alternate, as to whether the declaration of an emergency is recommended;
- e) Advising the Mayor, or alternate, on the need to designate all or part of the Township as an emergency area;
- f) Ensuring support to the Emergency Site Manager by offering equipment, staff and resources, as required;
- g) Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- h) Discontinuing utilities or services provided by public or private concerns (i.e. hydro, water, gas, closing down a shopping plaza/mall);
- i) Arranging for services and equipment from local agencies not under community control (i.e. private contractors, industry, volunteer agencies, service clubs);
- j) Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under the Emergency Control Group, and as considered necessary;
- k) Determining if additional volunteers are required and if appeals for volunteers are warranted;
- l) Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- m) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer for dissemination to the media and public, through 211 and other means;
- n) Determining needs to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- o) Authorizing expenditure of money required to deal with;
- p) Notifying services, agencies or groups under their direction, of the termination of the emergency;
- q) Maintaining logs outlining decisions made and actions taken, and submitting a summary of the log to the CAO/Treasurer, or alternate, within one week of the termination of the emergency, as required;
- r) Participating in the debriefing following the emergency.
- s) Addressing emotional needs of affected public and staff through Critical Incident Stress Management assistance (available through Salvation Army).

## **The individual responsibility of the Emergency Control Group:**

### **MAYOR:**

The Mayor, with the advice of the Emergency Control Group, will be responsible in the Emergency for:

- a) Acting as Chair of the Emergency Control Group attending meetings, making decisions, determining priorities and giving direction to the heads of Municipal services;
- b) Requesting assistance from neighboring municipalities, from the County and from senior levels of government when required;
- c) Advising the Medical Officer of Health of the emergency situation and obtaining Health advice and assistance in dealing with the emergency;
- d) Declaring an emergency within the designated area;
- e) Declaring that the emergency has terminated;
- f) Ensuring the members of council are advised of the declaration and termination of an emergency, and kept informed of the emergency situation;
- g) Delivering media releases and public announcements as prepared by the Emergency Information Officer, and approved by the Mayor; and
- h) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

### **DEPUTY MAYOR:**

The Deputy Mayor will be responsible in an emergency for:

- a) Assuming duties of Mayor in his/her absence;
- b) May be required to be a spokesperson in the absence of the Mayor;
- c) Other responsibilities as assigned by the Mayor; and
- d) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

### **CAO/TREASURER:**

Upon learning of a potential emergency, the CAO/Treasurer, will consider the possible need to assemble the Emergency Control Group and, if warranted, will initiate the fan-out procedure for assembling the group.

The CAO/Treasurer will decide if the alternate location for the Emergency Control Group should be used and will so advise when initiating the assembly procedure when this is necessary, upon the advice of Police/Fire. The CAO/Treasurer will proceed to the Emergency Operations Centre to assume the following responsibilities in the emergency:

- a) Activating the Emergency Control Group Alerting/Fan-Out System;
- b) Consider liaison with the OPP regarding security arrangements for the Emergency Operations Centre;
- c) Advising the Mayor on policies and procedures, as appropriate;

- d) Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the Emergency Control Group;
- e) Organizing the Emergency Operations Centre and arranging for the provision of equipment and data;
- f) Ensuring the communication link is established between the Emergency Control Group and the Emergency Site Manager (ESM);
- g) Calling out additional Township staff to provide assistance, as required;
- h) Ensuring major event log up to date and ensuring minutes are taken;
- i) Arranging for periodic relief of Emergency Control Group members and support staff in a prolonged emergency;
- j) Providing information and advice on financial matters as they relate to the emergency;
- k) Ensuring liaison, if necessary, with the CAO/Treasurer/Directors of neighboring communities;
- l) Ensuring that records of expenses are maintained for future claim purposes;
- m) Providing and securing of equipment and supplies not owned by the Township,
- n) Ensuring liaison with purchasing agents of the neighboring communities, if necessary;
- o) Maintaining and updating a list of all vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment;
- p) Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- q) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

### **CLERK**

The Clerk is responsible for:

- a) Assisting the CAO/Treasurer, as required;
- b) Arranging for the registration of Emergency Control Group members at the Emergency Operations Centre;
- c) Ensuring all important decisions made and actions taken by the Emergency Control Group are recorded on the Main Events Log;
- d) Ensuring that maps and boards are kept up to date;
- e) Notifying the required support and advisory staff of the emergency, and of the location of the Emergency Operations Centre;
- f) Ensuring the Emergency Control Group telephone system is operational and provide current phone lists to all members of the Emergency Control Group;
- g) Arranging for printing of material and stationary, as required;
- h) Upon direction by the Mayor and CAO/Treasurer, ensuring that all council and staff are advised of the declaration and termination of declaration of the emergency;
- i) Arranging for refreshments and the feeding and relief of personnel; and
- j) Maintaining a personal log, including all decisions made and actions taken by him/her during the emergency.

### **FIRE CHIEF:**

The nature of the emergency may require that the Fire Chief be totally committed to the onsite operations. Depending on the onsite situation he or his representative would join the Emergency Control Group when assembled at the Emergency Operations Centre to assume the following responsibilities:

- a) Providing the Emergency Control Group with information and advice on firefighting and rescue matters;
- b) Establishing a site command post with communications to the Emergency Operations Centre – if emergency is under fire authority;
- c) Depending on the nature of the emergency, assign an interim Emergency Site Manager and inform the Emergency Control Group;
- d) Establishing an ongoing communication link with senior fire officials at the scene of the emergency;
- e) Informing the Mutual Aid Fire Coordinator or alternate and/or initiate mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
- f) Determining if additional or special equipment is needed and recommending possible sources of supply, e.g. breathing apparatus, protective clothing;
- g) Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary (i.e. rescue, first aid, staging, evacuation);
- h) Contacting Hydro One, Union Gas or petroleum companies for assistance in the emergency if needed;
- i) Establishing, with the appropriate Ministry, and industry representatives, procedures to deal with special hazards such as hazardous material spills, explosions or noxious fumes;
- j) Arranging that a record is kept of outside assistance called for by Fire Departments involved; and
- k) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

### **MIDDLESEX OPP:**

The Middlesex OPP is responsible for:

- a) Notifying necessary emergency and community services, as required;
- b) Establishing a site command post with communications to the Emergency Operations Centre – if emergency is under OPP authority;
- c) Depending on the nature of the emergency, assign an interim Emergency Site Manager and inform the Emergency Control Group;
- d) Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- e) Establishing 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;
- f) Providing traffic control staff to facilitate the movement of emergency vehicles;

- g) Alerting persons endangered by the emergency and coordinating evacuation procedures;
- h) Ensuring the protection of life and property and the provision of law and order;
- i) Providing police services in the Emergency Operations Centre, evacuee centers, morgues, and other facilities, as required including access control;
- j) Notifying the coroner of fatalities;
- k) Ensuring liaison with other community, provincial and federal police agencies, as required; and
- l) Providing media assistance to Emergency Information Officer and act as spokespersons when requested.
- m) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

**THE PUBLIC WORKS MANAGER:**

The Public Works Manager is responsible for:

- a) Providing the Emergency Control Group with information and advice on engineering and public works matters;
- b) Depending on the nature of the emergency, assign an interim Emergency Site Manager;
- c) Establishing an ongoing communications link with the senior public works official at the scene of the emergency;
- d) Ensuring liaison with the public works representative from the neighboring community(s) to ensure a coordinated response;
- e) Ensuring provision of engineering assistance;
- f) Ensuring construction, maintenance and repair of Township roads;
- g) Ensuring the maintenance of sanitary sewage and water systems;
- h) Providing equipment for emergency pumping operations;
- i) Ensuring liaison with the fire chief concerning emergency water supplies for firefighting purposes;
- j) Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- k) Ensuring liaison with Kerwood Sewer System to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- l) Providing public works vehicles and equipment as required by any other emergency services; carrying out the responsibilities of the Municipal Flood Coordinator in a flood emergency and maintaining liaison with the appropriate Conservation Authority;
- m) Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by member of the ECG and the support and advisory staff;
- n) Ensuring liaison with the Conservation Authorities regarding flood control, conservation and environmental matters and being prepared to take preventative action;

- o) Re-establishing essential municipal services at the end of the emergency period;
- p) Ensuring that a record is maintained of drivers and operators involved; and
- q) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

**EMERGENCY MEDICAL SERVICES (EMS) REPRESENTATIVE**

The Emergency Medical Services Representative is responsible for:

- a) Providing information on patient care activities and casualty movement from the emergency site;
- b) Establishing an ongoing communications link with the Emergency Medical Services official(s) at the scene of the emergency;
- c) Liaising and obtaining EMS resources from the Ontario Ministry of Health & Long-Term Care - Emergency Health Services - Ambulance Service Branch (Senior Field Manager or on-call Duty Manager) and from other municipalities, if required;
- d) Liaising with the Central Ambulance Communications Centre (CACC) regarding patient status, destination and department case load;
- e) Advising the group if other means of transportation are required for large-scale responses;
- f) Obtaining Emergency Medical Services Mutual Aid assistance as required for both land and air-based patient transport;
- g) Assisting with the emergency evacuation when required;
- h) Ensuring balanced Emergency Medical Services coverage is available at all times throughout the community;
- i) Liaising with the receiving hospitals;
- j) Liaising with Police, Fire, Coroner and the Medical Officer of Health, as required; and
- k) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

**SOCIAL SERVICES MEMBER:**

The person designated as Social Services Member of the Emergency Control Group is responsible for:

- a) Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, food services, registration and inquiries and personal services. This individual will liaise with volunteer organizations, such as the Salvation Army and other service efforts;
- b) Supervising the opening and operation of temporary and/or long-term reception centers, and ensuring they are adequately staffed;
- c) Liaison with the Medical Officer of Health and/or Middlesex-London Health Unit on areas of mutual concern regarding operations in reception centers;
- d) Liaising with Community Emergency Management Coordinator or alternate for

- Salvation Army, County of Middlesex resources, and any other resources needed during the emergency; and
- e) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

### **MEDICAL OFFICER OF HEALTH**

The Medical Officer of Health will have the following duties:

- a) Activating the Emergency Control Group Notification System in the event of a health emergency;
- b) Acting as a coordinating link for all emergency health services at the Emergency Control Group;
- c) Liaising with the Ontario Ministry of Health & Long-Term Care, Public Health Branch;
- d) Depending on the nature of the emergency, assigning an interim Emergency Site Manager (ESM) and informing the Emergency Control Group;
- e) Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- f) Liaising with senior Emergency Medical Services representatives, hospital officials, relevant health care organizations (i.e. Community Care Access Centre, long-term care facilities), the Ministry of Health and Long-Term Care and relevant government agencies;
- g) Providing authoritative instructions on health and safety matters to the public through the Emergency Information Officer;
- h) Coordinating the response to disease related emergencies or anticipated emergencies, such as epidemics, according to the Ministry of Health & Long-Term Care policies;
- i) Coordinating care of citizens at home and in reception centers during an emergency;
- j) Liaising with voluntary and private health care agencies, as required, for augmenting and coordinating public health resources;
- k) Coordinating efforts towards prevention and control of the spread of disease during an emergency;
- l) Notifying the group regarding the need for potable water supplies and sanitation facilities;
- m) Liaising with the Social Services Representative on areas of mutual concern regarding health services in reception centers;
- n) Providing advice to the Mayor and to the group on health matters;
- o) When advised by emergency services of an emergency situation involving hazardous substances or any threat to public health, providing advice for the safety of emergency service workers and activities to reduce the adverse effects on public health;
- p) Directing precautions in regard to food and water supplies when warranted;
- q) Arranging for mass immunizations where required;
- r) Notifying other agencies and senior levels of government about health related matters in the emergency; and



- s) Maintaining a log of all decisions made and actions taken by him/her during the emergency.

### **COMMUNITY EMERGENCY MANAGEMENT COORDINATOR (CEMC) OR ALTERNATE**

The Community Emergency Management Coordinator is a resource and communication role. The CEMC's main responsibilities are:

- a) Ensuring that all members of the ECG have necessary plans, resources, supplies, maps, and equipment;
- b) Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- c) Assisting the CAO/Treasurer, Mayor and EIO;
- d) Ensuring liaison with community support agencies (e.g. Victim Services);
- e) Ensuring CERV volunteer coordination and liaison;
- f) Ensuring that the operating cycle is met by the ECG and related documentation is maintained and kept for future reference;
- g) Addressing any action items that may result from the activation of the Emergency Response Plan and keep ECG informed of implementation needs;
- h) Maintaining the records and logs for the purpose of the debriefings and post-emergency reporting that will be prepared; and
- i) Maintaining a log of all actions taken by him/her during the course of the emergency;
- i) Requesting assistance from volunteer and other outside agencies not under Municipal control as required.

### **EMERGENCY INFORMATION OFFICER (EIO)**

The Municipal Emergency Information Officer, will implement the Telecommunication/Media Plan and will assume responsibility in the emergency for:

- a) Preparing public announcements and news releases concerning the emergency for presentation by the Mayor, or other spokesperson;
- b) Arranging with media representatives for assistance in disseminating warnings and directions to the public;
- c) Issuing news releases to the Media;
- d) Establishing, when such is considered necessary by the ECG, an Emergency Information Centre (EIC) to which the emergency services can direct members of the public or media representatives seeking information;
- e) Informing the media of the point of telephone access for the public to reach the Registration and Inquiry Service, if such service is in operation, so that this information can be passed to the public quickly;
- f) Establishing contact and sharing information for 211;
- g) Maintaining a log of all decisions made and actions taken by him/her during the emergency; and
- h) If assistance with this role, OPP can assist.

## **SUPPORT AND ADVISORY GROUPS**

### **Other Agencies**

In an emergency, many agencies may be required to work with the Emergency Control Group. Others might include office of the Fire Marshal Emergency Management industry, volunteer groups, Conservation Authorities, and provincial ministries upon direction by the CAO/Treasurer or Community Emergency Management Coordinator.

The following staff may be required to provide support, logistics and advice to the Emergency Control Group.

### **Request for Assistance**

If the Emergency Control Group feels additional assistance or resources are needed, the County of Middlesex can be contacted at any time through the primary Community Emergency Management Coordinator (County Community Emergency Management Coordinator). The request shall not be deemed to be a request that the county assume authority and control of the emergency.

## **ADMINISTRATIVE ASSISTANTS**

The Administrative Assistants are responsible for:

- a) Assisting the CAO/Treasurer, or alternate as required;
- b) Ensuring all important decisions made and actions taken by the ECG are recorded;
- c) Register all additional volunteers outside CERV, Salvation Army, and Victim Services;
- d) Provide a process for registering ECG members and maintaining a ECG member list;
- e) Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre, when requested;
- f) Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of ECG members' telephone numbers in the EOC;
- g) Monitor the media broadcasts;
- h) Directing Citizen inquiry assistance to 211;
- i) Arranging for printing of material, as required;
- j) Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;
- k) Upon direction by the Mayor or Alternate, ensuring that all council and staff are advised of the declaration and termination of declaration of the emergency;
- l) Provide essential housekeeping for the EOC, provisions of food and water; and
- m) Maintaining a log of all decisions made and actions taken by him/her during the emergency;

## **HOSPITALS**

Area Hospitals are prepared to implement their Medical Disaster Plans as required. The Medical Disaster Plan is activated on the advice of the Police and the Ambulance Services. There are two (2) hospitals that service the Township of Adelaide Metcalfe:

- a) Middlesex Health Alliance - Strathroy Middlesex General Hospital – 395 Carrie St., Strathroy, ON N7G 3J4 Main Phone: 519-245-5295
- b) Middlesex Health Alliance - Four Counties Health Services - RR3 1824 Concession Dr., Newbury, ON N0L 1Z0 Main Phone: 519-693-4441

## **SALVATION ARMY**

### **I. Purpose**

This aid agreement is between The Corporation of the County of Middlesex (hereinafter referred to the County”) and The Governing Council of The Salvation Army in Canada on behalf of The Salvation Army, Emergency Disaster Services (hereinafter referred to as “The Salvation Army”) provides a framework for cooperation between the two parties in the event of an emergency or unforeseen event that results in the need for emergency clothing, food service, crisis debriefing and support, and/or other supplies and service(s) that can be provided by The Salvation Army. The Township of Adelaide Metcalfe has access to Salvation Army through this agreement (MOU).

Under this agreement, The Salvation Army will assist by providing the County with emergency services, emergency clothing, and emotional & spiritual support at emergency evacuation centres, feeding centres, warming centres, cooling centres, registration centres, (all of which are herein after in this agreement, referred simply as “evacuation centres”) or other situations that may require a similar form of assistance from Middlesex County.

### **II. Procedures**

#### **A. Availability of Supplies**

1. Each party to this agreement will work cooperatively to identify the key supplies and services necessary to support the County in its emergency response duties. Such requirements will be documented in Schedule “A” of this agreement and will be reviewed at least annually for accuracy and suitability. Attachments may be added at any time during the term of the MOU upon the mutual agreement of the parties.
2. Upon becoming aware that an emergency situation exists where the supplies and services of The Salvation Army as described herein may be required, the Middlesex County Community Emergency Management Coordinator (CEMC)/designate will immediately contact the Salvation Army emergency number who in turn will notify responding personnel of the potential of events.
3. The identified services in this agreement can be obtained from a constituent member municipality of Middlesex County through a request of the County CEMC or alternate.

## B. Activation of Agreement

1. The Middlesex County CEMC will promptly notify the Salvation Army emergency number, who in turn will notify responding personnel in the event that activation of this agreement will be required.
2. The Middlesex County CEMC or alternate will notify the County's Treasurer or his or her designate of the activation of the agreement with The Salvation Army.
3. During the period of activation, The Salvation Army will provide good faith support to the user organization based on the requirements outlined in the attached Schedule "A". However, modifications to those requirements are to be expected based on the particular circumstances of the incident or event.

## C. Reimbursement of Costs

1. No exchange of funds in advance of activation of this agreement will take place.
2. The County will reimburse The Salvation Army for the direct cost of supplies and services obtained through activation of this agreement including Community Response Unit, supplies, mileage and accommodation as expensed in their response to the emergency. The Salvation Army will provide the County with copies of invoices and other billing information to support their claim for expense reimbursement. Due to the highly variable circumstances under which supplies may be needed, calculation of cost estimates for this agreement is not practical.

## Schedule "A" - Services

- Food Services: Includes provision of food and/or beverage service at an emergency evacuation centre, warming or cooling centre, registration centre, etc.
- Emergency Clothing: Includes provision of clothing and other personal items that may be needed by individuals affected by the emergency
- Emotional & Spiritual Support: Crisis debriefing and support services that can be provided by the Salvation Army may be required by individuals affected by an emergency and will be made available

The Salvation Army has an emergency capability in welfare, short term accommodation, clothing and food services and will respond, within their budgetary capabilities, when requested by the ECG through the County CEMC.

## **AMATEUR RADIO EMERGENCY SERVICE (ARES)**

Is the volunteer group, which coordinates Amateur radio in the area. They are prepared to establish emergency radio communications for any purpose required including Registration and Inquiry Services and communications between hospitals. If ARES is needed in an emergency situation, they are to be contacted through the County CEMC.

## **SCHOOL BOARDS**

Most School Boards have developed emergency preparedness plans. These plans may involve the assembly of a School System Emergency Management Team that will provide direction to School Principals in the event of an emergency. To ensure that they are kept informed about the emergency they may ask to send a liaison officer to the municipal ECG. School Boards may be asked to provide their Board facilities for use during the emergency.

## **EMERGENCY OPERATIONS CENTRE**

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

The Emergency Control Group will assemble at the Primary Emergency Operations Centre being the Council Chambers located at the Township Administration Office. In the event the Township Administration Office is untenable, the alternate Emergency Operations Centre will be the Kerwood Firehall.

The CAO/Treasurer or alternate, in consultation with the Mayor and/or Community Emergency Management Coordinator will determine an alternate location in the event the primary Emergency Operations Centre and alternate Emergency Operations Centre as designated are untenable.

## RECEPTION CENTRES

A Reception Centre is a one-stop service site or facility - community hall, arena, or other appropriate location -where, in a disaster or emergency, people may evacuate to and where their immediate basic needs are met by the five Emergency Social Services response teams:

- 1) Emergency Clothing;
- 2) Emergency Lodging;
- 3) Emergency Food Service;
- 4) Registration and Inquiry Service; and
- 5) Personal Services

Past disaster experience has shown that disaster survivors or evacuees may arrive at the reception centre with minor injuries, without necessary medication or may be ill or recovering from an illness. First Aid and Public Health Services are therefore provided in addition to the five basic Emergency Social Services. Other municipal emergency services may also be needed by evacuees in the Reception Centre, such as transportation, sanitation and recreation.

In the event of an emergency requiring an evacuation, a Reception Centre will be operated to provide a place at which evacuees can be registered and assisted in locating temporary accommodation.

The Township of Adelaide Metcalfe does not have large scale reception centres for long term emergencies. During weather/travel emergencies or short term emergencies, individuals can be received at the following:

- 1) Township of Adelaide Metcalfe Municipal Office – Basement  
2340 Egremont Drive  
Occupant Capacity = 85 (Weather/Travel Emergency)  
This building has a generator should there be a power outage and has an accessible washroom. NOTE – water is not potable. Limited quantities of drinking water is available.
- 2) Adelaide Metcalfe Fire Department – Kerwood Station  
27817 Kerwood Road  
Occupant Capacity = 25 (Weather/Travel Emergency)  
This building is on a generator should there be a power outage, and has an accessible washroom.

For larger scale or long term placement of individuals during an emergency, The Township of Adelaide Metcalfe may rely on neighbouring municipalities to make arrangements for larger scale or long term placement. Depending on the area where the evacuation is occurring, residents will be alerted as to which reception centre to attend for temporary shelter. If residents are able to obtain temporary shelter with friends/relatives who live outside of the area of the evacuation, they can proceed directly to that location.

<b>RECEPTION CENTRE CHEKLIST</b>		
<b>Task</b>	<b>Assigned To:</b>	<b>Done (X)</b>
1. Open the building, get any clients who have already arrived inside, out of inclement weather into a safe waiting area, preferably with tables & chairs		
2. Establish RC Management Office for municipal staff and Support Agency team leaders (CERV, Salvation Army, MLHU, ARES, etc.)		
3. Start RC operations log; record date and time of staff & volunteer arrivals and all major decisions and tasks. Ensure all municipal staff and support agency staff/volunteers wear some identification		
4. Brief RC staff and support agency members on: <ul style="list-style-type: none"> <li>• type of disaster or emergency</li> <li>• number of people expected and time of arrival</li> <li>• special requirements or problem areas, if any</li> <li>• unusual resource requirements</li> </ul>		
5. Allocate space/set up equipment for all necessary services: <ul style="list-style-type: none"> <li>• First Aid Station/Public Health</li> <li>• Emergency Food Services</li> <li>• Registration &amp; Inquiry</li> <li>• Personal Services (CISM, care for unattended children &amp; elderly, etc.)</li> <li>• Emergency clothing</li> <li>• Emergency lodging</li> </ul>		
6. Have RC's personnel immediately check readiness of: <ul style="list-style-type: none"> <li>• Sanitation facilities – clean, sufficient supplies available</li> <li>• Fire exits – unlocked and east to access</li> <li>• Emergency generator if available – ready for operation</li> <li>• Emergency lighting</li> <li>• Heating equipment (20oC is considered a comfortable temperature)</li> <li>• Ventilation or air conditioning operation</li> <li>• Internal communications: public address system, FRS radios</li> </ul>		
7. Designate a first aid room or area as soon as possible (should have running water if available)		
8. Post appropriate signs outside and on main streets leading to the RC indicating the location of the RC		
9. Arrange parking control in RC parking lot; also post greeters at entrance		



Task	Assigned To:	Done (X)
10. Post appropriate signs inside the RC indicating where and what services are offered		
11. Establish telecommunication centre close to Reception Centre management office (Consult with ARES volunteers)		
12. Take inventory of equipment and materials belonging to facility, also assess and record general condition of facility; take photos/video to record of the state of the facility prior to the evacuees' arrival		

## **EMERGENCY INFORMATION CENTRE**

The primary Emergency Information Centre will be located at the Township of Adelaide Metcalfe Municipal Office in the basement – 2340 Egremont Road. A key to access the building is available by the Public Works Manager. In the event that a key is unavailable to gain access into the Municipal Office, the Community Emergency Management Coordinator will contact the appropriate personnel to have access to the building in the event of an emergency.

The secondary Emergency Information Centre will be located at the Adelaide Metcalfe Fire Department – Kerwood Station, 27817 Kerwood Road in Kerwood. A key to access the building is available by the Fire Chief or his/her alternate.

## **COMMUNICATIONS**

Adequate communications between the emergency site and the Emergency Operations Centre will be essential. Some or all of the following communications means may be used:

- a. Ontario Provincial Police, Fire Department, and Emergency Medical Services radio links from their on-site representative to their Emergency Control Group member. Public Works primarily communicates through cell phones although has the ability to communicate using CB radio;
- b. The closest operating telephone to the emergency location may be utilized if practical;
- c. Cellular phones; and
- d. The Amateur Radio Emergency Service (ARES) is prepared to help with mobile radio equipment and volunteer operators, and can be contacted through the Amateur Radio Emergency Service coordinator.

The Fire representative who will join the Emergency Control Group in the event of an emergency will be arranged for by the Fire Chief responsible for firefighting operations at the emergency site. The Fire Chief, will decide, based on the situation existing, either to join the Emergency Control Group in person, or to send a senior member of the Department.

The Emergency Control Group will need the advice and support of the Medical Officer of Health in any emergency situation. The Mayor at the outset will contact the Medical Officer of Health and, if the situation warrants it, the Medical Officer of Health will provide a Health representative to join the Emergency Control Group as soon as possible.

An Emergency Control Group Member will act as Social Services Member to provide coordination in social services matters in the emergency and will coordinate prior planning for emergency social services arrangements. The County Social Services Manager may be requested to provide a Social Services representative to assist with this responsibility.

The Emergency Information Officer drafts any media releases and has them approved by the Mayor.

Additional Emergency Control Group members may need to be drawn from various sources to provide specialist knowledge, advice and support; these might include representatives from the County Administration, from Provincial Ministries, or local agencies.

When the emergency situation calls for close coordination with a neighbouring municipality the Mayor may request the Head of Council of the neighbouring municipality to appoint a representative to join the Emergency Control Group to assist in mutual support matters.

Communication, in both the electronic and the information-sharing sense, is usually a major problem during most emergencies. Equipment breaks down, frequencies and/or equipment are found to be incompatible, messages are misunderstood, and those responding to the emergency forget to pass on or share information.

The Municipality will need media cooperation to provide the Emergency Control Group with the means to communicate with the public during the emergency. It is thus in our own interest to be prepared to respond to media requests for information.

Action should be taken by the Emergency Information Officer to establish an Emergency Information Centre near the Emergency Operations Centre. The Emergency Information Centre should have telephone and electrical outlets and should provide space for news conferences and briefings. News conferences should be scheduled for both the public and the media.

### **Communications/Media Plan**

1. A communications plan is an integral component of this EMERGENCY RESPONSE PLAN. The police and fire communications systems are adequate, however they will be under extreme stress in emergencies. Action must be taken to reduce the pressure on these emergency services radio systems.

### **Two-Way Radio**

2. The emergency service assuming the responsibility as the Emergency Site Manager will provide the communications link between the emergency site and the Emergency Control Group
3. Additional two-way radio communications is usually available through the following:
  - a. Kerwood Fire Department
  - b. County of Middlesex
  - c. Amateur Radio Emergency Service (ARES)
4. Emergency Control Group members who carry portable radios should consider and plan for the following.
  - a. the provision of extra battery packs or chargers;
  - b. the fact that batteries that are infrequently used are subject to a condition called "memory effect" and will not likely hold up for more than a couple of hours under emergency conditions; and

- c. portable radio may have problems transmitting out of the Emergency Control Group thus action should be taken to determine if external antennas are required.

## **Telephone**

- 5. The availability of telephones and/or cellular phones during an emergency will be an important aspect in the handling of the emergency. Action should be taken to consider the following:
  - a. ideally each member of the Emergency Control Group should have a telephone line, and/or a cellular telephone;
  - b. The Emergency Operations Centre should have spare telephone jacks installed for Emergency Control Group;
  - c. some of the Emergency Control Group telephones should be unlisted and should not be sequential from a listed number;
  - d. cellular telephone service can also become overloaded; and
  - e. extra batteries and chargers should be available to users of cellular telephones.

## **Emergency Information Officer**

- 6. The Emergency Information Officer has the responsibility to maintain this media plan. Action should be taken to develop contacts with the media to facilitate this plan.

## **Emergency Information Centre**

7. An Emergency Information Centre should be selected close to but not in the Emergency Operations Centre. The Emergency Information Centre however must provide the following facilities:
  - a. Space to hold a media briefing; and
  - b. Facilities for the media, i.e., telephones, electrical outlets.

The Emergency Information Centre is located in the basement of the Adelaide Metcalfe Municipal Office.

## **Media Identification**

8. The Emergency Information Officer should issue identification tags to media to record and control access to media briefings.

## **Media Briefings**

9. Media briefings are to be conducted by the Emergency Information Officer, with the approval of the Mayor, to provide the media with current information on the emergency situation.
10. Media briefings will also be used to issue news releases that have been approved by the Mayor.

## **Public Briefings**

11. The Emergency Information Officer, in conjunction with the Mayor, will be responsible to establish the time and location of public information meetings for the purpose of which will be to allow the Mayor to make formal statements to the public, especially to any evacuees, and to answer their questions.
12. The Emergency Information Officer, in the selection of the location of the meeting should consider the following:
  - a. The size of the official group which will consist of the Emergency Control Group members and emergency response experts;
  - b. The number of evacuees or other members of the public who may attend the briefing;
  - c. The number of accredited media;
  - d. The need for washrooms and facilities for coffee; and
  - e. Electric outlets and phones.

## Site Visits

13. The Emergency Information Officer should arrange for any on-site media visits to be cleared by the on-site coordinator. The media should then be taken to the site under escort, kept together at the site and allowed (within the bounds of both safety and emergency response activities) to get as close to the site as possible to get their pictures.

## Media Contacts

14. A list of media contacts is provided
15. Communications with the general public will be primarily by the following two methods:
  - a. Broadcasting Stations. The utilization of the local broadcasting stations may play a very significant role under emergency conditions particularly where land line communications are disrupted or overloaded. They can be used to request public co-operation in freeing telephone circuits for emergency use, passing warnings or official status reports to the public, answering mass inquiries, passing instructions to emergency department personnel upon departmental request, requesting public assistance in traffic control problems, and seeking private sources of particular supplies, facilities or skills.
  - b. Media. The use of the media will play an important role as a means of giving explicit and perhaps lengthy directions to the public, especially in incidents of some duration like heavy snow emergencies. For example, official releases on actions to take in dangerous conditions may contain detailed information on utilities, precautions, emergency social services, fire, police, and engineering and health measures all in one concise release. Such releases used as an action checklist are an excellent means of mass communications.

## **DECLARATION/TERMINATION OF AN EMERGENCY**

### **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

### **Declaration of a Municipal Emergency**

Where serious and extensive steps to protect property and the health and safety of residents are deemed necessary to cope with emergency conditions, the Mayor, or Deputy Mayor, as Head of Council for the Township of Adelaide Metcalfe, is responsible for declaring that a municipal emergency exists. This decision is usually made in consultation with other members of Emergency Control Group. Upon such declaration, the Mayor will notify:

- a) Provincial Emergency Operations Centre (OFMEM);
- b) Township of Adelaide Metcalfe Council Members;
- c) County Warden and/or County of Middlesex CAO;
- d) Neighbouring municipal officials, as required;
- e) Local MP; and
- f) Local MPP

### **A formal declaration of a state of emergency will:**

- a) Invoke the *Emergency Management & Civil Protection Act* and provide for protection from personal liability;
- b) Provide authority to expend funds without reference to council; and
- c) Provide coverage under the *Workplace Safety Insurance Act* for registered volunteers.



## Termination of a Municipal Emergency

A municipal emergency may be declared terminated at any time, in consultation with Emergency Control Group members by the Head of Council, Mayor, or Premier of Ontario:

Upon termination of a municipal emergency the Mayor will notify:

- a) Provincial Emergency Operations Centre (OFMEM);
- b) Township of Adelaide Metcalfe Council Members
- c) County Warden and/or County of Middlesex CAO;
- d) Neighbouring municipal officials, as required;
- e) Local MP; and
- f) Local MPP

## Guidelines for the Declaration and Termination of an Emergency

### **Introduction**

The attached "Checklist in Consideration of a Declaration of Emergency" is provided to municipalities by the OFMEM to offer general guidance to the Head of Council and the Emergency Control Group in making a decision whether or not to declare an emergency under the Emergency Management and Civil Protection Act.

Every incident must be evaluated separately as there are no strict rules for when to declare an emergency, but there are situations when a declaration would not only be in the best interest of the community and the responders, but the municipality itself, from a liability standpoint. The headings and bullets under each can, at the very least, be used to facilitate discussion when considering declaring an emergency.

### **Declaration of Emergency**

The Province must be advised of all declarations of emergency through the Provincial Emergency Operations Centre.

There are no repercussions for declaring an emergency when the Head of Council and Control Group are truly of the opinion that a declaration is the appropriate action. An emergency may even be declared to take actions in preparation for a forecasted event (i.e. flooding). If the event does not occur, the emergency can be quickly terminated. An emergency declaration is a significant action, but there should be no hesitation to declare, if the situation warrants.

## **Multi-municipal Emergencies**

The County of Middlesex has authority to declare an emergency when multiple local municipalities have been impacted by an incident or emergency, and the County is involved in coordinating the response. Municipalities within the impacted area may also declare emergencies in recognition of local response activities - the declaration of a County emergency does not supersede any local declarations. Municipalities retain authority to manage the local response to the incident.

## **Termination of Emergency**

There are no set guidelines for terminating an emergency, but if the impacts of the emergency, and the reasons for the declaration have been resolved, there may be justification for terminating the emergency. There should be no pressure felt by the Head of Council and Control Group to terminate an emergency until they are satisfied it is appropriate to do so.

Recovery activities should be completed to the point of making the disaster scene safe, and ensuring that all municipal assets are operational, long-term accommodations arranged (i.e. emergency shelters closed) and all community volunteers have been discharged. Activities such as repairing or rebuilding damaged and destroyed buildings and structures, will be on-going, but the emergency response and recovery should be ended.

A declaration of emergency may give the municipality the authority to restore essential infrastructure to their pre-disaster condition without obtaining approvals under applicable legislation. Therefore, the declaration should not be lifted until such works are substantially completed and operational.

In addition to the Head of Council, the Emergency Management and Civil Protection Act gives the Premier and the municipal council authority to terminate an emergency.

The Provincial Emergency Operations Centre must be notified that a declaration of emergency has been terminated, although it is likely that the PEOC will have been apprised of the local situation prior to the decision to terminate, either by the OFMEM Field Officer or through participation in teleconferences.

## **Checklist in Consideration of a Declaration of Emergency**

(Provided by the Office of the Fire Marshal and Emergency Management (OFMEM))

Note: All references in this document refer to the *Emergency Management and Civil Protection Act*, R.S.O. 1990, 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.*

Under the Emergency Management and Civil Protection Act, only the head of council of a municipality (or their 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 the Province 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 the OFMEM.

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?

An emergency is defined under the Emergency Management and Civil Protection Act 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).

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 lower-tier 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 lower-tier 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 councillors 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 has 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 the Commissioner of Emergency Management.

- 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 councillors 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..."

**Declaration of Emergency**

Municipality: \_\_\_\_\_(print)

I, \_\_\_\_\_ hereby declare a state of  
(Mayor or Elected Head of Council or First Nation Chief)

**local 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/First Nation of:

\_\_\_\_\_ .

(Note: Fax to EMO Duty Officer @ 416-314-6220)



**Termination of a Declared Emergency**

Municipality: \_\_\_\_\_(print)

I, \_\_\_\_\_ hereby declare a state of  
(Mayor or Elected Head of Council or First Nation Chief)

**local 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/First Nation of:

\_\_\_\_\_.

(Note: Fax to EMO Duty Officer @ 416-314-6220)

## **CASUALTY MANAGEMENT**

Arrangements for coping with casualties in an emergency are made jointly by the Emergency Medical Services and the Hospitals serving the County. The Central Ambulance Communications Centre on calls from Fire and Police authorities will dispatch ambulances. Ambulance, Fire or Police authorities may call upon further assistance from area hospitals in handling mass casualties as the situation warrants.

## **REGISTRATION AND INQUIRY**

1. The **Registration and Inquiry Service (R & I)** is a service which assists in reuniting families and which collects information and answers inquiries regarding the condition and whereabouts of missing persons. The purposes of the Registration & Inquiry Service are:
  - collect accurate and reliable information and answer inquiries as to the condition and whereabouts of disaster survivors
  - assist in reuniting separated family members as quickly as conditions permit
  - provide information to other emergency response agencies offering essential services to people affected by a disaster

The benefits of the Registration & Inquiry Service are:

- reduce separation anxiety and fear among disaster survivors
  - facilitate compliance with evacuation orders and discourage attempts by evacuees to reunite families by returning to previously evacuated areas
  - promote the psychosocial recovery of survivors or evacuees who suffer from temporary, disaster-related shock or anxiety
2. The Community Emergency Response Volunteers Middlesex Team is trained and prepared to provide a Registration & Inquiry Service within the County. Middlesex County Library staff are trained to act as supervisors and to operate the Central Registration & Inquiry Bureau (CRIB), where the information is matched and inquiries are answered. Library staff can also provide assistance to municipal staff, with any registrations or inquiries which are collected by phone or e-mail through the Municipal Office.

In an emergency affecting any municipality within the County of Middlesex which warrants action to respond to inquiries, the Municipality may request the County Community Emergency Management Coordinator to deploy the Community Emergency Response Volunteers Middlesex Team. The County Community Emergency Management Coordinator will place Community Emergency Response Volunteers Registration & Inquiry teams at Reception Centres or other sites, as arranged for by the municipality's Emergency Control Group.

3. Where an evacuation occurs without a Reception Centre being set up (for example, families staying with relatives and friends) an inquiry service may still be needed, collecting information on relocated families and providing response to concerned relatives. The inquiry service may need to operate on a 24 hour per day basis initially. The media should be informed as soon as possible by the Emergency Information Officer of the point of telephone access for the public to reach the Registration & Inquiry Service (headquartered at the CRIB, in one of the libraries), so that this information can be passed to the public to promote orderly and effective response to relatives' inquiries.
4. The Amateur Radio Emergency Service (ARES) may help with radio communications during an emergency. Amateur Radio Emergency Service assistance can supplement telephone communications or replace the telephone system if necessary. The municipality may obtain Amateur Radio Emergency Service help through the Amateur Radio Emergency Service Emergency Coordinator or Deputy Coordinator.
5. Each municipality in Middlesex County has been supplied with a supply of Registration & Inquiry forms by the Community Emergency Management Coordinator, which is likely to be sufficient for its needs. The Community Emergency Management Coordinator also has forms in storage at the County Building, in case additional forms are required. Also, a small supply of Registration & Inquiry forms and materials are stored in each of the County's Emergency Support Units, the trailers loaded with supplied to open a Reception Centre.
6. If the number of evacuated people is very large, or if the emergency is likely to continue for an extended length of time, the Community Emergency Response Volunteers Middlesex London Health Unit Team may also be contacted to provide assistance with the Registration & Inquiry Service; the municipality can request that the County Community Emergency Management Coordinator contact the Middlesex London Health Unit Emergency Manager on their behalf.

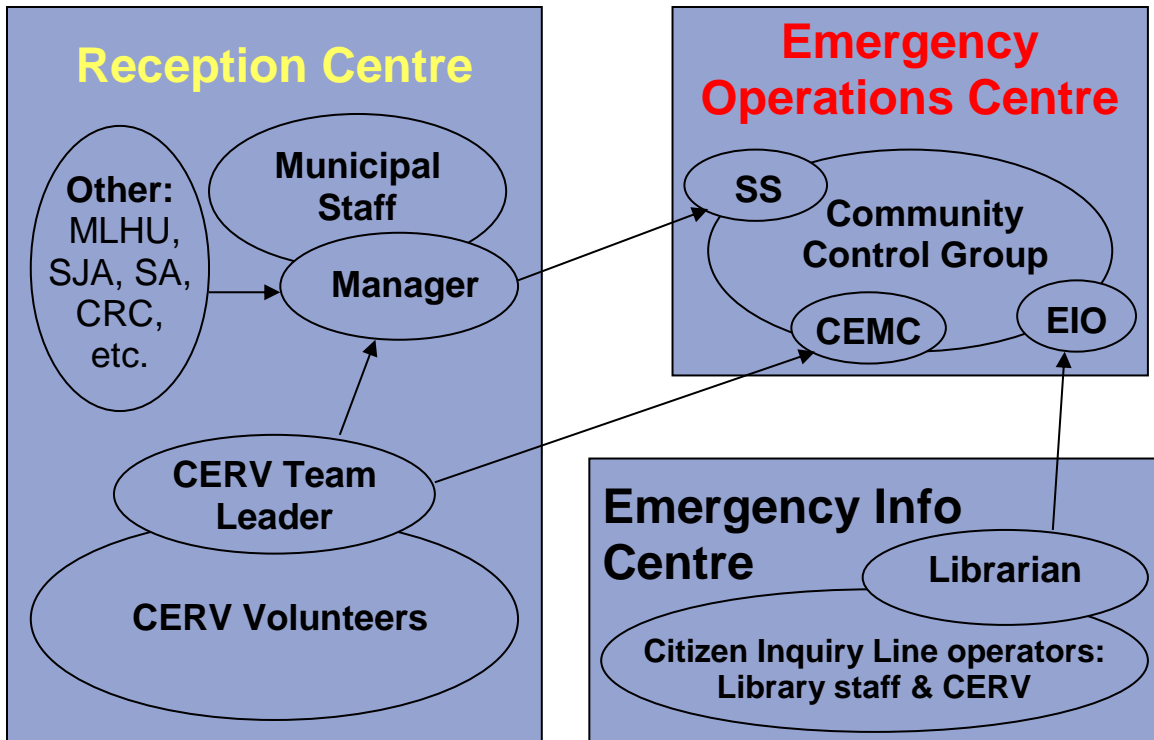
## COMMUNITY EMERGENCY RESPONSE VOLUNTEERS MIDDLESEX REQUEST PROCEDURE FOR MUNICIPALITIES

1. *The Community Emergency Response Volunteers Middlesex Team is trained and deployed under the auspices of Middlesex County.* Supervision and direction of Community Emergency Response Volunteers Middlesex volunteers is sometimes carried out by the Community Emergency Management Coordinator, but on-site direction may be made by County or municipal staff, or under the guidance of first responders (police, fire or Emergency Medical Services) when required during an emergency. The requesting municipality must provide at least one staff manager/supervisor per site to provide direction to the Community Emergency Response Volunteers Team; if the municipality does not have an available staff representative, the County or a neighbouring municipality may be requested to provide an on-site staff supervisor. There should be a staff manager/supervisor available at all times when the Community Emergency Response Volunteers Middlesex Team is on duty.
2. During a serious or declared emergency, the Community Emergency Response Volunteers Middlesex Team may be requested by any municipality in the County of Middlesex. The Team's assistance is requested through the County CEMC or alternate; the team does not self-deploy.
3. Community Emergency Response Volunteers Middlesex Team members have been trained never to put themselves or others at risk; they will not be deployed to an area where their health and/or safety could be threatened. Team members are equipped with basic safety equipment, including: hardhat, gloves, safety glasses, vest with ID badge, basic first aid kit, flashlight, whistle, etc.
4. The Community Emergency Response Volunteers Middlesex Team can also be requested to assist a municipality with a non-emergency situation, such as: search for a missing child, assistance at community events and fairs (displays, parking, basic first aid), or for promotion of emergency preparedness in the community.
5. The Community Emergency Response Volunteers Middlesex Team's primary function in an emergency situation will be to act as second response, to provide essential Emergency Social Services: food, clothing, lodging, Citizen Inquiry Line service, Registration & Inquiry service, and other personal services, including provision of basic first aid. The Team is capable of opening and operating an emergency Reception Centre to provide these services during an evacuation or other emergency situation. Again, the requesting municipality must provide a staff manager/supervisor at all times when Community Emergency Response Volunteers are deployed.

6. The Community Emergency Response Volunteers Middlesex Team has been trained to be self-sufficient when necessary, but will eagerly work with municipal staff, other response agencies, volunteer groups and first responders. Community Emergency Response Volunteers Middlesex Team members will cooperate fully with all direction given by staff and/or first responders; the Community Emergency Response Volunteers Team Leader will be the primary contact to the staff manager/supervisor on site.
7. Any costs associated with the deployment of the Community Emergency Response Volunteers Middlesex Team, whether during an emergency or non-emergency event, will be borne by the requesting municipality. These costs may include: food and beverages for the volunteers, parking fees, mileage or fuel costs, and additional supplies required to perform their requested duties.

### **COMMUNITY EMERGENCY RESPONSE VOLUNTEERS MIDDLESEX DEPLOYMENT PROCEDURES & OPERATIONS CHART**

1. In a deployment, a Team Leader is selected by Community Emergency Management Coordinator and contacted by phone; the Team Leader makes contact with the required number of Community Emergency Response Volunteers, travels to the site and remains in contact with Community Emergency Management Coordinator by phone.
2. At the Reception Centre or other site, the Team Leader becomes the primary contact with municipal staff manager/supervisor on site, but also remains in contact with Community Emergency Management Coordinator by phone.
3. At the Reception Centre, the staff manager/supervisor channels information to the social services representative at Emergency Operations Centre. At The Emergency Information Centre (usually the Library) the librarian acts as the supervisor and channels information to the Emergency Information Officer at the Emergency Operations Centre.
4. This flowchart will help to clarify lines supervision and communication within the municipal emergency social service response.



MLHU = Middlesex London Health Unit, staff & volunteers

SJA = St. John Ambulance SA = The Salvation Army CRC = Canadian Red Cross

SS = Social Services Representative EIO = Emergency Information Officer

CERV = Community Emergency Response Volunteers

CEMC = Community Emergency Management Coordinator

## COMMUNITY EMERGENCY RESPONSE VOLUNTEERS MIDDLESEX VOLUNTEER CODE OF CONDUCT FORM

Maintaining public trust and confidence is central to the effectiveness of emergency management. Members of the Community Emergency Response Volunteers Middlesex Program must adhere to the highest standards of ethical and professional conduct. This **Code of Conduct** for Community Emergency Response Volunteers Middlesex Volunteers reflects a helpful spirit and a commitment to the well-being of all.

### A COMMUNITY EMERGENCY RESPONSE VOLUNTEERS Middlesex Volunteer:

- Is a person who occasionally or regularly carries out volunteer activities for the Community Emergency Response Volunteers Middlesex Program. This person is registered and trained through the Community Emergency Response Volunteers Middlesex Program.

**A Community Emergency Response Volunteers Middlesex Volunteer will:**

- Be mindful of personal safety issues and limitations.
- Be mindful of the welfare and rights of others.
- Be aware of situational dangers and never put themselves or others at risk.
- Provide care, with compassion and respect for human dignity.
- Be impartial in the treatment of all persons.
- Safeguard confidences and privacy within the constraints of the law.
- Not participate in media interviews; a trained municipal spokesperson will be designated to address all media inquiries.
- Cooperate fully with supervisors, Community Emergency Response Volunteers Team members, other volunteers and community professionals responding to the situation.
- Leave emergency response to the professionals upon their arrival.
- Assist in a smooth transition from Community Emergency Response Volunteers Middlesex response to that of emergency responders, municipal officials or designated agencies when required.

**Volunteering with Community Emergency Response Volunteers Middlesex is an activity that:**

- Is motivated by the free will of the person volunteering, and not by a desire for material or financial gain or by external social, economic or political pressure.
- Is intended to benefit vulnerable people and their communities in an emergency or disaster.
- Is organized by recognized representatives of the Community Emergency Response Volunteers Middlesex Program.

## **POPULATION EVACUATION**

It may be necessary in an emergency for the residents of an area of the Township of Adelaide Metcalfe to be temporarily evacuated from their homes for their own welfare and safety. Such a requirement may be of an urgent or short-notice nature caused by an immediate hazard, and decided upon and directed on the spot by Police and/or Fire authorities.

A less immediate but probably larger scale evacuation could be decided upon, and directed by, the Emergency Control Group. The goal in any such operation will be to care for the evacuated persons, to bring families together and to re-establish residents in their homes as soon as possible.

### **Evacuation Plan**

#### **Aim**

1. The aim of this evacuation plan is to provide guidance to the Emergency Control Group in the event that an evacuation is required as the direct result of an emergency.
2. The evacuation plan consists of four parts as follows:

PART A	-	GENERAL EVACUATION INFORMATION
PART B	-	PUBLIC INFORMATION PLAN
PART C	-	RECEPTION PLAN
PART D	-	PUBLIC EDUCATION

Note: The term "Reception Centre" used refers to both Reception Centres and Evacuation Centres.

### **PART A**

#### **GENERAL EVACUATION INFORMATION**

##### **Population at Risk**

3. The population at risk is the principal focus of evacuation plans, and general information about the population is an essential requirement of sound planning.
4. The residents of the Township of Adelaide Metcalfe can be expected to provide their own transportation and assist their neighbours if necessary to successfully conduct an evacuation. The Emergency Control Group however must be prepared to assist those residents mobility impaired.



5. Schools, hospitals, nursing homes, and similar institutions should each have separate emergency evacuation plans which show where their populations will assemble for transportation. Families must be encouraged to trust in institutional planning, and avoid the temptation to arrive independently to pick up family members. The Emergency Control Group must be aware of the institutional plans and provide support for the evacuation from the institutional assembly area.

### **Public Reaction**

6. For planning purposes it is assumed that the majority of residents, when ordered to evacuate, will find shelter with friends/relatives and will not require immediate assistance or attention.
7. The elderly will however require assistance, and planning should consider the following factors:
  - a. the reduced likelihood of the elderly receiving the warning due to deafness, or reduced social contact;
  - b. their lack of transportation resources;
  - c. their physical or mental disabilities; and
  - d. their resistance to leave familiar surroundings.

### **Host Population**

8. This plan is based on the concept that the citizens of the Township of Adelaide Metcalfe, who reside in areas outside of the evacuation zone, will voluntarily open their homes to evacuees, especially for friends and relatives.

### **Types of Evacuation**

9. There are basically only two types of evacuation: the unplanned evacuation that is ordered by the on-site authority, and the planned evacuation ordered by the Emergency Control Group.

### **Unplanned Evacuation**

10. An unplanned evacuation occurs when the on-site Police or Fire authority decides that an urgent evacuation is necessary. They will immediately notify the public in the area to be evacuated and direct them to seek shelter at a nearby facility such as a school, or other public facility to provide temporary shelter. The on-site authority should also take the following action:
  - a. attempt to contact a responsible person at the nearby facility, to which the evacuees have been directed and explain what has happened; then
  - b. advise the Mayor or CAO/Treasurer of the need to evacuate and the location of a temporary facility.

11. On receipt of a notice of evacuation from the Police, or Fire Authority, the Emergency Control Group will assemble to carry out the following tasks:
  - a. select suitable reception centre(s) and arrange for their opening and staffing;
  - b. notify the Police of the location of the reception centres and their time of opening;
  - c. contact the County Social Services Manager and ask for his/her assistance and request that he/she contact the Red Cross and ask them to establish a Registration and Inquiry Service;
  - d. arrange for the provision of canteen services to the evacuees at the reception centre:
  - e. arrange for local volunteers to conduct the registration of evacuees until relieved by the Salvation Army, as requested through the County of Middlesex Community Emergency Management Coordinator; and
  - f. establish an accommodation service for the host population to call and offer accommodation.

#### **Planned Evacuation**

12. In a situation where a less urgent, but major, evacuation of an area is contemplated, action should be taken to assemble the Emergency Control Group to plan for and conduct the evacuation.
13. Ordering an evacuation of all or part of an emergency area is a very serious step, and requires detailed planning. The Emergency Control Group is authorized under the EMERGENCY RESPONSE PLAN to order an evacuation but that order should be given only after careful consideration of all factors involved. In some cases clear and obvious risks will indicate the need for evacuation; in other cases a precautionary evacuation may be justified to avoid an expected risk; in still other circumstances, for example, where evacuees would have to drive through a plume of hazardous gases, it may be better for people to take shelter in their homes.
14. The Police will be responsible for the security of the evacuated zone and the prevention of looting. Consideration will be given to the need to:
  - a. obtain personnel to assist the police;
  - b. provide for additional lighting of the area;
  - c. search all vehicles leaving the evacuated area;
  - d. arrange for road barriers and their staffing;
  - e. contact the responsible authority to control/restrict air traffic over and rail traffic through the emergency site;
  - f. provide for crowd control;
  - g. provide for the signing of barriers to identify the problem, (e.g. CHEMICAL HAZARD ZONE-KEEP OUT); and
  - h. establish communications with the personnel staffing barriers.

### **Post Evacuation Services**

15. The Middlesex-London Health Unit may be asked by the Emergency Control Group to develop an outreach program to reduce resident stress.
16. The Medical Officer of Health should be consulted with respect to the establishment of a Critical Incident Stress Management team to support emergency services workers.

## **PART B**

### **PUBLIC INFORMATION PLAN**

#### **General**

17. There are five requirements to the public information plan, which are as follows:
  - a. the requirement to educate the public;
  - b. the requirement to warn the public that an evacuation may be necessary;
  - c. the evacuation notification;
  - d. the requirement to notify the host population; and
  - e. the requirement to reassure residents located on the perimeter of the evacuated zone.

#### **Education of the Public**

18. The public should be advised of the following information to ensure that they are prepared for an evacuation:
  - a. how they will be advised of the requirement to evacuate;
  - b. what to do if they need assistance to evacuate;
  - c. what they should take with them;
  - d. that those personnel who cannot find temporary shelter with a friend/relative should assemble at a designated reception centre for registration and assistance in locating shelter;
  - e. that those personnel who find their own temporary shelter should register by phone at the reception centre;
  - f. how the evacuees will be kept informed;
  - g. how other residents can help; and
  - h. what to do with their pets.
19. Public education might include the release of information through the Media such as the contents of Part E of this Tab.

#### **Public Warning**

20. During an emergency it may be possible to alert the public of the possibility of an evacuation and solicit their preparation for such an event. Details of these preparations are contained in Part E.

21. The public will be notified in accordance with the Media plan of the actual requirement to EVACUATE an area of Township of Adelaide Metcalfe the notice given to the public will contain:
  - a. details of the area to be evacuated, (defining outer limits);
  - b. details with respect to the cause of the evacuation and the threat to their safety;
  - c. an estimate of the duration of their absence from their residence;
  - d. the location of assembly areas for those needing transportation;
  - e. a request that, when possible, evacuees proceed to friends/relatives outside the evacuation zone and then when so instructed by the media to phone the Registration Centre to provide their Name, Address of their Evacuated Residence; their temporary address and phone number;
  - f. a request for evacuees to warn their neighbours and assist the elderly living near them in evacuating;
  - g. the evacuation routes; and
  - h. the location of reception centres.
  
22. The public will be notified of the requirement to evacuate by announcements through the media; the use of police and fire department PA systems, sirens, and bullhorns; and finally by door to door verification. Special arrangements to notify the hearing impaired should be considered.
  
23. The Police will coordinate the plan to notify the public and the conduct of the door to door verification. Police resources may be limited; thus they should consider the following:
  - a. the need for the notification of residents by door-to-door contact to be prioritized based on the greatest danger (a staged evacuation);
  - b. the availability of fire department personnel with self-contained breathing apparatus to conduct evacuation in the area of a fire or chemical hazard;
  - c. the need for volunteers to assist in the notification of residents in low risk areas;
  - d. the requirement for equipment such as loud hailers and public address systems and its availability from private agencies;
  - e. the assignment of police or volunteers to apartment lobbies, special care institutions and assembly areas to guide and reassure residents;
  - f. the method of marking homes to identify those that have been evacuated (marked with an X using yellow waterproof lumber crayon);
  - g. the requirement to provide each police officer and/or volunteer with the exact wording of the evacuation message to prevent any misunderstanding; and
  
  - h. the need to identify residences containing pets or livestock, which will require care at a later time.

## **Host Population**

24. The host population will be addressed through the Media and asked to:
- a. Stay away from the evacuation area;
  - b. Reduce the use of phones;
  - c. Contact the Municipal office by phone (519) 247-3687 or 1-866-525-8878 to offer accommodation for evacuees; and
  - d. Prepare for a possible evacuation if you live in areas adjacent to the present area of evacuation.

## **REASSURANCE**

25. When issuing news releases to the public, the information must be designed to reassure residents just outside the evacuation zone. Attention must be paid to the concerns of personnel in the following categories:
- a. those whose neighbours have been evacuated (one side of a street has been evacuated); and
  - b. those who are close to the emergency site but who because of the wind direction need not evacuate at this time.

## **PART C**

### **RECEPTION PLAN**

#### **General**

26. The reception plan will be based on a number of assumptions which have been assembled from the experience of other Canadian municipalities during actual evacuations. These assumptions are as follows:
- a. a majority of the evacuees will find shelter with friends/relatives within the host population and that only a few of these evacuees will physically report to a reception centre;
  - b. emergency shelters will likely take in those who are less able to afford to go elsewhere;
  - c. there will be voluntary evacuation by residents who live near to the evacuation zone; and
  - d. reception centres must be prepared to cater to the special needs of the following groups of people:
    - (i) the elderly;
    - (ii) parents with young children;
    - (iii) expectant mothers;
    - (iv) the ill/infirm; and
    - (v) those members of families who are separated from other family members.

27. The primary purpose of a reception centre is to provide a location to which evacuees can be directed for registration and personal services. A Reception Centre (RC) is a one-stop service site or facility - church hall, community hall, arena, or other appropriate location -where, in a disaster or emergency, people evacuate to and where their immediate basic needs are met by the five Emergency social Services (ESS) response teams: Emergency Clothing, Emergency Lodging, Emergency Food Service, Registration and Inquiry Service and Personal Services. Past disaster experience has shown that disaster survivors or evacuees may arrive at RC with minor injuries, without necessary medication or may be ill or recovering from an illness. First Aid and Public Health Services are therefore provided in addition to the five basic Emergency Social Services. Other municipal emergency services may also be needed by evacuees in the Reception Centre, such as transportation, sanitation and recreation.
28. The staffing of reception centres will, of necessity, be influenced by the owner of the facility. The ECG should ensure that staff are provided to
- a. register evacuees;
  - b. ascertain if the evacuees may have any concerns such as:
    - (i) the need to return to their residence to look after pets or livestock;
    - (ii) the need to ensure the security of their residence.
  - c. provide for their care and comfort;
  - d. assist evacuees in obtaining more suitable accommodation; and
  - e. assist in the process of reuniting families.
28. The provision of Registration and Inquiry Services are an essential requirement in the conduct of any evacuation plan and this service may be provided by the Salvation Army or Community Emergency Response Volunteers Middlesex, however arrangements must be made to complete the registration of evacuees until relieved by these groups.

## **PART D**

### **PUBLIC EDUCATION**

#### **General**

1. This section provides information that should be available to the public so that they will be aware of what actions to take in the event of an emergency requiring an EVACUATION.

## **Alerting of an Emergency**

2. If there is an emergency that could pose a serious threat to an area of the Township of Adelaide Metcalfe residents should be advised by Municipal Officials through radio stations and social media. All radio stations broadcasting in the area will be notified. Police and Fire Department sirens and public address systems will be used to alert you to turn on your radio and listen to the radio for instructions, as well as postings on social media.
  
3. In the event that there are residents that live in an area of the Municipality that is placed on alert, advise those affected to STAY CALM and
  - check with their neighbour to ensure that they are aware of the alert;
  - go indoors, close all windows, doors, turn off air conditioners, and turn down the heating system thermostat to reduce air intake
  - DO NOT USE THE TELEPHONE unless absolutely necessary
  - turn on their radio and await information/instructions;
  - prepare for possible evacuation;
  - bring children and pets indoors where they can be supervised;
  - provide extra food and water for pets in case of evacuation;
  - rely on the teachers at school to care for children at the school and do not attempt to pick them up at school. School Boards have their own emergency plans and will enact them upon direction from the Board/Superintendent

## **Evacuation**

4. Inform residents to not evacuate from their home unless ordered to do so by authorities. In the event of an emergency they should prepare for a possible evacuation as follows:
  - listen to the local radio, television station, and/or social media for instructions
  - turn off appliances (except refrigerators and freezers)
  - if they are home - pack a few essential items
    - . prescription drugs and important medicines
    - . baby supplies and special foods
    - . identification
    - . cheque book, credit cards, cash
    - . sweater, coat, etc.
    - . portable radio, flashlight and batteries
    - . provide extra food and water for pets
  
5. When the Police and/or Fire Authority decide that an immediate and urgent evacuation is necessary they will order such an evacuation and advise residents to report to a nearby public facility to provide temporary shelter until a proper reception centre is established.

6. In a less urgent but major evacuation of an area of the Township of Adelaide Metcalfe, the decision to evacuate will be made by the Emergency Control Group.

### **Reception Centres**

7. A Reception Centre (RC) is a one-stop service site or facility - school gym, church hall, community hall, arena, or other appropriate location -where, in a disaster or emergency, people evacuate to and where their immediate basic needs are met by the five Emergency social Services (ESS) response teams: Emergency Clothing, Emergency Lodging, Emergency Food Service, Registration and Inquiry Service and Personal Services. Past disaster experience has shown that disaster survivors or evacuees may arrive at Reception Centers with minor injuries, without necessary medication or may be ill or recovering from an illness. First Aid and Public Health Services are therefore provided in addition to the five basic Emergency Social Services. Other municipal emergency services may also be needed by evacuees in the Reception Centre, such as transportation, sanitation and recreation.

In the event of an emergency requiring an evacuation, a Reception Centre will be operated to provide a place at which evacuees will be registered and assisted in locating temporary accommodation.

- residents will be notified of the location of the Reception Centre
  - i. Township of Adelaide Metcalfe – Basement
  - ii. Adelaide Metcalfe (Kerwood) Fire Hall
- proceed to nearest Reception Centre only if assistance is needed in finding temporary accommodation
- if residents are able to obtain temporary shelter with friends/relatives who live outside of the area of evacuation, proceed directly to that location. After a suitable delay in time to allow the volunteers to mobilize their resources residents will be notified by the media to inform the Registration and Inquiry Service of their name, temporary address and phone number and the address of the residence from which they were evacuated from.

### **End of Emergency**

9. Residents will be advised by the media when the emergency has ended and they can safely return to their residence.

### **Citizens Outside the Area of Evacuation**

10. Citizens living outside the area of evacuation can help by:
  - Being prepared to offer accommodation to their fellow citizens. They will be advised by the media where to call to offer such assistance.
  - Avoiding travel near the Evacuation Area to reduce traffic.
  - Avoiding unnecessary use of the telephone.



## **FLOOD CONTROL**

Although no major flood damage centres have been identified within the municipality, the local Conservation Authorities maintain Flood Contingency Plans and provide information relating to possible flooding situations and technical assistance on how to react to a flood event.

In the case of flood control assistance, help from the Ministry of Natural Resources can be requested through, and with the advice of, flood coordination officers of the St. Clair Region Conservation Authority and the Ausable-Bayfield Conservation Authority.

Apart from the physical damage to property, experiencing a flood can be an extremely emotional time. If municipalities are not prepared for the possibility of a flood, recovery can be slow, stressful, and costly. A few hours spent preparing a flood plan can help survive the effects of a flood.

Emergency Control Group members need to:

- Understand the flood risks in the municipality. Review the attached Flood Plans from Ausable Bayfield Conservation Authority and St. Clair Region Conservation Authority.
- Prepare for low lying areas to be effected (ie. road closure signs, barricades)
- Respond when flooding of roadways or municipal buildings is reported.
- Recover after a flooding incident(s)

Preparing for flooding can happen in a number of ways:

- Think about relocation routes and centres
- Prepare an emergency kit (72 hr Kit)
- Keep a list of emergency telephone numbers on hand

If flooding is imminent or occurring and if time permits, residents can:

- Secure hazardous items
- Roll up rugs, move furniture, electrical items, and valuables to a higher level
- Place important personal documents, valuables, and vital medical supplies in a waterproof case in an accessible location
- Monitor Environment Canada forecasts, Ministry of Natural Resources & Forestry and listen to your local radio station, as potential flood advisories or potential risks for high water levels will be reported from conservation authorities

## **Hazard Identification Risk Assessment**

The Township of Adelaide Metcalfe has the potential of experiencing an emergency based on any of the following circumstances:

- a) Weather events;
- b) Transportation Incidents;
- c) Hazardous Material Incidents; and
- d) Human Health Emergencies and Epidemics.

There are no industrial sites in the Municipality that are considered to present Special Hazards at this time.

There are no financial institutions or health services located in the Township of Adelaide Metcalfe, however services are offered to the municipality that are located in other municipalities.

Preparations to respond to these special hazards require that the Emergency Control Group be provided with essential data. Maps identifying the following information should be readily available at the Emergency Operations Centre:

- a) Transportation routes;
- b) Pipeline data; and
- c) Municipal/storm drains.

### **Special Hazards**

This section should list commercial facilities where industrial accidents or fires would likely result in the escape of gases and vapours that would pose a risk to the nearby population. Such facilities include warehouses that store agricultural fertilizers, industrial sites and chemical storage facilities.

### **Highway and Rail Accidents Involving Chemical Products**

2. CANUTEC is an information and advice centre in Ottawa operated by the Transport of Dangerous Goods Branch of Transport Canada. This centre operates 24 hours a day on a seven day week basis including holidays. Call CANUTEC (1-613-996-6666) if advice is needed in a chemical accident. They have an extensive library on chemical hazards and contacts within the chemical industry including the service known as TEAP. The Transportation Emergency Assistance Plan (TEAP) is a service run by the Canadian Chemical Producers Association and is designed to provide technical advice in the event of a chemical transportation emergency. Upon request from a participating company/agency or from CANUTEC they may be able to provide an on-scene response team to assist local fire or police forces with expert technical advice.

The authority at the scene who makes contact with CANUTEC (1-613-996-6666) shall:

- a. Advise the nature of the chemical if known, i.e., proper name and/or UN number;
- b. Advise the time and place of the accident, name of the carrier, direction of travel of the vehicle, behaviour of the chemical, odours, etc.
- c. Name of the chemical producer if known;
- d. Give his telephone number and ensure it is manned for further return calls from CANUTEC (or other specialists);
- e. Avoid breathing vapours; any source of ignition in the event that the chemical is flammable or explosive; and alert nearby residents who may have to be evacuated from the scene.

### **Explosives and Suspected Explosive Devices**

3. These hazards are the responsibility of the Ontario Provincial Police at the request of the local Police Department in the area where discovered. Note such requests usually come from local Police or Fire Services, but may be from any source.

### **Radioactive Materials - Accidents**

4. Incidents involving potential exposure of people to radioactive materials are the responsibility of the Ministry of Labour, Occupational Health Branch. Telephone one of the numbers listed below:
  - a. Weekdays 0815 to 1700 hours 1-416-965-8178
  - b. Other times/hours Queens Park  
Emergency Number 1-416-965-1211
  - c. CANUTEC, any time 1-613-996-6666
  - d. O.P.P. 1-800-265-7191

### **Accidental Oil Spills and Other Hazardous Materials**

5. Telephone 1-800-268-6060, 24 hours a day, and ask for the Duty Officer:

If none of the above is available telephone O.P.P. London Detachment (681-0300), or O.P.P. Headquarters Toronto (1-416-965-5751) 24 hours a day.

## **Pandemic Plan**

A Pandemic is an illness that spreads across the world.

Township of Adelaide Metcalfe in collaboration with The Middlesex-London Health Unit is prepared for and on the alert to any potential increase of illness in our area and around the world. The goals of Pandemic Planning are in keeping with the provincial goals through The Middlesex-London Health Unit, which consist of the following:

- To minimize serious illness and overall deaths.
- To minimize societal disruption as a result of a pandemic.

Although the first instances of human-to-human transmission are likely to occur in other countries, surveillance mechanisms in Middlesex-London must also be able to identify this type of transmission in the unlikely event that this should occur locally.

The World Health Organization (WHO) monitors, and assesses health trends, and provides leadership to public health.

## **Pandemic Influenza**

Pandemic influenza refers to the occurrence of a new strain of influenza that circulates worldwide. The new strain, which usually occurs due to “antigenic shift”, will not have been previously seen in humans and so there will be no past immunity to provide protection. In past influenza pandemics, emergence of new strains have caused significant hospitalizations and deaths, and has spread rapidly around the world.

## **Pandemic Influenza History**

- Spanish Flu – 1918, H1N1 - 40 million deaths
- Asian Flu – 1957, H2N2 - 2 million deaths
- Hong Kong Flu – 1968, H3N2 - 1 million deaths

Pre-requisites for the Start of a Pandemic

1. A novel virus or bacterium strain with no immunity
2. Replicate in humans and cause serious disease and death

3. Efficiently transmitted from human-to-human
4. Population has little or no immunity to the new virus

How can one protect them self?

- Frequent and thorough Hand washing
- Use of alcohol based hand sanitizers
- Individuals with a cough and /or sneeze should cover themselves, both nose and mouth
- One should avoid touching their face
- Stay home if ill
- Environmental cleaning

For more information

Middlesex London Health Unit  
Manager, Emergency Preparedness  
50 King Street, London, ON., N6A 5L7  
Tel: 519-663-5317 Fax: 519-663-9413  
Email: [emergency@mlhu.on.ca](mailto:emergency@mlhu.on.ca)

## **Power Outage Plan**

A power outage or blackout can happen at any time. Usually power outages are short and the power is restored before we even miss it. Some extreme weather events can cause power outages that last for days. Knowing what to do during a prolonged power outage is important. The following should help residents stay safe during a power outage.

### **Food Safety**

The perishable food in fridges and freezers must be kept cold while the power is off. The good news is fridges and freezers are designed to keep the cold air in. Residents should avoid opening them wherever possible. A fully stocked, upright or chest freezer will keep food frozen for about two (2) days. If the freezer is only half full, the food should stay frozen for one (1) day. The fridge will keep food cold for four to six (4 – 6) hours without power.

- Any food that was stored at or above 4°C for two (2) hours or more should be thrown out. Remember that unsafe food may not smell or look bad.
- If frozen food has thawed and risen above 4°C it should be discarded.
- Adding bags of ice to fridges or freezers will help maintain the cold temperature.
- Squeeze the frozen food. If the crunch of ice crystals can be heard, then it is only partially thawed and can be refrozen.
- The best way to ensure food is safely stored is to put an accurate indicating thermometer in the fridge and freezer.
- Storing food outdoors in cold weather is not a good idea. The sunlight can warm it up and the food could be contaminated by animals.
- If any food comes in contact with raw meat juices it should be thrown out. This can be prevented by storing raw meats separate and below other foods.

### **"When in doubt; throw it out".**

- If there are young families in the municipality with infants, how baby formula is prepared may have to change during a power outage.
- Water used for preparing formula must be sterilized for all infants under the age of four (4) months.
- Use ready to feed formula, if water can't be boiled.
- Unsterilized water can only be used for making formula for infants older than four (4) months of age.
- Keep mixed formula in the fridge. If the power has been off for four (4) hours or more; throw it out.
- Use prepared bottles of formula within 24 hours.

- A bottle of used formula should be used within two (2) hours. Throw out any leftovers.
- Don't forget to use proper hand washing whenever handling food. Alcohol based hand sanitizers are effective when there is no food on hands.

For more information

Middlesex London Health Unit  
Manager, Emergency Preparedness  
50 King Street, London, ON., N6A 5L7  
Tel: 519-663-5317 Fax: 519-663-9413  
Email: emergency@mlhu.on.ca

### **Water and Waste Water Safety**

Most homes that use well water rely on an electrical pump to move the water into the home. During a power outage, the pump would be off and there would be no water available. Having an adequate supply of bottled water in case of emergency is a good idea. Remember that some homes have treatment systems for well water that use electricity (e.g. Ultraviolet light). If power is restored to the pump, make sure that the treatment system is working also.

Some on-site septic systems use pumps that run on electricity. The pumps move waste through the system and into the leaching bed or treatment unit. If water is still being used in the home; septic and pump tanks will continue to fill. If the tanks get too full, the effluent could back up into the home. Limit water use until the power is restored.

If the pump is between the home and the septic tank, choose to collect your wastewater in pails and pour it into the inlet side of the septic tank. For a prolonged power outage, having the septic tank pumped by a licensed sewage hauler will allow more storage until the pump is working.

### **Hazards**

Some of the safety devices in the home also run on electricity. Many modern homes have smoke detectors hard wired into the home power supply. These devices should have a battery backup feature in case of power outage. These batteries should be checked regularly (every six (6) months).

Portable generators can be used to provide power during a blackout. It is important to remember that generators must be used according to manufacturer's instructions and in a well ventilated area. The only safe way to connect a generator to the home electrical panel is through an approved transfer panel and switch. Those must be installed by a qualified electrician.

## **Heating and Cooling**

Some home heating appliances use power venting. The fans used for power-venting require electricity to vent combustion exhaust fumes. A power-vented gas fireplace should have a shut-off mechanism that prevents any gas combustion during a power outage. Check to make sure any appliances have this feature.

Staying cool during summer blackouts can be a challenge. Try the following:

- Stay out of the sun between 11 a.m. and 4 p.m.
- Drink lots of water.
- Take a cold bath or shower to cool down, if the well and septic system are still operational.
- Wear loose-fitting, lightweight, light-coloured clothing, and don't forget the sunscreen.
- Pay close attention to young children; keep them out of the sun and give them lots to drink.



## **Pets in an Emergency**

The best way to keep pets safe during an emergency is to have residents keep their pets with them. When a disaster strikes, remember that the rules that apply to people, also apply to pets. Preparation makes all the difference and if it's not safe for residents, it's not safe for their pets. Some of the things that can be done to prepare for the unexpected include assembling an animal emergency supply kit, and developing a pet care buddy system. Whether residents decide to stay put in an emergency or evacuate to a safer location, plans will be needed to be made in advance for their pets.

Encourage residents to follow these steps to prepare protecting their pets in a disaster:

### **Identify Pets**

Make sure that cats or dogs are wearing a collar and identification as well as ensuring municipal dog tags are up to date and visible at all times. Have the resident put their cell phone number on their collar/identification tag.

### **Disaster Kit**

Every family member should know what he or she needs to take if they need to evacuate. Also needed will be pet supplies for their pet. Stock up on non-perishables well ahead of time.

Keep everything accessible and stored in sturdy containers that can be carried easily. Dry pet foods can be stored in air-tight containers and refreshed every 6 months.

If they live in an area prone to flooding, have a kit in their car in case they have to evacuate quickly. A basic disaster kit should include: food and water for at least five days including pet bowls and can openers, medications stored in a waterproof container, a first aid kit, cat litter box, cat litter, litter scoop, garbage bags, sturdy leashes/harnesses, carrier crates, blankets, towels, pet beds, pet toys, and written information about their pets medications, feeding schedules, behaviour issues, and their veterinarian information.

Residents should be encouraged to keep current photos of their pet on their mobile phone or purse/wallet should they become separated to prove the pet is theirs once reunited.

### **Find a Safe Place Ahead of Time**

Find a pet friendly hotel/motel in case of evacuation, and ask about restrictions. Ask pet-free hotel/motels if during an emergency, they will waive policies restricting pets. Make arrangements with friends or relatives. Consider contacting a kennel or veterinarians office. As a last resort, residents should ask their local animal shelter.

### **If the Resident is not Home**

Make arrangements well in advance for a trusted neighbour or nearby friend or relative to take their pets if it is safe to do so. If they evacuate, have them take their pet. Remember, if it isn't safe for the resident, it isn't safe for their pets. Also, plan to evacuate early, do not wait for an evacuation order.

### **If they stay home, do it safely:**

- Close off or eliminate unsafe nooks and crannies where frightened pets may try to hide.
- Move dangerous items such as tools or toxic products that have been stored in homes.
- Bring pets indoors as soon as local authorities say trouble is on the way.
- Close windows and doors and have them stay inside, and follow local emergency instructions.
- If they have a room they can designate as a 'safe room', put emergency supplies in that room in advance.
- If the electricity goes out, have residents keep pets with them.

### **Residents should keep taking care of themselves and their pets even after the disaster:**

- Don't allow pets to roam loose.
- If assessing damage, keep dogs on leashes and cats in carriers inside the house.
- Be patient with pets after a disaster.
- If the community has been flooded, search yard and home carefully for wild animals who may have sought refuge there.

### **During extreme temperatures keep these tips in mind:**

- Never leave pets in a parked car.
- Watch the humidity in the heat, and the winds in the cold.
- Do not rely on a fan as they do not cool off pets as effectively as people.
- Provide lots of shade and water in the heat.
- Limit exercise.
- Look for signs of heatstroke (heavy panting, glazed eyes, difficulty breathing, dizziness, rapid heartbeat, profuse salivation) or hypothermia (Paleness, strong shivering, lethargy) and treat immediately.

Remember, disaster plans aren't just for pets. If residents are responsible for other kinds of animals during natural disasters, disaster plans for feral or outdoor cats, horses, chickens, and other farm animals can be life-savers.

## **OTHER ASSISTANCE & INFORMATION**

Outside organizations prepared to assist in an emergency within their capability and expertise include the following:

- a) **Environment Canada.** Environment Canada can provide information on weather conditions as they affect emergency operations. [http://weather.gc.ca/canada\\_e.html](http://weather.gc.ca/canada_e.html)
- b) **Ministry of Environment and Climate Change (MOECC)**The Ministry of the Environment, through their Regional Offices in London or the Toronto "Spills Action Centre" are able to provide advice in handling serious oil and chemical spills and discharges;
- c) **Ontario Ministry of Agriculture, Food and Rural Affairs** The Ontario Ministry of Agriculture, Food and Rural Affairs through their regional Office could provide advice with respect to the effect of hazardous vapors on crops and animals (1-877-424-1300);
- d) **Ontario Ministry of Natural Resources and Forestry** The Ministry of Natural Resources through their District Office would act as Lead Ministry for floods or forest fires;
- e) **Ontario Fire Marshal & Emergency Management.** The Chief of OFMEM, Ministry of Community Safety and Correctional Services, is prepared to provide advice and assistance in an emergency, particularly with matters of Provincial Government Support;
- f) **Insurance Bureau of Canada (IBC)** A coordinator for the Insurance Bureau of Canada is available in London to organize insurance company action on claims adjustments under emergency conditions;
- g) **Department of National Defense.** Land Forces Central Area Support Unit London has limited resources of personnel and equipment. Assistance can only be requested through Ontario Fire Marshal and Emergency Management (OFMEM) 1-800-314-0472 as Provincial / Federal costs may be involved;
- h) **Union Gas.** Union Gas has Emergency Response Plans and appropriately trained personnel and equipment for restoration of essential gas mains and services and has radio-equipped vehicles which can be positioned at emergency sites to coordinate the activities of Union Gas with other utilities and civic services. Their knowledge, and relay of such to municipal officials, regarding location of gas lines, control points and emergency procedures may be of prime importance in many emergencies;

- i) **MEDIA RESOURCES** The utilization of the local broadcasting stations may play a very significant role under emergency conditions particularly where land line communications are disrupted or overloaded. They can be used to request public cooperation in freeing telephone circuits for emergency use, passing mass inquiries, passing instructions to emergency department personnel upon departmental request, requesting public assistance in traffic control problems, and seeking private sources of particular supplies, facilities or skills. They have emergency electrical power;

The use of the Press will play an important role as a means of giving explicit and perhaps lengthy directions to the public, especially in incidents of some duration like heavy snow emergencies. Mass common notification will be through media resources that are listed in the tabs.

- j) **Conservation Authorities** Advice on flood control can be obtained from the Conservation Authorities. The Watershed Flood Warning System provides a plan to warn of imminent flood conditions. There are two (2) Conservation Authorities that serve the municipality:
1. Ausable Bayfield Conservation Authority - 71108 Morrison Line, R. R. # 3 Exeter, Ontario N0M 1S5  
Phone: 519-235-2610 or 1-888-286-2610 Fax: 519-235-1963  
Email: [info@abca.on.ca](mailto:info@abca.on.ca)  
Website: [www.abca.on.ca](http://www.abca.on.ca)
  2. St. Clair Conservation Authority - 205 Mill Pond Cres., Strathroy, Ontario N7G 3P9 Phone: 519-245-3710 Fax.: 519-245-3348  
Email: [stclair@scrca.on.ca](mailto:stclair@scrca.on.ca)  
Website: [www.scrca.on.ca](http://www.scrca.on.ca)
- k) **Victim services**. Provide victims of emergencies with immediate support and referrals to available programs and services. Personal services on a small scale and CISM for larger scale emergencies are offered by Victim Services.

## **EXERCISING THE PLAN & TESTING THE PLAN**

As required under the *Emergency Management and Civil Protection Act*, the Township of Adelaide Metcalfe will conduct annual exercises, review the plan annually, review the Hazard Identification Risk Assessment and information tabs annually to test its Emergency Response Plan, and provide training to employees and stakeholders to ensure their readiness in the event of an emergency.

## **REVIEW / AMENDMENT OF THE PLAN**

As required under the *Emergency Management and Civil Protection Act*, this Plan will be reviewed on a yearly basis. Major amendments will require the need of a new plan to be distributed to all ECG members and stakeholders.

This Emergency Response Plan may be amended to reflect minor changes in names or titles, or to make other administrative adjustments without the need for a replacement by-law. Such changes will be noted in a list of amendments located at the front of the plan. Refer to the Table of Contents.

The requirement to keep this EMERGENCY RESPONSE PLAN current dictates that the following duties be assigned with respect to an annual review of the plan:

- a) **Duties of the Clerk**
  - i) Request that each member of the Emergency Control Group review the plan annually;
  - ii) Each new Municipal Councillor will be briefed on the Municipal Emergency Response Plan by the Clerk
  - iii) Review the ECG alerting plan;
  - iv) Review the list of useful telephone numbers;
  - v) Coordinate and maintain the currency and accuracy of the Emergency Response Plan with the members of the ECG on an annual basis;
  - vi) Ensure that the EOC equipment and data are current;
  - vii) Publish routine amendments as they occur; and
  - viii) Process major changes to the Emergency Response Plan for Council approval;
  
- b) **Duties of the Public Works Manager**
  - i) Maintain the currency of the data on the Maps annually; and
  - ii) Maintain the currency of the Resource Directory listed in the tabs annually.
  
- c) **Duties of the Fire Chief**
  - i) Maintain the accuracy of the HIRA; and
  - ii) Assist the Public Works Manager in the maintenance of the Resource Directory annually.
  
- d) **Duties of the Emergency Information Officer (EIO)**
  - i) Maintain the currency of the Communications/Media Plan as listed in the plan.

**TOWNSHIP OF ADELAIDE METCALFE**  
**EMERGENCY INFORMATION GUIDE**

**Tabs**

The following Tabs are for information purposes only and **do not** form part of the Township of Adelaide Metcalfe Emergency Response Plan for public viewing.

<b><u>Subject</u></b>	<b><u>TAB</u></b>
Maps .....	A
Emergency Operations Centre (EOC) Supply Checklist .....	B
Emergency Operations Centre (EOC) Log Sheet .....	B
Emergency Control Group (ECG) Contact List.....	C
Memorandum of Understanding (Middlesex County and Salvation Army).....	D
Middlesex County Emergency Support Unit Trailer Supply List .....	D
Middlesex County – Emergency Management Facilities List .....	D
Contractor/Supplier Listing .....	E
Hazardous Identification Risk Assessment (HIRA).....	F
Critical Infrastructure Listing.....	G
Disaster Relief Assistance for Ontarians Program (DRAOP) .....	H
Municipal Disaster Relief Assistance Program (MDRAP).....	I
Middlesex County 211.....	J
Training Record of Emergency Management Personnel.....	K
Flood Plans .....	L
Ausable Bayfield Conservation Authority .....	L
St. Clair Region Conservation Authority .....	L
St. Clair Region Conservation Authority – Ice Management .....	L
Material Safety Data Sheets – Pipelines .....	M

Expense Reimbursement Form..... N  
Emergency Management & Civil Protection Act..... O