Emergency Response Plan

Municipality of Brockton

Version

This is version **1.0** of the Emergency Response Plan.

There have been no previous issues of the Emergency Response Plan.

Revision List

Revisions to the current version can occur at any time. The version number should be updated with each revision by changing the number after the decimal point and recorded using the table below:

Revision Number (1.X)	Description of change	Date of Revision	Revision Made By (Name)	By-law #
1.0	Original	Not applicable	Not Applicable	

Publications Management and Distribution

The most current version of this Emergency Response Plan shall be posted to the Municipal website and to WebEOC® (authorized users only).

Paper copies of this Emergency Response Plan will not be printed for distribution. Users are strongly encouraged to refer to the most current version on the Municipal website or to WebEOC® (authorized users only).

Approval

INSERT PARENT AUTHORIZING BY-LAW

Emergency Response Plan

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1.0 Acronyms

AAR – After Action Review
ARES – Amateur Radio Emergency Services
AREP – Agency Representatives
AV - Affiliated Volunteers

CAO – Chief Administrative Officer, a Clerk/Administrator, Co-Administrator
CBO – Community Based Organization
CBRNE - Chemical / Biological / Radiological / Nuclear/Explosive
CEMC – Community Emergency Management Coordinator
CI – Critical Infrastructure
CMD – Command Section

DH –Department Head
DMS-SOG - Donation Management System Standard Operating Guide
DO - Duty Officer
DRAO – Disaster Recovery Assistance for Ontarians

EAP - Emergency Assistance Personal
EC SOG - Emergency Communications Standard Operating Guide
EO - Elected Officials
EOC - Emergency Operations Centre
EOC-CMD - Emergency Operations Centre Commander
EOC-OBJ – Emergency Operations Centre Objectives
EOC SOG - Emergency Operations Centre Standard Operating Guide
EI - Emergency Information
EIC - Emergency Information Centre
EIO - Emergency Information Officer
EIT - Emergency Information Team
EMO - Emergency Management Ontario
EMCPA - Emergency Management and Civil Protection Act
EMPC - Emergency Management Program Committee
EMS – County of Bruce Paramedic Services

ERO – Emergency Response Organization
ERP – Emergency Response Plan
ERS – Emergency Response System
ESAT - Emergency Support Assistance Team
ESS – Emergency Social Services
ESS-SOG – Emergency Social Services Standard Operating Guide
EVAC - Evacuation Centre

FAD – Foreign Animal Disease
FIN – Finance and Administration Section
FIN-CCTP – Claims/Compensation/Time/Procurement Coordinator
FIN-VOL – Volunteer and Donation Coordinator
FSC – Finance and Administration Section Chief

HC – Head of Council
HIRA – Hazard Identification and Risk Analysis

IC - Incident Commander
ICP – Incident Command Post
IMS – Incident Management System

KE –Knowledge Expert

LO – Liaison Officer
LOG – Logistics Section
LOG-SER- Service Coordinator
LOG-SUP - Support Coordinator
LSC – Logistics Section Chief

MECG – Municipal Emergency Control Group
MFIPPA – Municipal Freedom of Information and Protection of Privacy Act MFIPPA OFFICER – The person designated as the Head of the Institution for the purposes of the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56, as amended.

MDRA – Municipal Disaster Recovery Assistance

OFMEM – Office of the Fire Marshall and Emergency Management
OPP – Ontario Provincial Police
OPS – Operations Section
OPS-EMS – Emergency Medical Services Coordinator
OPS-ESS – Emergency Social Services Coordinator (Operations Section)
OPS-FR – County Fire Coordinator
OPS-HLTH – Health Coordinator
OPS-POL – Police Coordinator
OPS-URB – Utilities, Roads and Buildings Coordinator
OSC – Operations Section Chief

PEOC – Provincial Emergency Operation Centre
PLN – Planning Section
PLN-RCOV - Recovery and Demobilization Coordinator
PLN-SIT - Situation Coordinator
PNERP - Provincial Nuclear Emergency Response Plan
PSC - Planning Section Chief

RCOV-COM - Recovery Phase Recovery Committee
RCOV-FIN - Recovery Phase Financial Sub-Committee
RCOV-HN - Recovery Phase Human Needs Sub-Committee
RCOV-IN - Recovery Phase Infrastructure Sub-Committee
RECP - Reception Centre

SC – Section Chief
SHCN – Special Health Care Needs
SO – Safety Officer

UV - Spontaneous and/or Unaffiliated Volunteers

VMS-SOG – Volunteer Management System Standard Operating Guide

WHPA – Wellhead Protection Area
WHPA-SOG – Wellhead Protection Area Standard Operating Guide

2.0 Definitions

Activation: Decisions and actions taken to implement the Emergency Response Plan.

Affiliated Volunteer (AV): An individual who has been registered and screened under the auspices of an existing Emergency Response Organization with whom the Municipality has an existing relationship or agreement. See also Spontaneous Unaffiliated Volunteer.

After-Action Review (AAR): A review that documents the performance of tasks related to an Emergency, exercise or planned event and, where necessary, makes recommendations for improvement/s.

Approved: Acceptable to the EOC Commander, or Section Chief where appropriate.

Canadian Standards Association Z1600: Emergency Management and Business Continuity Standard. Common criteria used to develop, implement and maintain an emergency management program in accordance with the recommended best practices.

Chief Administrative Officer (CAO): The Senior municipal staff person who is responsible for the administrative management of the Municipality. See also Emergency Operations Centre Commander (EOC-CMD).

Command Staff: Within IMS, the Command Staff consists of the special staff positions of Emergency Information Officer, Safety Officer, Liaison Officer, Duty Officer and other positions as required. Command Staff report directly to EOC-CMD.

Community Emergency Management Coordinator (CEMC): A Municipal employee who is the lead in delivering the Municipality's emergency management program including Prevention; Mitigation; Preparedness; Response and Recovery.

Critical Infrastructure (CI): Interdependent, interactive, interconnected networks of institutions, services, systems and processes that meet vital human needs, sustain the economy, protect public safety and security, and maintain continuity of and confidence in government.

Damage assessment: An appraisal or determination of the effects of a disaster on people, property, the environment, the economy and/or services.

Declared Emergency: A signed declaration made in writing by the Head of Council in accordance with the *Emergency Management and Civil Protection Act*. Declaration usually based on a situation or an impending situation that threatens public safety, public health, the environment, critical infrastructure, property, and/or economic stability and exceeds the scope of routine community activity.

Disaster: A serious disruption to an affected area, involving widespread human, property, environmental and / or economic impacts, that exceed the ability of one or more affected communities to cope using their own resources. A Disaster is considered to be an Incident that is larger in scale than an Emergency.

Disaster Recovery Assistance Programs: Programs administered by the Province of Ontario to assist individuals, families, small businesses, farms, not-for-profit agencies, and municipalities with some of the financial costs associated with recovering from a disaster. Examples of DRAP include: Disaster Recovery Assistance for Ontarians (DRAO) Program and Municipal Disaster Recovery Assistance (MDRP).

Donations Management: The management of donations (services, funds, material goods and volunteers) during an emergency by any level of government whose aim is to provide victims of disasters with as much support as possible by effective and efficient channeling of offers from the public and/or private sectors.

Emergency: 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 caused by forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise. An Emergency may become a Disaster.

Emergency Assistance Personnel (EAP): A staff member/s from the County of Bruce, Municipality of Brockton, Municipality of Arran-Elderslie or Municipality of South Bruce, activated under the authority of a Mutual Assistance Agreement to assist the Municipality during an Emergency by undertaking a Group 1, 2 or 3 Position within the MECG. See also Emergency Support Assistance Team (ESAT).

Emergency Callout: A procedure to notify a member of the MECG of an Emergency or impending Emergency.

Emergency Information (EI): Information about an emergency that is disseminated primarily in anticipation of an Emergency or during an Emergency. In addition to providing situational information to the public, it also frequently provides directive actions required to be taken by the public.

Emergency Information Centre (EIC): A physical or virtual facility specifically designated, and properly equipped from which an Emergency Information Officer will coordinate emergency information activities such as: press releases, receiving public queries, media briefings, and monitoring.

Emergency Information Team (EIT): An identified, and trained, individual(s) tasked with supporting the Emergency Information Officer in managing all aspects of communications including but not limited to: preparing and distributing press releases, arranging Press Conferences, Press Tours, Interviews, staffing the Emergency Information Centre etc.

Emergency Management: An ongoing process to prevent, mitigate, prepare for, respond to, and recover from an Emergency.

Emergency Management Program: A program that is based on a Hazard Identification and Risk Assessment process and leads to a comprehensive emergency management program that includes the four core components of prevention/mitigation, preparedness, response and recovery.

Emergency Management and Civil Protection Act (EMCPA): The legislative authority for emergency response plans and emergency management programs in Ontario.

Emergency Management Ontario (EMO): EMO is a branch of the Office of the Fire Marshall and Emergency Management (OFMEM) and part of the Ministry of the Solicitor General, Province of Ontario. EMO is responsible for monitoring, coordinating and assisting in the development and implementation of Emergency Management Programs in Ontario.

Emergency Management Program Committee (EMPC): The Emergency Management Program Committee is the management team that oversees the development, implementation and maintenance of a community Emergency Management Program.

Emergency Medical Service (EMS): County of Bruce Paramedic Service is the emergency medical services provider for Bruce County. Also referred to as a Paramedic Service.

Emergency Operations Centre (EOC): A designated and appropriately equipped facility where the MECG assemble to manage the response to an emergency or disaster.

Emergency Operations Centre Commander (EOC-CMD): The Senior municipal staff person in charge of the management of an emergency. Authorized to delegate responsibility to other individuals within the MECG. See also Chief Administrative Officer (CAO).

Emergency Operations Centre Action Plan (EOC-AP): An oral or written plan prepared by the Municipal Emergency Control Group (MECG) containing strategic and general objectives for managing an Emergency. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the Emergency during one or more operational periods.

Emergency Responder: An individual, who is a member of an Emergency Response Organization.

Emergency Response: The actions taken immediately before, during, or after an Emergency to manage its consequences.

Emergency Response Organization (ERO): Group or organization (public, private or volunteer), with staff trained in Emergency Response, who are prepared and may be called upon to respond as part of the coordinated response to an Emergency. An Emergency Response Organization has an agreement with the Municipality to provide Emergency Response. Examples include: Red Cross, Samaritans Purse, St. John Ambulance. See also Emergency Responder and NGO Alliance.

Emergency Response Plan (ERP): A plan, which is formulated to meet the requirements of the Emergency Management and Civil Protection Act and which governs the provision of necessary services during an emergency and the procedures and manner in which municipal employees and others will respond to an emergency.

Emergency Site: The area in which an Emergency has occurred or is about to occur and which has been identified, defined and designated to receive emergency response actions. Also referred to as the incident site or scene, disaster area.

Emergency Support and Assistance Team (ESAT): A group of Emergency Assistance Personnel (EAP) trained in the principles of this Emergency Response Plan and tasked by the CAO/EOC-CMD to an Alternate Position/s within the MECG.

Emergency Volunteer: An individual who renders aid and service without pay or remuneration during an Emergency. Emergency Volunteers may be recruited and deployed to the Municipality by an organization (see Affiliated Volunteer) or may present themselves spontaneously (see Unaffiliated Volunteer).

Enhanced Operations: Incidents where the Municipality assigns additional staff and/or resources but are not to the scale, severity or expected duration to be considered an Emergency. Incidents triggering Enhanced Operations however could precipitate an Emergency. Examples: winter snow clearing operations during heavy snowfall events could lead to additional resources being sourced e.g. private contractors to clear snow.

Evacuation: An emergency response procedure for the movement of people, animals, and/or materials from dangerous or potentially dangerous areas to a safe place.

Evacuation Centre (EVAC): A location used during an emergency to provide temporary refuge and/or overnight lodging, food and other services to a group of people who have been evacuated from an area. See also Reception Centre (RECP).

Evacuee Registration: A process to account for displaced persons. This process usually takes place at a designated Evacuation Centre or Reception Centre.

Exercise: A simulated Emergency in which individualscarry out actions, functions, and responsibilities that would be expected of them in a real Emergency. Exercises can be used to validate plans and procedures, and to practice prevention, mitigation, preparedness, response, and recovery capabilities.

Finance and Administration Section (FIN): Within IMS the section responsible for the financial and cost analysis support to an Emergency. The section is also responsible for managing volunteers and donations. The position heading the section is the Finance and Administration Section Chief (FSC).

First Responders: Police, Fire, Paramedic personnel.

General Staff: Within IMS consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance and Administration Section Chief. The General Staff report to the EOC Commander.

Hazard Identification and Risk Assessment (HIRA): A structured process for identifying those hazards which exist within a selected area and defining their causes and characteristics.

Head of Council: The duly elected Mayor of the Municipality or their designated alternate(s).

Human-caused hazard: A hazard which results from direct human action, either intentional or unintentional (e.g., terrorism, civil disorder etc.).

In-Kind Donations: Donations other than cash, usually materials or professional services, for disaster survivors.

Incident: An occurrence or event, natural or human-caused that requires a response to protect life, property, or the environment. An incident may be geographically confined (e.g. within a clearly delineated site or sites) or dispersed (e.g. a widespread power outage or an epidemic). Incidents may start suddenly (e.g. a chemical plant explosion) or gradually (a drought). They may be of very short duration (a call for emergency medical assistance), or continue for months or even years. An Incident might be, or could lead to, an Emergency or a Disaster depending upon the scale and/or severity of the Incident.

Incident Action Plan (IAP): Within IMS an oral or written plan containing general objectives reflecting the overall strategy for managing an Emergency. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the Emergency during one or more operational periods.

Incident Command/Incident Commander (IC): Within IMS the entity/individual (usually fire, police, ambulance or public works) at the Emergency Site responsible for all activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting operations and is responsible for the management of all operations.

Incident Command Post (ICP): The Incident Command Post (ICP) is the location from which Incident Command oversees Emergency Response. An ICP is only established when the scale of the Emergency is such that a physical location is required to manage a Unified Command.

Incident Management System (IMS): A standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating within a common organizational structure. The IMS is predicated on the understanding that in any and every incident there are certain management functions that must be carried out regardless of the number of persons who are available or involved in the response.

Infrastructure: A system of facilities, equipment, and services needed for the operation of an organization.

Joint Emergency Information Centre (Joint EIC): A physical facility set up to provide a location whereby multiple agencies may jointly coordinate the dissemination of Emergency Information regarding an Emergency.

Logistics Section (LOG): Within IMS the section responsible for facilitating effective and efficient emergency management by providing needed resources such as facilities, transportation, supplies, equipment maintenance, fuel, food services, communication and IT support, and medical services for Emergency Response Organizations. The position heading the Section is the Logistics Section Chief (LSC).

Mitigation: Actions taken pro-actively to reduce the risks and impacts posed by incidents.

Mitigation Plan: Based on the community risk assessment, each community should implement a strategy and plan to eliminate hazards or mitigate the effects of hazards that cannot be eliminated. A mitigation plan should contain details on activities planned to eliminate or reduce the degree of risk to life, property, and environment from the identified hazards.

Municipal Emergency Control Group (MECG): A group composed of municipal senior staff and employees and others that are involved in directing the Municipality's response to an Emergency including, the implementation of its Emergency Response Plan.

Municipal 511®: A web service, available to the general public, that provides comprehensive real time map-based municipal and provincial road information.

Municipality/Municipality's: Means the Corporation of the Municipality of Brockton.

Municipalities: Means the County of Bruce, the Municipality of Arran-Elderslie, Municipality of Brockton, Township of Huron-Kinloss, Municipality of Kincardine, Municipality of Northern Bruce Peninsula, Town of Saugeen Shores, Municipality of South Bruce, and/or the Town of South Bruce Peninsula.

Mutual Assistance Agreement: A pre-arranged written agreement between the Municipalities to render assistance on request, by furnishing personnel, equipment, and/or expertise in a specified manner to the parties of the agreement.

NGO Alliance: A network of Non-Governmental Organizations that are active participants in Ontario's emergency management landscape. See also Emergency Response Organization.

Office of the Fire Marshal and Emergency Management (OFMEM): A branch of the Ministry of the Solicitor General. Responsible for leading the coordination, development and implementation of emergency management programs in Ontario and partnering with municipalities to assist in their emergency management programs.

Operational Period: The time scheduled for executing a given set of operation actions, as specified in the Emergency Operations Centre Action Plan. Operational periods can be of various lengths, although they usually last 12 to 24 hours.

Operations Section (OPS): Within IMS the section responsible for the reduction of the immediate hazard, saving lives and property, establishing situational control, and restoration of normal operations. The position heading the Section is the Operations Section Chief (OSC).

Planning Meeting: A meeting held as needed prior to and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the planning meeting is a major element in the development of the Emergency Operations Centre Action Plan (EOC-AP).

Planning Section (PLN): Within IMS the section responsible for the collection, evaluation and dissemination of situation information and intelligence; maintaining the status of resources; preparing status reports; displaying situation information; and developing and documenting the Emergency Operations Centre Action Plan (EOC-AP). This Section is also responsible for initiating the Recovery Phase of the emergency response. The position heading the Section is the Planning Section Chief (PSC).

Preparedness: The measures taken in advance of an incident to ensure an effective response and recovery.

Prevention: The measures taken to avoid an incident or stop it from occurring.

Private Sector: Organizations and entities that are not part of any governmental structure. It includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, and private voluntary organizations (PVO).

Provincial Disaster Assessment Team (PDAT): A multi-ministry recovery response team that is dispatched to a community to gather information about the level of impact and types of recovery assistance required.

Provincial Emergency Operations Centre (PEOC): A fully equipped facility maintained by Emergency Management Ontario (EMO) that can be activated in response to, or in anticipation of, emergencies. The PEOC is staffed with appropriate representatives from Ministries that have been delegated responsibilities for those emergencies as well as EMO staff. It serves as an initial point-of-contact for the affected municipality and federal interests.

Public Education Program: Provides focused information to a target audience to educate about protective actions to reduce the risk of life and property damage, in the event of an Emergency. For example, for communities located in a high risk flood area, the public should know what measures should be taken in the event of a flood.

Public Sector: All government services at the municipal, provincial and federal levels.

Reception Centre (RECP): An area where people affected by an Emergency may temporarily relocate or where information is available to assist individuals during the Emergency. See also Evacuation Centre (EVAC).

Recovery (RECOV): The activities and programs designed to return conditions to a level that is acceptable to the Municipality following an Emergency.

Recovery Plan/Recovery Phase: A plan developed and implemented with the intent of returning a community to pre-emergency/disaster conditions or alternative conditions as appropriate.

Risk: The combination of the likelihood and the consequence of a specified hazard(s) being realized, with reference to the vulnerability, proximity, or exposure to the hazards, which affects the likelihood of adverse impact.

Risk Assessment: The overall process of risk identification, risk analysis and risk evaluation.

Section Chief (SC): The IMS title for individuals responsible for management of functional sections: Operations, Planning, Logistics, and Finance and Administration.

Shall: Indicates a mandatory requirement.

Should: Indicates a recommendation or that which is advised but not required.

Unaffiliated Volunteer (UV) - An individual who is not formally associated with a recognized voluntary disaster relief organization; also known as an "emergent" volunteer. See also 'Affiliated Volunteer'.

Undesignated Goods: Largely unsolicited, donated items that are not addressed to a specific recipient.

Unsolicited Donations: Also known as spontaneous donations, are donations made by businesses and/or individuals in emergency situations, without fully coordinating their donations or donation activities with emergency management at the local level.

Unsolicited Goods: Donated items offered by and/or sent to the incident area by the public, the private sector, or other source, that have not been requested by government or nonprofit disaster relief coordinators.

Upper Tier/Upper Tier Municipality (UTM): The Corporation of the County of Bruce.

Vulnerable Populations: Any individual, group, or community whose circumstances create barriers to obtaining or understanding information, or the ability to react as the general population. Circumstances that may create barriers include, but are not limited to age;

physical, mental, emotional, or cognitive status; culture; ethnicity; religion; language; citizenship; geography; socioeconomic status; or health care status.

WebEOC®: Web based software designed to bring real-time crisis information management to the Municipal Emergency Operations Center.

Wellhead Protection Area (WHPA): The surface and underground area surrounding a water well or well field that supplies a municipal residential system or other designated system through which contaminants are reasonably likely to move so as to eventually reach the water well or wells.

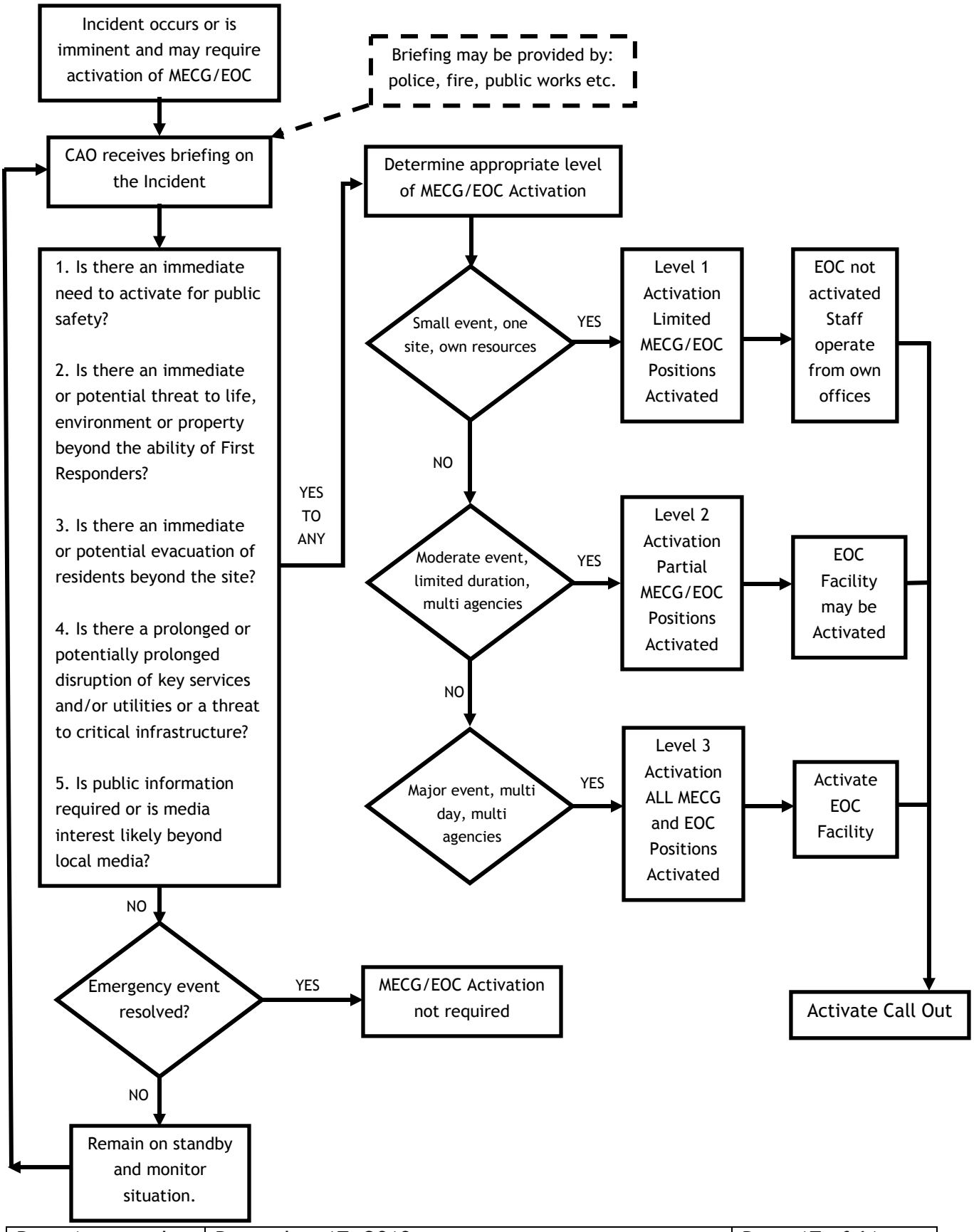
3.0 Activating the Emergency Response Plan

A request to activate the Emergency Response Plan (ERP) may be made by any one or more of the following if he, she or they believe an emergency exists, or has the potential to develop, by contacting the Chief Administrative Officer (CAO) or the Community Emergency Management Coordinator (CEMC):

- Premier or Lieutenant Governor in Council
- Head of Council (HC) or Elected Officials (EO)
- Any member of the Municipal Emergency Control Group (MECG)
- Ontario Provincial Police (OPP) or any first response agency

The CAO shall have final discretion in deciding whether to activate this Plan regardless of the circumstances.

To Activate this Plan go to Page 17.


Incident occurs or is imminent and may require activation of MECG/EOC
Briefing may be provided by: police, fire, public works etc.
CAO receives briefing on the Incident
1. Is there an immediate need to activate for public safety?
2. Is there an immediate or potential threat to life, environment or property beyond the ability of First Responders?
3. Is there an immediate or potential evacuation of residents beyond the site?
4. Is there a prolonged or potentially prolonged disruption of key services and/or utilities or a threat to critical infrastructure?
5. Is public information required or is media interest likely beyond local media?
YES TO ANY
Determine appropriate level of MECG/EOC Activation
Small event, one site, own resources
YES
Level 1 Activation Limited MECG/EOC Positions Activated
EOC not activated Staff operate from own offices
NO
Moderate event, limited duration, multi agencies
YES
Level 2 Activation Partial MECG/EOC Positions Activated
EOC Facility may be Activated
NO
Major event, multi day, multi agencies
YES
Level 3 Activation ALL MECG and EOC Positions Activated
Activate EOC Facility
Activate Call Out
NO
Emergency event resolved?
YES
MECG/EOC Activation not required
NO
Remain on standby and monitor situation.

4.0 Background

4.1 General Plan Overview (Description of How the Plan Works)

This Plan uses the concepts of the Incident Management System (IMS) to manage an Emergency.

Depending upon the nature and scale of the Emergency, the CAO has the discretion to activate only a portion of the ERP and may or may not activate the Emergency Operations Centre (EOC).

Upon Full Activation of the ERP the Municipal Emergency Control Group (MECG) and other EOC staff would convene at the EOC to provide strategic direction, planning and support to an Incident Commander (IC) who is responsible for the on scene management of the Emergency (as defined in Paragraph 4.2).

Under specific circumstances the ERP may also be activated to facilitate the provision of support to a separate organization's Emergency. While the most common types of support would include resource support, specialty services and technical advice, other types of support are possible depending on the nature of the Emergency.

4.2 Definition of an Emergency

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9* (EMCPA) 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".*

In plain language, an Emergency affects the safety or health of the public at large, the environment, property, critical infrastructure or economic stability of the community. When an Emergency occurs, the initial and prime responsibility for the provision of immediate emergency response rests with the local municipality. Every Emergency is a local

Emergency, and the response is lead locally. The ERP is required to facilitate orderly and effective coordinated responses to an Emergency.

4.3 Aim and Purpose of the Emergency Response Plan (ERP)

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

The purpose of this Plan is to provide the framework for the extraordinary arrangements and measures that may have to be taken to maintain public confidence during an Emergency by:

- Saving lives
- Reducing suffering
- Protecting public health
- Protecting infrastructure and property
- Protecting the environment
- Reducing economic and social losses.

4.4 Authority

The EMCPA and its supporting Regulation 380/04 establish a number of requirements for municipalities in regards to Emergency Management and Emergency Response Plans.

The EMCPA states that:

> *"Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan". [EMCPA, s. 3(1)]*

The Regulation states that:

> *"The emergency response plan shall, assign responsibilities to municipal employees, by position, respecting implementation of the emergency response plan; and set out*

procedures for notifying the members of the municipal emergency control group of the emergency". [O. Reg. 380/04, s. 15(2)].

As required by the EMCPA and Regulation 380/04, this Emergency Response Plan has been issued under the authority of *Municipality of Brockton By-law #@;* and filed with the Office of the Fire Marshal and Emergency Management (OFMEM), Ministry of the Solicitor General.

The Municipality has also passed procedural and operational rules/requirements that govern the actions of the Municipality during and after an Emergency including but not limited to:

- Procedural By-law
- Delegation of Authority
- Emergency Purchasing Policies
- Property Standards By-law

4.5 Structure of the Emergency Documents

The emergency documents are divided into three (3) separate but interconnected parts:

Part 1 - Emergency Response Plan: describes the Municipality's utilization of the Incident Management System (IMS); emergency declarations, continuity of government, emergency operations center, concept of operations, hazard mitigation, and threat assessments.

Part 2 - Annexes: Are published separately and are for internal us only. Annexes provide position descriptions, personal contact information, instructions for staff, and other detailed directions required to support the response to an Emergency.

Part 3 - Standard Operating Guidelines (SOGs): Are published separately and are for internal use only. SOGs include the Municipality's Emergency Operations Center Standard Operating Guideline; Emergency Communications and others. All intended to be used in conjunction with this ERP.

The CEMC is responsible for the administration of the emergency documents.

4.5.1 Amendments to the Emergency Response Plan

A Municipal By-law is required to make major amendments to the ERP.

No Municipal By-law is required for the CEMC to make typographical, grammatical, section reference corrections or other changes where such corrections or changes do not affect the intent of the ERP.

The CEMC shall review the ERP with the Emergency Management Program Committee (EMPC) on an annual basis. The EMPC may make recommendations for amendment/s to the ERP to Municipal Council.

4.5.2 Amendments to Annexes, Schedules or Standard Operating Guides

A Municipal By-law Amendment is not required to make any changes, alterations, additions, deletions etc. to any Annex, Schedule or Standard Operating Guide.

The CEMC, in consultation with the Clerk and/or CAO,may make minor changes including but not limited to typographical, grammatical, section reference corrections or other changes where such corrections or changes do not affect the intent of an Annex, Schedule or Standard Operating Guide. Major changes, alterations, additions, deletions etc. to any Annex, Schedule or Standard Operating Guide shall be approved by the EMPC.

4.6 Emergency Response Plan Standard

The ERP shall strive to comply with the most recent version of the Canadian Standards Association Z1600 – Emergency Management and Continuity Management standard (version CSA Z1600-17 as of May 2018).

4.7 Action Taken Prior to a Declaration of Emergency

When an Emergency exists, but a formal Declared Emergency has not yet been made by the HC, employees of the Municipality may take such action(s) under this ERP as may be required to protect the health, safety, welfare of people, as well as any property and the environment within the Municipality. The Annexes, Standard Operating Guides etc. may also be implemented, in whole, or in part in the absence of a formal declaration of Emergency.

The actions taken by an employee must be done in good faith, exercising due diligence in his or her responsibilities, and be consistent with the following standard emergency response goals:

- Protect the Safety and Health of All Responders
- Save Lives
- Reduce Suffering
- Protect Public Health
- Protect Critical Infrastructure
- Protect Property
- Protect the Environment
- Reduce Economic and Social Losses

4.8 Flexibility

No ERP can anticipate all of the varied Emergency situations that may arise in a changing community. During the course of the implementation of this ERP in an Emergency situation, members of the MECG/EOC in the course of conducting their assigned roles and responsibilities may exercise flexibility. To ensure that the public health, safety and welfare of the community are paramount in the Emergency Response deviations from the ERP shall be permitted.

4.9 Reference to Title/Position

Where a Title or Position is noted in this Plan this shall also mean an individual assigned as an Alternate when the Title or Position is unavailable. For example:

Head of Council	=	Deputy Mayor or designated Councilor
Chief Administrative Officer	=	Alternate Chief Administrative Officer
Emergency Information Officer	=	Alternate Emergency Information Officer
Section Chief	=	Alternate Section Chief

4.10 Confidentiality and Records Management

4.10.1 Confidentiality

The Municipality will strive to be as transparent as possible but it is recognized that in some circumstances the protection of privacy, the confidential nature of information, or other legal considerations, may require that certain documents, or portions thereof, be classified as confidential and kept from the general public.

The following are examples of information that will be kept confidential:

- Staff names, home addresses, personal contact information;
- Names and personal details of Municipal clients, residents or tenants;
- Matters deemed to be of a confidential nature by the CAO or Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) Officer;
- Matters deemed to be of a confidential nature under the Personal Health Information Protection Act (PHIPA).

Press and other individuals are to be directed to the MFIPPA Officer in regards to information that has been classified/deemed confidential.

4.10.2 Records Management

The Municipality shall strive to use WebEOC® as the preferred means of storing all information, records, files, correspondence, notes, communications etc. related to an Emergency. Electronic records created as a result of the use of WebEOC® shall be classified and retained as per the relevant County of Bruce retention policy/procedure.

Where records, files, correspondence, notes, communications etc. related to an Emergency cannot be stored electronically using WebEOC® the Municipal Clerk or appointee shall ensure that all documents are gathered from all relevant parties and classified and retained as per the relevant Municipal retention policy/procedure.

5.0: Emergency Management Program

5.1 Background

The Emergency Management Program consists of:

- Formation of an Emergency Management Program Committee (EMPC).
- Designation of a Community Emergency Management Coordinator (CEMC).
- Designation of an Emergency Information Officer (EIO).
- Conducting a Hazard Identification and Risk Assessment (HIRA).
- Identification of Critical Infrastructure (CI).
- Publication of an approved Emergency Response Plan (ERP).
- Development of an appropriate Emergency Operations Centre (EOC).
- Conducting annual training for the Municipal Emergency Control Group (MECG) and Emergency Operations Centre (EOC) staff.
- Conducting an annual exercise test and valuate the Emergency Response Plan, the emergency training and to identify areas of improvement.
- Development and implementation of a Public Education Program.
- Conducting an annual review of the Emergency Management Program.

5.2 Role - Head of Council (HC) and Elected Officials (EO's)

The HC is the only individual with authority to make an emergency declaration for the Municipality. The HC may take such action and make such orders, as deemed necessary, that are not contrary to law to implement the ERP and to protect property, health, safety and welfare of the affected persons in the emergency area. Further, the HC may terminate an emergency declaration for the Municipality at any time.

The HC is the official Spokesperson for the Municipality working in consultation with the EIO.

The HC does not direct the emergency response; rather, the HC provides the linkage between the EO's and EOC-CMD.

As community leaders, EO's play an essential role in managing emergencies. Elected Officials do not direct the emergency response; rather, they leverage existing community networks to

help relay information from the community and disseminate information as provided by the EIO.

5.3 Emergency Management Program Committee (EMPC)

The Emergency Management Program is overseen by the EMPC. EMPC's main responsibilities are to oversee the development of all aspects of the Emergency Management Program, including the ERP, public education, training and exercise.

The EMPC is also legislatively accountable for an annual review the Emergency Management Program and the ERP and to make recommendations for Program/Plan changes or enhancements to the CAO and/or Municipal Council.

The EMPC meets at least one time per year.

5.4 Community Emergency Management Coordinator (CEMC)

The CEMC, working with the EMPC, has the primary responsibility and accountability for developing, implementing and maintaining the Emergency Management Program.

The CEMC is a member of the EMPC.

5.5 Hazard Identification and Risk Analysis (HIRA)

OFMEM, through Ontario Regulation 380/04, requires that each municipality conduct an assessment of risks faced in the municipality. The prescribed standard tool for evaluating these risks in the community is known as a HIRA – Hazard Identification and Risk Assessment.

The assessment is reviewed by the EMPC annually. The HIRA is based on the past history of the Municipality. This review is completed through a scan to determine what hazards exist in the Municipality. Once identified and measured in a historical perspective, the likelihood of an Incident and the consequences of it occurring in the Municipality are evaluated.

It is possible to have a potential Incident that is unlikely to occur with severe consequences. It is also possible to have an Incident that is very likely to occur with minimal consequences.

The HIRA indicates that the Incidents that Municipality may be most likely exposed to are:

1. Tornado
2. Flood – riverine
3. Cyber attack
4. Flood –urban

5.5.1 Source Water Protection

Under the *Clean Water Act 2006,* S.O 2006 c.22, a Source Water Protection Plan has been developed by the Saugeen Grey Sauble North Bruce Peninsula Source Protection Authority that contains policies to protect municipal sources of drinking water.

The Source Protection Plan recommends that the Municipality include policies and mapping within the ERP to address Emergencies that may affect the Wellhead Protection Areas (WHPA).

There are three WHPAs and one Intake Protection Zone (IPZ) in the Municipality:

- Chepstow WHPA
- Walkerton WHPA
- Lake Rosalind WHPA
- Ruhl Lake IPZ

A Wellhead Protection Area Response Standard Operating Guide (WHPA-SOG) shall be prepared taking into consideration recommendations from the Source Protection Authority.

5.6 Critical Infrastructure (CI)

Critical Infrastructure is the interdependent, interactive, interconnected networks of institutions, services, systems and processes that meet vital human needs, sustain the economy, protect public safety and security, and maintain continuity of and confidence in government.

Critical Infrastructure may include, but is not limited to: electricity and utilities, communications systems, transportation, health care, economy, and natural environment. Most components of CI can be viewed either as single assets (e.g. a water tower) or as a part of a larger system (e.g. the water distribution system).

As much of the CI is owned and operated by the public sector, government at all levels have an obligation to play a role in coordinating its protection and preservation.

However, the task of identifying CI is complicated by the extent and size of these systems i.e. the sheer number of hydro or telephone poles all of which play a role in ensuring the delivery of a critical system.

The Municipality has identified a limited range of public and private CI that are sub-categorized as primary facilities including:

- Water Treatment Facilities
- Sewage Treatment Facilities
- Water Towers
- Emergency Service buildings/structures
- Public Works buildings/structures
- Food/grocery stores
- Fuel terminals (bulk terminals and service stations)
- Banking institutions
- Other services, buildings etc. as determined.

The CI list is compiled by the CEMC and reviewed and approved by the EMPC.

5.7 Hazard Prevention, Mitigation and Preparedness

5.7.1 Hazard Prevention

Prevention relates to the act of actively or passively reducing or interdicting the occurrence of incidents caused by hazards or threats.

Preventing a hazard or natural hazard Emergency is difficult and sometimes impossible (e.g. stopping a tornado). However there are prevention strategies that can be adopted such as:

- Restoring ground cover/vegetation on denuded areas to reduce soil erosion;
- Adopting stormwater management principles to reduce water quality and water quantity impacts to local waterways from new development;
- Restricting building in known flood plains;

- Relocating Critical Infrastructure, homes and businesses out of flood plains where economically feasible;
- Actively scanning for foreign animal diseases and other human disease vectors;
- Promoting immunization;
- Undertaking controlled forest fires/burns to reduce dead fuel volumes.

5.7.2 Hazard Mitigation

Hazard mitigation is sustained action to reduce or eliminate the long-term risk to human life and property from hazards.

Any action not preventing an incident from happening (prevention) or actively securing or protecting (protection) that is designed to increase the resilience, survivability, or redundancy, and reduce potential damage or threat or hazard exposure would be considered a mitigation measure. Examples of mitigation measures include:

- Procuring sand bags/sand for potential use as a barrier to flood waters;
- Putting shatter resistant glass on a building or vehicle;
- Adding communications channels or mechanisms to an operations center;
- Hardening a facility to reduce the damage caused by explosions;
- Creating an auto-backup capability for cyber-infrastructure;
- Reinforcing a building to ensure occupants are not injured by falling walls or objects in an earthquake.

5.7.3 Hazard Preparedness

Hazard preparedness activities are conducted to develop the municipal response capabilities needed in the event of an Emergency. Anticipating what can go wrong, determining effective responses and developing preparation of resources are critical steps in preparing for the “unexpected.” Among the preparedness activities included in the Emergency Management Program are:

- Providing emergency equipment and facilities.
- Emergency planning.
- Maintaining/revising the ERP.
- Partnering with First Responders, Emergency Response Organizations (ERO’s), County, other municipalities, etc. who assist the Municipality during Emergencies in training opportunities.

- Conducting an Exercise to test and train on the ERP.
- Completing an After Action Review after Emergency Response activities have concluded to provide the basis for continuous improvement of the ERP.

5.8 Testing and Exercise

At a minimum, this Plan will be reviewed annually through the use of an appropriate and planned Exercise. Following an Exercise a debriefing session will be held, followed by the completion of debriefing reports, which will be used by the EMPC and the CEMC to make recommendations for changes to the ERP and/or Annexes.

5.9 After Action Review and Recognition of Heroes

An After Action Review shall be conducted after Emergency Response activities have concluded to evaluate response, actions, what did not work, what needs to be improved/revised for the future, and other issues that need further clarification etc.

The CEMC shall lead the AAR and prepare a report for review/action by the EMPC and Municipal Council.

The CEMC will work with the CAO to determine the best and most appropriate means for recognizing the “heroes” involved in the Emergency.

6.0 Activation Levels /Declaring and Terminating Emergency

6.1 Activation Levels

The Municipality has established Activation Levels to identify specific actions or monitoring that the MECG/EOC would undertake.

Routine/Normal Operations	Routine/Normal Operations means there are no Emergencies to which the Municipality is responding..
Enhanced Monitoring	Enhanced Monitoring means that an Emergency is developing (e.g. high water flows with potential for significant flood event) within the Municipality. Under these conditions, the Municipality enhances its surveillance and monitoring activities and takes appropriate related actions. Enhanced Monitoring may be initiated concurrently when the Municipality is undertaking Enhanced Operations. Enhanced Monitoring may also be adopted in situations where jurisdictions outside of the Municipality are actively responding to an Emergency or recovering from an Emergency, which may include situations where the OFMEM's PEOC may be leading or assisting in emergency operations elsewhere in the Province of Ontario.
Level 1 Activation	Level 1 Activation means that a small scale event involving only Municipal staff and/or First Responders is occurring within the Municipality. Level 1 Activations will be supported by those MECG/EOC Positions as activated by the CAO/EOC-CMD.

	It is not expected that EOC would be activated. Activated MECG/EOC members would typically work from their own offices with MECG/EOC meeting as required.
Level 2 Activation	Level 2 Activation means that a moderate scale event involving multiple agencies but with an expected short duration is occurring within the Municipality. Level 2 Activations will be supported by those MECG/EOC Positions as activated by the CAO/EOC-CMD. EOC to be activated only if there are problems with the response or anticipated problems beyond the capacityof First Responders and Emergency Response Organizations..
Level 3 Activation	Level 3 Activation means that a large scale event involving multiple agencies with an expected multi-day duration is occurring within the Municipality. EOC to be activated. The Activation of ALL MECG/EOC Group 1, Group 2 and Group 3 Positions will generally be in response to a Level 3.
Recovery	Recovery means that the Municipality is working to ensure a smooth transition from Level 1, 2 or 3 Activation to Routine/ Normal Operations. Recovery may be initiated concurrently with any Level of Activation.

6.2 Declaring and Terminating an Emergency

6.2.1 Authority to Declare and Emergency

The EMCPA authorizes only the HC to Declare an Emergency. The decision to Declare an Emergency in all or in part of the Municipality will be made in consultation with the EOC-CMD.

6.2.2 Designates to the Head of Council for the Municipality

Municipal By-law #@ authorizes those persons authorized to act as the HC's designate in the absence of the HC, or should the HC be unable to fulfill his/her obligation.

6.2.3 Termination of an Emergency

An Emergency may be terminated at any time by the following individuals and/or entities:

- Head of Council
- Municipal Council
- Premier of Ontario

6.2.4 Factors to consider in Declaration or Termination

HC and/or EOC-CMD should review the Declaration and Termination of EmergencyAppendix prior to making a Declaration or Termination. The Declaration and Termination Appendix is prepared separate to this ERP.

6.2.5 Notification of Declaration or Termination of Emergency

Upon the Declaration or Termination of an Emergency, the Municipality will notify the Province of Ontario and other persons and agencies as required.

6.3 Provincial Emergency

Pursuant to s.7 of the EMCPA the Premier of Ontario may:

- By order declare that an Emergency exists throughout Ontario or in any part of the province.
- Direct and control the administration, facilities and equipment of the municipality in the Emergency area, and, without restricting the generality of the foregoing, the exercise by the municipality of its powers and duties in the emergency area is subject to the direction and control of the Premier.
- Require any municipality to provide such assistance as he or she considers necessary to an Emergency area or any part of the Emergency area that is not within the jurisdiction of the municipality and direct and control the provision of such assistance.

7.0 Incident Management System (IMS)

The Province of Ontario encourages the use of the Incident Management System (IMS) doctrine for Ontario.

IMS is a standardized approach to emergency management. Personnel, facilities, equipment, procedures and communications operate within a common organizational structure. IMS is based on the understanding that in any and every emergency there are certain management functions that must be carried out, regardless of the number of persons who are available or involved in the mitigation, response or recovery.

7.1 IMS Decision Centres

IMS Decision Centres are where information is collected, collated, evaluated, documented and disseminated for emergency management decision making. Each Decision Centre uses the IMS including the IMS functional organization, standard roles and responsibilities, and supporting IMS principles. The Municipality has the following Decision Centres:

- Incident Command/Incident Commander (IC)
- Incident Command Post (ICP)
- Emergency Operation Centre (EOC)

7.1.1 Incident Command/Incident Commander (IC)

An IC is the person responsible for all aspects of the response at the Emergency Site, which includes the development of objectives, the management of operations, the application of resources, and the responsibility for the safety and actions of all persons involved. The IC is at the intersection of command and coordination with the responsibility of making sure that information flow occurs up to the EOC-CMD/MECG/EOC and down to the Emergency Response Organizations.

The EOC is linked to the IC via the OCS. OSC provides strategic direction to the IC pending approval by the EOC Commander

7.1.2 Incident Command Post (ICP)

The ICP is the location at the Emergency Site from which all command, control, planning, and tactical operations are directed by the IC through the chain of command.

At times the ICP may be co-located with the Emergency Operations Centre.

7.1.3 Emergency Operation Centre (EOC)

The EOC is the location where senior leaders from various functions, disciplines, and professions collaborate to create strategy and policy guiding command support, crisis management priorities, public information, recovery, mass care and shelter, evacuation support, etc.

7.2 Management of an Emergency – Role of the EOC

Understanding the role of the EOC in an Emergency is essential if effective and efficient Response and Recovery are to occur.

There can be a large number of organizations/agencies that initially respond to a large scale emergency - such as a tornado – including ambulance, fire, police, municipal public works, electrical utility, gas utility, water and sewer utility, telecommunication companies, search and rescue and others.

ALL of these organizations/agencies are expected to work together on a single operational/tactical plan, approved by the Incident Commander, to deal with the immediate response.

Within this operational/tactical plan most non-municipal organizations/agencies e.g. electrical/gas utilities, will provide their own logistical and administration support – they are for the most part self sufficient.

In regard to municipal assets, including Mutual Assistance assets, that are deployed to the Emergency Site, the EOC is responsible for their logistical and administrative support. For example: tracking employee time spent on the Emergency is the responsibility of the EOC; the Incident Commander may make a resource request for porta-potties, equipment, fuel, food etc. that would be handled by the EOC.

Regardless of the role, the EOC must deal with continuity of government, continuity of operations, providing emergency services to unaffected portions of the community, road

closures and diversions, public warnings, legal declarations, care of evacuees, recovery efforts, and information gathering and dissemination.

7.2.1 EOC in Incident Support Role

At an Emergency Site, the IC may have the ability to coordinate some level of resource support on their own, and this will likely be based on prior agreements between emergency services. For support that is not easily coordinated, as well as not to be distracted from immediate responses tasks, IC may need support from the EOC.

Some of these supports may include the following:

- Policy direction: The EOC may establish policy or resolve conflicting policies.
- Strategic planning: The EOC may provide overarching strategic direction that allows the IC to focus on Tactics for the response operation.
- A common operating picture: The EOC may provide the "big picture" view of the Emergency that is critical during Emergencies that are large or complex or involve personnel from multiple response organizations.
- Communication support: The capabilities of the EOC may be used to provide communications and messaging support that may be necessary in large, complex Emergencies or when multiple agencies are involved in a response.
- Resource management: The EOC may provide, as well as prioritize the use of resources including people, equipment, and supplies that are required for response.
- Legal and financial support: The EOC may need to authorize emergency expenditures, track incident costs, negotiate cost sharing/allocations between responding organizations/jurisdictions, and resolve legal issues.
- Emergency information: The IC is expected to relay ALL media inquiries, requests for information etc. to the EIO for action. The Municipality recognizes that non-municipal organizations e.g. OPP or Hydro One Network are under no obligation to refer media issues to the EIO.

7.2.2 EOC collocated with Incident Command

While it may not be the norm, there will periodically be emergencies that do not easily lend themselves to the Emergency Site Incident Command approach.

These emergencies may be characterized by the need for Municipal wide resource management, the complexity of the hazard and consequences, the fast-paced or changing nature of the impact, and the requirement for cross-jurisdictional cooperation. Some examples of emergencies that may not be confined to a specific site within the Municipality might include:

- Emergencies not confined to specific geographic sites e.g. ice storm damage over large area, nuclear.
- Flu pandemic and other human health emergencies,
- Foreign animal diseases,
- Terrorism or civil disorder.

In these cases, there would likely not be any site-specific Incident Command Post, and the expectation would be that a Municipal wide incident management approach would be more appropriate. In such instances, Incident Command/Incident Command Post could be collocated with the EOC (within different rooms at the EOC facility).

The EOC would continue to work in its Incident Support Role.

EOC is responsible for providing strategic planning/decisions directing the Municipality's response in an Emergency.

7.3 Emergency Operations Centre (EOC)

The EOC is organized according to IMS doctrine as illustrated in Figure 1. Group 1 EOC Positions are supported in their roles and responsibilities by Group 2 and Group 3 Positions (Table 1).

Each Group 1 Position has a designated Alternate who may act in their absence. A Group 2 or Group 3 Position may not have a designated Alternate.

Table 1: EOC Group 1, 2 and 3 Positions

Group 1 Positions	Group 2 Positions	Group 3 Positions
▪ EOC Commander (EOC-CMD) ▪ Incident Commander	▪ Police Coordinator (OPS-POL) ▪ ESS Coordinator (OPS-	▪ Liaison Officer (LO) ▪ EMS Coordinator (OPS-EMS) ▪ Health Coordinator (OPS-

(IC) ▪ Operations Section Chief (OSC) ▪ Planning Section Chief (PSC) ▪ Logistics Section Chief (LSC) ▪ Finance and Administration Section Chief (FSC) ▪ Emergency Information Officer (EIO) ▪ Duty Officer (DO)	ESS) ▪ Utilities, Roads and Buildings Coordinator (OPS-URB) ▪ Volunteer and Donation Management Coordinator (FIN-VOL) ▪ Recovery and Demobilization Coordinator (PLN-RCOV) ▪ Safety Officer (SO)	HLTH) ▪ County Fire Coordinator (OPS-FR) ▪ Situation Coordinator (PLN-SIT) ▪ Service Coordinator (LOG-SER) ▪ Support Coordinator (LOG-SUP) ▪ Claims/Compensation/Time/ Procurement Coordinator (FIN-CCTP)

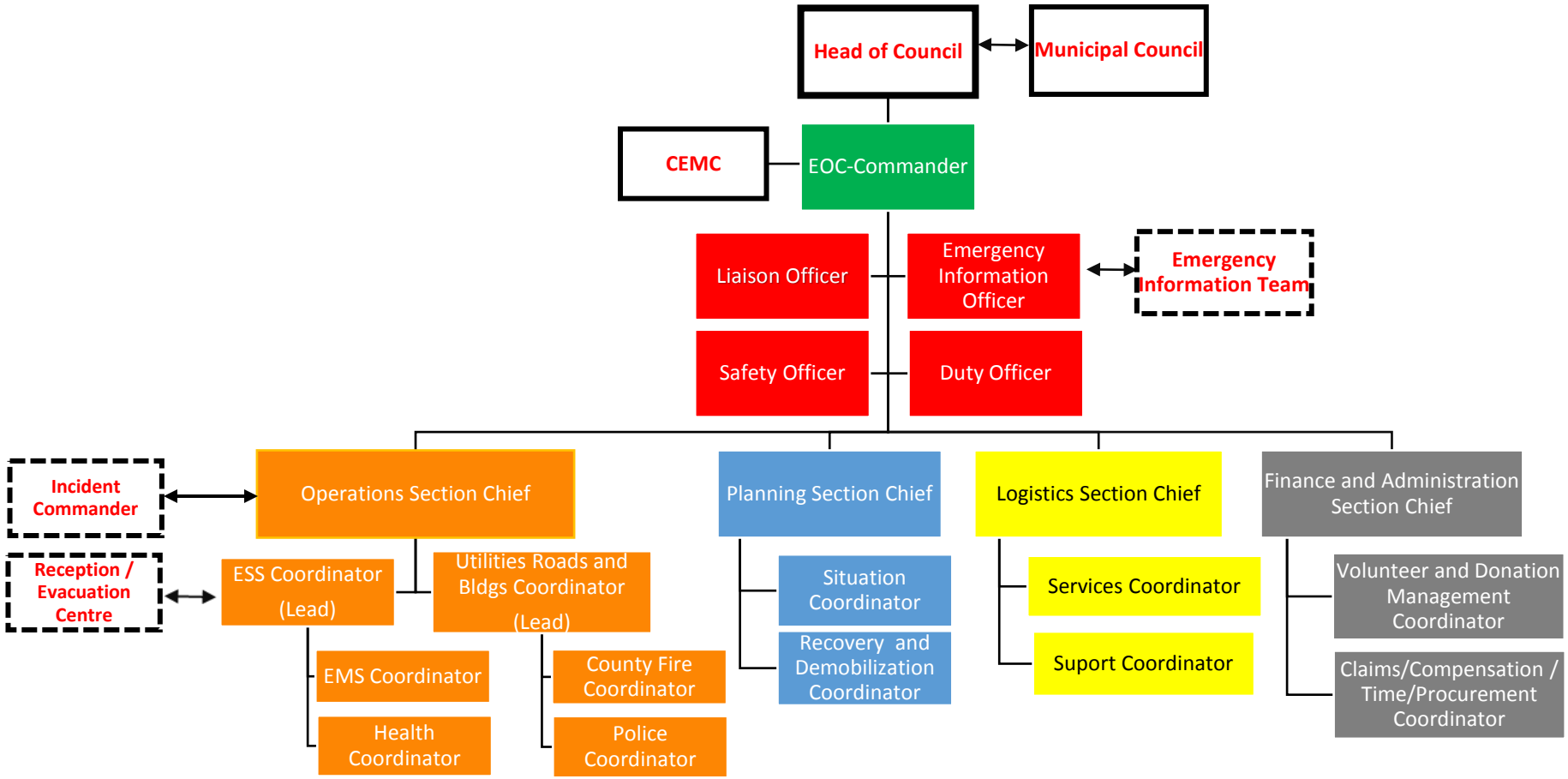


Figure 1: EOC Structure and Positions

7.3.1 EOC Position Activation

Emergencies vary in size, complexity and threat to human life, property and the environment. Full Activation of the EOC in Figure 1 is not required in all circumstances.

EOC positions in Figure 1 shall be activated based on an initial assessment by the CAO/EOC Commander of the response required. The CAO/EOC-CMD may activate any combination of EOC positions.

EOC-CMD may also invite representatives from other agencies (AREP) to provide technical advice and coordination on an as needed basis including but not limited to:

- Conservation Authority
- OFMEM
- Red Cross
- School Board Officials
- Provincial or Federal Government Officials
- Any other officials, experts or representatives from the public or private sector.

Regardless of the extent of EOC activation by EOC-CMD, in general **all** EOC position job responsibilities as outlined in this ERP are to be performed during an Emergency albeit by a smaller number of people/positions.

Example: If only EOC-CMD and OSC are activated then the remainder of the Group 1 position job responsibilities are to be divided between EOC-CMD and OSC.

At all times a Section Chief shall be responsible for ensuring that all of the job responsibilities of those subordinate Positions as shown in Figure 1 are carried out. If additional Group 1, Group 2 or Group 3 positions are activated by EOC-CMD the job responsibilities are transferred back to these positions.

7.3.2 EOC Responsibilities

The primary responsibility of the activated EOC is to implement the ERP during an Emergency and to provide advice and assistance, via the EOC-CMD, to IC and HC.

Actions and decisions normally undertaken by the EOC may include, but are not limited to:

- Advising the EOC-CMD if a Declaration of Emergency or Termination of Emergency should be made;
- Acquiring and assessing information to determine status of the situation;
- Coordinating emergency services, agencies and equipment, as required;
- Coordinating services to ensure that necessary actions are taken for the mitigation of the effects of the emergency provided they are not contrary to law;
- Advising EOC-CMD on the need to consult with the Province in regards to Provincial Disaster Recovery Assistance Program(s);
- Ensuring support to IC by offering equipment, staff and resources, as required;
- Arranging for services and equipment from local agencies not under municipal control i.e. member communities, private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaising with various levels of government and any public or private agencies not under Municipal control, as considered necessary;
- Determining if volunteers are required;
- Determining if additional transportation is required for evacuation or transportation of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the EIO for dissemination to the media and public;
- Notifying the service, agency or group under their direction, of the termination of the Municipal declared emergency.
- Maintaining a master event log outlining decisions made and actions taken.

7.3.3 Function/Roles and General Responsibilities – Group 1 and Group 2 Positions

Table 2: Function/Role and General Responsibilities – Group 1 and Group 2 Positions

* Group 3 Positions Function/Roles are in a separate Annex to this Plan.

Function/Role	General Responsibilities
EOC Commander (EOC-CMD) Group 1	The EOC-CMD is responsible for the overall management of the EOC, provision of support to the IC, and for overall executive decision-making. EOC-CMD is the primary liaison with HC.

Incident Commander (IC) Group 1	The IC has the overall authority and responsibility for all activities at the Emergency Site, including the development of objectives, strategies and tactics and the ordering and the release of resources. The IC is responsible for providing situational awareness to the EOC via the Operations Section Chief (OSC).
Operations Section Chief (OSC) Group 1	The OSC (if activated) is responsible for providing overall supervision and leadership to the Operations Section, including the implementation of the EOC Objectives, as well as the organization and assignment of all operations resources. The OSC may have a direct link with the IC as required.
Planning Section Chief (PSC) Group 1	The PSC (if activated) is responsible for coordinating the development of the EOC Objectives for each operational period and the collection, collation, evaluation, analysis and dissemination of incident information. Provides direction and supervision to Planning Section staff including their organization and assignment.
Logistics Section Chief (LSC) Group 1	The LSC (if activated) is responsible for providing facilities, services and materials in support of the Emergency. Participates in the development of logistics-related section of the EOC Objectives. Provides direction and supervision to Logistics Section staff including their organization and assignment.
Finance and Administration Section Chief (FSC) Group 1	The FSC (if activated) is responsible for financial and administrative support to an Emergency, including all business processes, cost analysis, financial and administrative aspects and ensures compliance with financial policies and procedures.

	Provides direction and supervision to Finance and Administration Section staff including their organization and assignment.
Emergency Information Officer (EIO) Group 1	The EIO (if activated) is responsible for the development and release of emergency information regarding the Emergency to the public.
Duty Officer (DO) Group 1	The DO (if activated) is primarily responsible for administrative support to the EOC-CMD. The DO may be seconded to assist a Section Chief or any other Position at the discretion of EOC-CMD. The DO may be assigned other duties as determined by EOC-CMD.
Police Coordinator (OPS-POL) Group 2	The OPS-POL (if activated) coordinates all police and security services and implements activities required by the EOC-AP. The major responsibilities are to protect life, prevent crime, detect crime and apprehend criminals, control traffic, care for the dead (assist coroner) and manage evacuation operations. This position is filled by a representative from the Ontario Provincial Police.
Emergency Social Services Coordinator (OPS-ESS) Group 2	The OPS-ESS (if activated) coordinates the program that responds to the essential needs of individuals who have experienced an emergency or disaster. ESS provides food, clothing, and lodging, helps reunite families and friends, and provides mental health, emotional support for victims, survivors and responders to an event. This position is filled by a representative from the County of Bruce.
Utilities, Roads and Buildings Coordinator (OPS-URB) Group 2	The OPS-URB (if activated) provides strategic direction on restoration of ALL utilities (power, gas, telecommunications, sewer, water etc.) and roads (municipal, County, Provincial). OPS-URB oversees damage assessments on municipal and private buildings.

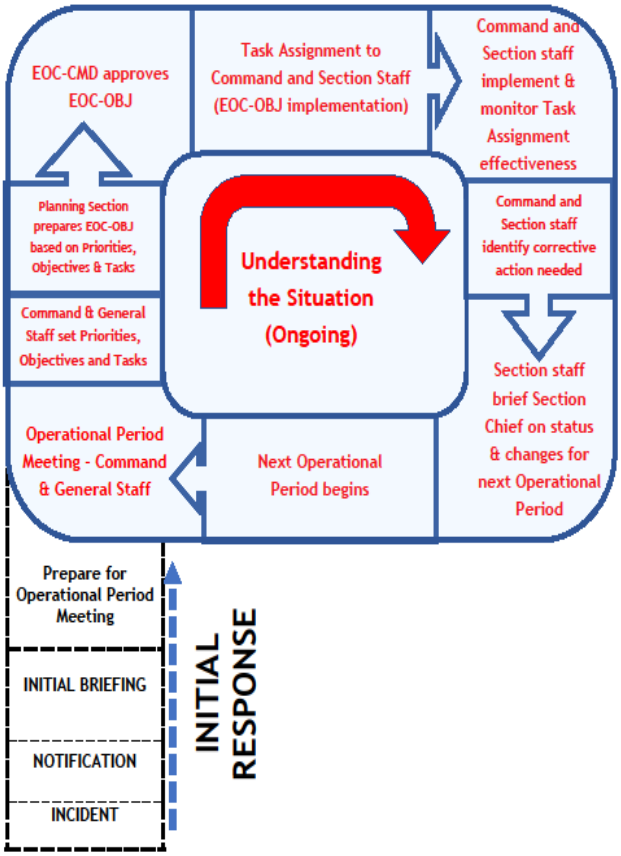
Volunteer and Donation Management Coordinator (FIN-VOL) Group 2	The FIN-VOL (if activated) is responsible for screening, credentialing, assigning and demobilizing volunteers to support the Municipality during an Emergency. Responsibility for training and supervising volunteers is delegated to municipal staff at the Emergency Site. FIN-VOL is also responsible for the planning and operations of an effective donations management system to ensure efficient use of undesignated donations during an Emergency.
Recovery and Demobilization Coordinator (PLN-RCOV) Group 2	PLN-RCOV (if activated) assesses government, community and individual family recovery needs. They identify immediate steps that can be taken to initiate a speedy recovery. PNLN-RECOV/DEMOB anticipates restorative actions required over the long term to reinstate services and to return the community to pre-emergency conditions. PLN-RECOV is a precursor position to the activation of the Recovery Plan.
Safety Officer (SO) Group 2	The SO (if activated) monitors safety conditions and develops safety measures related to the overall health and safety of all First Responders and Emergency Response Organizations. The SO must have the knowledge and professional experience to be able to control or reduce occupational hazards and exposures. The SO is typically deployed to the Emergency Site. The SO may order any municipal staff, contractor, agency staff, volunteer etc., working on municipal property, to cease/halt work when the SO is of the opinion that there is a risk to property and/or lives.
Job Action Sheets for Group 1 ,2 and 3 Positions are prepared as a separate Annex to this Plan.	

8.0 MECG Operations

8.1 EOC Objectives (EOC-OBJ) and Operational Period

Every Emergency must have an Objectives established that may be spoken or written. It provides all personnel with emergency response objectives, strategies, tactics, and directions for achieving them. It may also include (among others) resources, structures, as well as safety, medical and telecommunications instructions. The general phases in the Planning Process (Figure 2) include:

Phase 1. Initial Response
Phase 2: Establish Emergency Objectives
Phase 3: Develop the Plan
Phase 4: Prepare and Disseminate the Plan
Phase 5: Execute, Evaluate and Revise the Plan.



The EOC-Objectives ensures that everyone is working in concert toward the same goals set for an Operational Period by providing all activated EOC staff with direction for actions to be taken during the Operational Period identified in the EOC-OBJ. At its simplest, the EOC-OBJ must answer three questions:

- What do we want to do?
- Who is responsible for doing it?
- What resources do they need?

An EOC-OBJ is prepared by the MECG, and approved by EOC-CMD. However, a separate Incident Action Plan (IAP) is prepared at the Emergency Site and approved by the IC. The EOC-OBJ is focused primarily on **Strategic** direction/decisions whereas the IAP prepared by the IC is focused on **Tactical** decisions.

The EOC-OBJ identifies measurable strategic objectives to be achieved in a time frame called an Operational Period, which may be any interval of time but is commonly 12 hours or less.

The Emergency Operations Centre Objectives is prepared separately to this Plan.

8.2 Emergency Operations Centre (EOC)

The Emergency Operations Centre shall be managed as per the Emergency Operations Centre Standard Operating Guide (EOC-SOG). The EOC-SOG is separate to this Plan.

8.2.1 EOC Activation

As required the CAO/EOC-CMD may activate the primary EOC. In the event the primary EOC is inaccessible the alternate EOC will be activated. The location of each EOC is confidential and accessible only to authorized individuals to maintain the safety and security of the EOC.

The EOC affords staff the ability to meet face-to-face and to coordinate an effective response to mitigate the impacts of the Emergency.

8.2.2 EOC Infrastructure

The EOC when activated is a physical location that will need to be able to support the operations of the complete EOC staff. As an EOC is expected to be operational 24/7 the following minimum requirements must be met:

- washroom/s
- shower/s
- quiet rest area
- fridge/microwave
- sufficient desk/work stations
- telephony and sufficient internet connections and bandwidth/speed
- sufficient computer equipment
- basic stationary supplies
- emergency power [generator]
- ability to secure building
- audio visual equipment
- minimum 4G/LTE cellular service
- basic medical supplies
- connection for ARES

8.2.3 WebEOC®

WebEOC® is an internet/web based computer application used in the EOC, and by other municipalities in the County of Bruce, to monitor and manage activities during the planning, mitigation, response and recovery phases of an emergency. WebEOC® is the primary tool used in management of an emergency at the EOC.

WebEOC® allows EOC staff to meet in a virtual setting – on the internet versus in the physical EOC building. This recognizes that EOC staff do not necessarily live locally which may pose a problem if conditions are such that a Position cannot attend the physical EOC.

The Municipality shall use WebEOC® in the management of an Emergency. In the event that WebEOC® is not available the MECG shall revert to the use of paper documentation (log books, multi-forms etc.).

8.2.4 Telecommunications

Upon implementation of the ERP, telecommunications shall be established between the Emergency Site and the EOC and between the EOC and other agencies. Means of telecommunication, in general order of preference:

#1 - Email including use of attachments
#2 - SMS/text messages
#3 - Voice (landline and cellular)
#4 - Hand delivered messages
#5 - ARES

8.2.5 Amateur Radio Emergency Service (ARES)

When traditional methods of communication are not functioning the EOC-CMD will request the assistance of a local representative of the Amateur Radio Emergency Service (ARES).

8.2.6 Public Alerting/Alert Ready

The provincial public alerting system includes the National Alert Aggregation and Dissemination (NAAD) system and Alert Ready, the national wireless public alerting system.

Alert Ready delivers critical and potentially life-saving alerts to Canadians through television, radio and LTE-connected and compatible wireless devices.

The Provincial Emergency Operations Centre (PEOC) is the authority for issuing alerts through Alert Ready. The PEOC maintains a 24/7 capability to operate the Alert Ready system on behalf of communities in Ontario.

The Municipality may request the PEOC to initiate an alert through Alert Ready.

8.2.7 Ontario 211

Ontario 211 is a helpline and online database of Ontario's community and social services. 211 helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 150 languages.

The Municipality shall use Ontario 211 during an Emergency.

8.2.8 Municipal511

Municipal511® is a comprehensive map-based road information management and communications web application. Communications channels include a common public map (www.Municipal511.ca), data feeds to leading navigation applications, and emails with mapped locations. The web app supports mobile and desktop environments, without having to install software.

The Municipality shall use Municipal511® during an Emergency.

8.2.9 Translation Services

To assist with the diverse language needs of residents and visitors, the Municipality will engage the services of a professional translation company/individual on a case-by-case basis. It is expected that this would be accomplished via a teleconference call between the individual/family and the service provider.

8.2.10 Emergency Expenditures

The Municipality may need to expend funds for the purpose of responding to and recovering from an Emergency, including obtaining and distributing emergency materials, equipment and supplies.

Municipal By-law @ (Brockton) provides expenditure guidelines/procedures in the event expenditures are required to take necessary or appropriate actions to respond to an Emergency.

9.0 Request for Assistance – Local/County, Province, Federal

9.1 Mutual Assistance Agreement

The Emergency Management and Civil Protection Act authorizes the Municipality to enter into agreement(s) where each party formally provides agreed-upon assistance, in the form of personnel, services, equipment and/or material if called upon to do so by the requesting Municipality in times of emergency.

Mutual Assistance Agreements enable the Municipality, in advance of an emergency, to set the terms and conditions of the assistance which may be requested or provided. Both the municipality requesting and the municipality providing assistance are therefore not required to negotiate the basic terms and conditions under stressful conditions any may request, offer and receive assistance according to predetermined and mutually agreeable relationships.

The Municipality has entered into a Mutual Assistance Agreement with:

- Township of Huron-Kinloss
- Town of Saugeen Shores
- Town of South Bruce Peninsula
- Municipality of Brockton
- Municipality of South Bruce
- Municipality of Arran-Elderslie
- Municipality of Northern Bruce Peninsula
- Municipality of Kincardine
- County of Bruce

Mutual Assistance can only be activated by formal written request from the Requesting Municipality to the Responding Municipality. The Mutual Assistance Agreement is prepared separate to this Plan.

9.1.1Emergency Assistance Personnel (EAP)/Emergency Support Assistance Teams (ESAT)

The Municipality recognizes that in certain emergency situations requiring 24/7 operations there may be insufficient Municipal personnel available to fulfill all of the obligations of this ERP and at the same time ensure municipal business continuity.

The Municipality may request the deployment of Emergency Assistance Personal (EAP) or the deployment of a larger group as an Emergency Support Assistance Team (ESAT) from the County of Bruce, Municipality of Arran-Elderslie, or the Municipality of South Bruce.

EAP/ESAT requests are regulated by the Mutual Assistance Agreement. In addition to any conditions set out in the Mutual Assistance Agreement:

- EAP/ESAT's must be formally recognized by Municipal Council as volunteers under the municipal insurance program. A Municipal by-law recognizing the volunteers must be passed by Council. The municipal insurer shall be notified of this change.
- EAP/ESAT's shall not comprise more than 75% of the EOC positions.
- An EAP/ESAT member shall not act as the EOC-Commander.
- Potential EAP/ESAT members shall be pre-identified and trained on the basics of this ERP.

EAP/ESAT can only be activated by sending a formal written request to the Responding Municipality. EAP/ESAT is covered by the Mutual Assistance Agreement.

9.2 Assistance from the Province of Ontario

Under certain circumstances and/or when the resources of the Municipality are deemed insufficient to control the emergency, then the Head of Council may request assistance from the Premier of Ontario. The requesting of said services shall not be deemed as a request for the Government of the Province of Ontario to assume authority and control of the Emergency.

Such a request shall be made via the Provincial Emergency Operations Centre (PEOC). Assistance may be requested at any time. The OFMEM maintains a 24-hour PEOC and can coordinate assistance from a number of Provincial agencies and the Federal Government, including Military Aid to the Civil Authority.

When requested, the OFMEM may send staff to the EOC to act as a provincial liaison and advice on provincial matters.

9.2.1 Office of the Fire Marshal and Emergency Management

Upon the declaration of an Emergency by the Head of Council, OFMEM may deploy a provincial representative to the EOC to provide advice and assistance.

If a provincial representative has been deployed the PEOC shall communicate with the Municipality through the deployed OFMEM representative.

9.2.2 Provincial EOC (PEOC)

In cases where the coordination of provincial support is required, the PEOC is the facility from which this coordination takes place. The PEOC is staffed by OFMEM with support from multiple organizations including provincial ministries, federal departments, NGOs and private sector organizations, as required.

9.2.3 Ministry of Municipal Affairs and Housing Recovery Assistance Programs

The Ministry of Municipal Affairs and Housing (MMAH) has two emergency funding programs that can support an individual or municipality in the case of an emergency caused by a natural disaster:

- The Disaster Recovery Assistance for Ontarians (DRAO) program is a cost-recovery program that assists homeowners, residential tenants, small owner-operated businesses, farmers and not-for-profit organizations affected by a natural disaster. The province, through an activation by the Minister of Municipal Affairs and Housing for a defined geographical area, administers DRAO. A municipal request is not required to activate the program.

- The Municipal Disaster Recovery Assistance (MDRA) program is a claims-based program that, when activated by the province through MMAH, offers financial assistance to qualifying municipalities that have sustained significant extraordinary costs as a result of a natural disaster, such as a tornado or severe flooding. There are eligibility criteria that the Municipality must meet in order for MMAH to activate the program. This review process considers the cause and extent of the damage, as well as the initial claim submitted by the municipality.

9.3 Assistance from the Federal Government

Requests for personnel or resources from the Federal Government such as assistance from the military must be submitted through the Province of Ontario PEOC. In most cases, federal assistance will only be provided once the resources of the Municipality, County and the Province have been exhausted.

10.0 Reception Centre, Evacuation Centre, Cooling and Warming Centre

10.1 Reception Centre (RECP)

The Reception Centre (RECP) is the location designated by the Municipality as a safe gathering place for people displaced from their homes as a result of an Emergency. The term Reception Centre describes the initial function of the centre – to receive evacuees who have been forced from their homes as a result of an Emergency. At the RECP, individuals can register and receive short-term services as well as information about the emergency situation. A RECP may also act as an Evacuation Centre.

Activation of the Reception Centre is at the direction of EOC-CMD at the request of the following:

- EOC or other Municipal staff
- First Responders
- County of Bruce Human Services staff

The Reception Centre for the Municipality, if activated, is located at:

Walkerton Community Centre 290 Durham St. West Walkerton

RECP shall be managed as per the Emergency Social Services Standard Operating Guide (ESS-SOG). The ESS-SOG is prepared separate to this Plan.

10.2 Evacuation Centre (EVAC)

An Evacuation Centre is the location designated by the Municipality which provides dormitory style accommodation for people displaced from their homes as a result of the Emergency. At the EVAC individuals will normally be provided with a sleeping space, meals as well as information about the emergency situation.

Activation of the Evacuation Centre is at the discretion of EOC-CMD at the recommendation of the following:

- EOC or other Municipal staff
- Red Cross

The need to activate and/or operate an Evacuation Centre is dictated in part by the need for the service. In some circumstances, the operational demands (staffing, operational costs etc.) of a fully operational Evacuation Centre may be overkill in regards to the public need. In general, the Evacuation Centre should not be activated unless overnight lodging for more than 25 displaced residents is required.

In circumstances wherein the EVAC is not activated, the Municipality may consider other options such as the issuance of Voucher(s) for private accommodation, meals, clothing and other essential items to individuals or families.

The EVAC for the Municipality, if activated, is located at:

Walkerton Community Centre 290 Durham St. West Walkerton

EVAC shall be managed as per the Emergency Social Services Standard Operating Guide (ESS-SOG). The ESS-SOG is prepared separate to this Plan.

10.3 Cooling and Warming Centre

A dedicated Cooling or Warming Centre may be activated by the Municipality during periods of extreme temperature except in circumstances where extreme temperatures are also accompanied by a significant power outage.

The Cooling/Warming Centre is located at the Municipal Reception/Evacuation Centre.

Individuals requiring additional respite/relief are encouraged to contact the Municipality directly regarding their needs.

Individuals requiring additional respite/relief are encouraged to contact the Municipality directly regarding their needs.

10.4 County of Bruce (Emergency Social Services (ESS))

The Municipality has designated the County of Bruce as the designated provider for Emergency Social Services (ESS) under this Plan. ESS provides short-term services for individuals and families affected by an Emergency so they can begin to plan their next steps.

ESS shall be managed as per the Emergency Social Services Standard Operating Guide (ESS-SOG). The ESS-SOG is prepared separate to this Plan.

11.0 Emergency Communications/Information

The coordination and distribution of timely, factual information to the news media and ultimately to the community in times of emergency is paramount. Issuing community directives and responding to requests for reports on the emergency are all important aspects of emergency communication and information.

Upon implementation of the Emergency Response Plan, the Emergency Communications Standard Operating Guide (EC-SOG) will be activated to facilitate the release of accurate information to the news media, issue authoritative instructions to the public and respond to or redirect individual requests for information concerning any aspect of the emergency.

The EIO may recommend/arrange the creation of a Joint Emergency Information Centre when circumstances dictate.

Emergency Communications/Information shall be managed as per the EC-SOG. The EC-SOG is prepared separate to this Plan.

12.0 Emergency Volunteer and Donation Management

"The Second Disaster" is a phrase commonly used by volunteer and donations managers which refers to the immense challenge of handling masses of goods and services without having an effective plan in place.

Following an emergency, vast numbers of people and organizations may wish to volunteer their services and/or offer donated goods to help with response and recovery operations.

12.1 Emergency Volunteers

Most large scale emergency responses involve two main types of Emergency Volunteers:

- Affiliated Volunteers (AV)
- Unaffiliated Volunteers (UV)

Spontaneous, Unaffiliated Volunteers, our neighbors and ordinary citizens, often arrive on-site at an Emergency Site ready to help. Yet because they are not associated with any part of the existing emergency management system, their offers of help are often underused and even problematic to professional responders.

The paradox is clear: people's willingness to volunteer versus the system's capacity to use them effectively. Ideally, all Emergency Volunteers should be affiliated with an established organization and trained for specific emergency response activities. However, the spontaneous nature of individual volunteering is inevitable; therefore it must be anticipated, planned for, and managed.

Affiliated volunteers are attached to a recognized voluntary or nonprofit organization and are trained for specific emergency response activities. Their relationship with the organization precedes the immediate disaster, and they are invited by that organization to become involved in a particular aspect of emergency management. These are volunteers such as ARES, Red Cross, St. John Ambulance, Ontario Search and Rescue Volunteer Association, Samaritan's Purse etc.

Unaffiliated Volunteers, also known as spontaneous emergent, and/or convergent volunteers. They are individuals who offer to help or self deploy to assist in emergency

situations, without fully coordinating their activities with Emergency Management personnel at the local level. They are considered unaffiliated in that they are acting independently, as an individual or group, outside of the recognized coordination system of the impacted jurisdiction(s).

The Municipality shall rely on AV for Emergency Volunteers when required.

Due to concerns about safety, liability, skills, character, and appropriateness to the gravity of the situation by unknown, untrained, and untested individuals the Municipality shall generally not accept the use of UV in response efforts on municipal property or refer UV to private property owners. UV will NOT be accepted, except in exceptional circumstances, when approved by EOC-CMD.

Emergency Volunteers shall be managed as per the Volunteer Management System Standard Operating Guide (VMS-SOG). The VMS-SOG is prepared separate to this Plan.

12.2 Donations Management

Donations Management involves coordinating a system that receives and distributes Unsolicited Goods, Undesignated Goods, In-Kind Donations and Unsolicited Donations; matching them with victims who demonstrate a need.

The Municipality looks principally to those private voluntary organizations with established donations systems already in place to provide aid as able in the receiving and delivery of appropriate donated goods to disaster victims. The Municipality encourages the donation of cash to these organizations as well.

Donations Management activities include: providing guidance to citizens, managing a telephone registration and database system, establishing one or more collection facilities, creating a system to sort and distribute donated items, and storing donated resources until needed.

Donations shall be managed as per the Donation Management System Standard Operating Guide (DMS-SOG). The DMS-SOG is prepared separate to this Plan.

12.3 Volunteers - Workplace Safety and Insurance

The Workplace Safety and Insurance Act (section 71) deems that all **registered** volunteers assisting the Municipality in its response to a declared emergency shall be employees of that municipality. This status also entails that the **registered** volunteer will have the same entitlements to personal protective equipment and appropriate training as paid employees.

13.0 Vulnerable Populations – Residents with Special Health Care Needs

Vulnerability can be complex and extremely difficult to evaluate and address.

The key to understanding vulnerability is the idea that certain individuals are more susceptible to hazard effects. Vulnerability creates barriers for those individuals to obtain or understand information, or to react as the general population would. This means they may need assistance due to any condition (temporary or permanent) that limits their ability to take action.

Vulnerable populations is defined as:

> *Any individual, group, or community whose circumstances create barriers to obtaining or understanding information, or the ability to react as the general population. Circumstances that may create barriers include, but are not limited to age; physical, mental, emotional, or cognitive status; culture; ethnicity; religion; language; citizenship; geography; or socioeconomic status.*

This Emergency Response Plan is particularly concerned about those residents with Special Health Care Needs (SHCN) due to disability.

13.1 Issues and Barriers in Assisting Residents with SHCN

Risk communication: The importance of risk communication before, during, and after an emergency, but also the significance of tailoring messages to specific populations through a diverse range of communication modalities.

Evacuation procedures and shelter and care sites: The decisions surrounding evacuation, including the means to evacuate, pose particular risks of further displacement for those with SHCN.

Continuity of services: How to continue to provide basic necessities such as food, water, and medicine during an Emergency. The possible collapse of the social-service infrastructure in

an Emergency raises fundamental questions of responsibility: i.e., which agency would be responsible for caring for individuals who rely on electrical medical devices during a power outage?

Barriers: Barriers applicable across all SHCN groups include (*1*) an inability to clearly identify and locate vulnerable populations during an emergency, (*2*) a lack of regular consultation by emergency management and public health officials regarding needs assessments, and (*3*) a lack of integration of information from agencies into broader emergency planning.

13.1 Addressing the Needs of Residents with SHCN during an Emergency

When addressing emergency response for residents with SHCN, Community Based Organizations (CBOs) are underused resources.

CBOs traditionally have a special commitment to locate and reach such at-risk individuals to provide human services while accommodating language, cultural, and accessibility needs. They offer day-to-day services and often have earned the trust of the people they serve. Hence, they can also help to provide an accurate barometer of post-disaster needs and mobilize community and local resources in crisis situations.

The Municipality, in partnership with the County of Bruce, shall investigate the potential to use CBO's in addressing the needs of residents with SHCN during an Emergency.

SHCN shall be managed as per the Emergency Social Services Standard Operating Guide (ESS-SOG). The ESS-SOG is prepared separate to this Plan.

14.0 Recovery

Recovery includes all the post-emergency response actions taken to return to a normal or new normal state to include site remediation, evacuee repatriation, cost recovery, disaster assistance centre establishment, expedited building permits, cyber-infrastructure repair or reactivation, etc.

This Plan assigns responsibilities and outlines activities, which may be required to bring the Municipality back to its pre-emergency state.

It is anticipated that Recovery may begin even while the emergency itself is still in progress. This will be determined by the nature of the emergency and the expected aftermath but will normally occur once the immediate response to the emergency has been completed.

In the early stages the Planning Section Recovery Coordinator (PLN-RECOV) would initiate Recovery Phase activities independently until such time as the EOC-CMD is of the opinion that the circumstances are such that the Recovery Phase/Recovery Plan may be fully activated.

For the Recovery Phase itself the following Committees may be established:

- Recovery Committee (RCOV-COM)
- Human Needs Sub-Committee (RCOV-HN)
- Infrastructure Sub-Committee (RCOV-IN)
- Finance Sub-Committee (RCOV-FN)

The Recovery Plan is prepared separately to this Plan.