



Community Emergency Response Plan

Community Emergency Response Plan

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COUNTY OF BRANT

EMERGENCY RESPONSE PLAN

SECTION 1 – INTRODUCTION

- 1.1 This plan has been prepared to provide key officials, agencies, and support staff within the County of Brant with a general guideline to the initial response to an emergency and an overview of their responsibilities during an emergency.

For this plan to be effective, it is important that all concerned be made aware of its provisions, and that every official, agency, and staff member be prepared to carry out their assigned functions and responsibilities in an emergency.

- 1.2 The Emergency Management Act, R.S.O. 1990 Chapter E9, is the legal authority for this plan. It states that the “Head of Council may declare an emergency exists in the municipality or in any part thereof and may take such action and may make such orders as he considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area”. Accordingly, it is clear that the principle function of the Municipal Control Group (MCG), and the Support agencies if assembled, is to assist the Head of Council in making and placing in effect any decisions and orders that are made to control and mitigate the effects of an emergency.
- 1.3 Emergencies are defined as situations, or the threat of impending situations, abnormally affecting property and the health, safety and welfare of a community, which by their nature or magnitude require a controlled and co-coordinated response by a number of agencies under the direction of the Municipal Control Group. These are distinct from routine operations carried out by municipal agencies, e.g. fire, police or public works, etc. While many emergencies could occur in the County of Brant, those most likely to occur are: floods, tornadoes, blizzards, accidents involving hazardous materials, air- or rail crashes, toxic or flammable gas leaks, electrical power blackouts, building or structural collapse, uncontrollable fires, explosions, or any combination thereof.

SECTION 1 – INTRODUCTION (CONTINUED)

- 1.4 Legislation entitled “An Act to provide for the Formulation and Implementation of Emergency Plans” (short titled “The Emergency Management Act, R.S.O. 1990, Chapter E9”) enables passage of the bylaw formulating this emergency plan governing the provision of necessary services during an emergency. This plan also prescribes procedures under and the manner in which municipal employees and other persons will respond to an emergency. Important measures enabled under the legislation and which form part of this plan are:
- 1) Expenditure of monies associated with the formulation, implementation and testing of the emergency plan;
 - 2) Authorization for municipal employees to take appropriate action before formal declaration of an emergency;
 - 3) Specifying procedures to be taken for safety and/or evacuation of persons in an emergency area;
 - 4) Designating other members of council who may exercise powers and perform the duties of the Head of Council under the emergency plan during the absence of the Head of Council or upon his/her inability to act;
 - 5) Establishing committees and designating employees to be responsible for reviewing the emergency plan, training employees in their functions and implementing the emergency plan during an actual emergency;
 - 6) Obtaining and distributing materials, equipment, supplies during an emergency;
 - 7) Such other matters as are considered necessary or advisable for the implementation of the emergency plan during an emergency.

Section 2 – AIM

The aim of this plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to safeguard the property, health, safety and welfare of the inhabitants of the County of Brant when faced with an emergency.

SECTION 3 – REQUESTS FOR ASSISTANCE AND LIABILITY

- 3.1 Assistance may be requested from the Province of Ontario (Solicitor General) at anytime. Contacting Emergency Measures Ontario at 1-877-314-3723 during working hours can make requests for routine matters. Emergency Management Ontario staffs the Provincial Operating Centre (POC) on a 24/7 basis. Communities should report emergencies to the POC Duty Officer at 1-866-314-0472. In the rare event the POC Duty Officer is not available, the OPP Duty Officer should be contacted at 705-329-6950. Assistance for spills or other environmental concerns, can be requested through the Ministry of the Environment-Spills Action Centre and if the incident is large enough, the Regional Environmental Emergency Team (Federal and Provincial Agencies). The above request for assistance should not be deemed as a request for the Federal or Provincial government to assume authority or control of the emergency.
- 3.2 The protection from personal liability for members of council, county employees and volunteers (once registration forms are completed), is outlined in Section 11 of the Emergency Management Act.
- 3.3 The right of action by the County of Brant against any person who caused the emergency is outlined in Section 12 of the Emergency Management Act.

SECTION 4 – DEFINITIONS

Citizen Inquiry Supervisor

During an emergency, Ontario Works will be responsible for appointing a Citizen Inquiry Supervisor who will establish a Citizen Inquiry Service to respond to and redirect inquires and reports to the public relating to the emergency.

Emergency Operations Coordinator

The Emergency Operations Coordinator or designate will communicate with the Head of Council and coordinate all activities of the Municipal Control Group while the group is in the Emergency Operations Centre.

Municipal Control Group

They are a group of individuals directing the services necessary for mitigating the effects of the emergency. The Emergency Operations Coordinator is responsible for coordinating the operations within the Emergency Operations Centre.

Emergency Information Officer

The Emergency Information Officer will be appointed by the Municipal Control Group and is responsible for coordinating the dissemination of information to the media from the Media Information Centre. The Emergency Information Officer will report directly to the Emergency Operations Coordinator until further notice this role will be filled by the Director of Corporate Services.

SECTION 4 – DEFINITIONS (Continued)Media Information Centre

The location near, but not in the Emergency Operations Centre, from which the media may gather for updated media releases and press conferences. The Emergency Information Officer will determine this location.

Emergency

A situation or impending situation which by its nature or magnitude affects the health, safety, welfare and property of a community and requires a controlled and coordinated response.

Emergency Area

The area in which the emergency exists.

Evacuation Centre

An evacuation centre is a facility that provides temporary care and shelter to persons displaced by the emergency.

Inner Perimeter

A restricted area in the immediate vicinity of the emergency scene as established by the Emergency Site Manager. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

Site Media Centre

Location at or near the scene from which the media may gather for updated media releases and press conferences. The Site Media Spokesperson, with the approval of the Emergency Site Manager will determine this location.

Site Media Spokesperson

The Site Media Spokesperson is appointed by the Site Manager at the time of the emergency. This person is responsible for coordinating the fast accurate dissemination of information to the media from the Site Media Centre. The Spokesperson will also work closely with the Emergency Information Officer to ensure that information released to the media from the scene is consistent with information being released from the Media Information Centre.

Outer Perimeter

The geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Manager.

Red Cross Representative

The Red Cross Representative is responsible for supervising and coordinating all activities of the Red Cross Branch and will conduct registration and inquires in the evacuation centres. The Red Cross Representative takes direction from the Ontario Works Representative.

SECTION 4 – DEFINITIONS (Continued)Emergency Site Manager

The person in charge of all operations at the scene of the emergency. This person will transfer their role in essential emergency service (such as Police or Fire), once they are designated the Emergency Site Manager. The Emergency Site Manager will ensure that updated information with respect to the scene is conveyed to, or obtained from, the Municipal Control Group.

Triage

The sorting and allocation of treatment to patients or victims according to a system of priorities designed to maximize the number of survivors.

Head of Council

The Head of Council in the County of Brant is the Mayor, or in his absence, the councillor by Ward, in chronological order (as listed in Page 2 of Appendix B).

Community Emergency Management Coordinator (CEMC)

This person should be notified by all holders of this plan and all other supporting documents, of all changes to annexes and all administrative (those not requiring council approval). Until further notice this role will be filled by the County of Brant's Fire Chief. The Community Emergency Management Coordinator, working with the community, Emergency Management Program Committee has the primary responsibility and accountability for the developments implementation and maintenance of the County's Emergency Management Program.

Alternate Emergency Management Coordinator

The alternate Community Emergency Management Coordinator will ensure continuity of program and emergency capability in the CEMC's absence. The alternate will possess the same or similar familiarity with emergency management principles as the CEMC until further notice the role is filled by Director of Corporate Services.

Emergency Management Program Committee

The emergency management program committee is the critical management team that oversees the development, implementation and maintenance of the County's Emergency Management Program.

SECTION 5 – EMERGENCY NOTIFICATION SYSTEM

The Fire Department or Police Department (County or Provincial) dispatch will issue an advisory or warning to the members of the MCG listed on their notification fan-out list, giving any pertinent information that is available. The members of the MCG can be put on stand-by in event of an escalating emergency and prepare to assemble at the Emergency Operations Centre (EOC).

- 1) The decision to assemble the MCG will be the responsibility of any members of the Municipal Control Group (MCG) who is at the scene of the emergency, or who receives information that an emergency exists or could develop.

- 2) Each member of the MCG and the Support Agencies will keep an accurate record of all of their actions taken concerning the emergency.
- 3) When MCG members are placed on standby, members should assemble all necessary emergency plan documents, prepare for further instructions and messages, and maintain communication with the lead agency's dispatcher.
- 4) Emergency Operations centre:

The members of the MCG will assemble at the Operations Centre which will be the County of Brant Fire Administration Building at 61 Dundas Street East, Paris, unless informed of an alternate location. The most desirable alternative location will be the County of Brant Administration Building, 26 Park Avenue, Burford. Access to the EOC will be restricted to members of the MCG.

SECTION 6 – DECLARATION OF A MUNICIPAL EMERGENCY

- 6.1 Action Prior to Declaration – When an emergency exists but has not yet been declared to exist, municipal employees may take such action(s) under this emergency plan as may be required to protect lives and property in the County of Brant.
- 6.2 Declaration of a Municipal Emergency – The Mayor, as the Head of Council, is responsible for declaring that a municipal emergency exists. This decision is usually made in consultation with other members of the MCG.

Upon such declaration the Mayor will notify:

- 1) The Solicitor General of Ontario (through EMO – 1-866-314-0472. A copy of the emergency declaration must be faxed as soon as possible to 416-314-3758.
 - 2) County Council
 - 3) The Public
 - 4) The Media
 - 5) Neighbouring Municipal Officials, as required
- 6.3 Termination of a Municipal Emergency – A municipal emergency may be declared terminated at any time by:

- 1) The Mayor, or
- 2) County Council, or
- 3) The Premier of Ontario

Upon termination of a municipal emergency the Mayor will notify:

- 1) The Solicitor General of Ontario
- 2) County Council
- 3) The Public
- 4) The Media
- 5) Neighbouring Municipal Officials, as required

SECTION 7 – MUNICIPAL CONTROL GROUP

- 7.1 Composition – Emergency operations will be directed and controlled by the elected and appointed officials listed below, who will assemble for this purpose at an Operations Centre. This group will be known as the Municipal Control Group (MCG) and will be composed of:
- (a) The Mayor or alternate;
 - (b) Chief Administrative Officer (who will act as Emergency Operations Coordinator and Chairperson of the MCG) or alternate;
 - (c) OPP Commander or alternate;
 - (d) Fire Chief or alternate;
 - (e) Medical Officer of Health or alternate;
 - (f) Director of Public Works or alternate;
 - (g) Director of Ontario Works or alternate;
 - (h) Director of Community Services or alternate;
 - (i) Director of Corporate Services (who will act as Emergency Operations Coordinator and Chairperson of the MCG, in the absence of the Chief Administrative Officer) or alternate;
 - (j) Manager of the County of Brant Ambulance Service.

The MCG may function with only limited number of persons depending on the emergency. While the MCG may not require the presence of all the listed members, all must be notified.

- 7.2 Support Agencies – Depending on the scale and scope of an emergency, additional agencies or individuals may be added to the MCG. These agencies, drawn from organizations listed hereunder, may be called upon individually, or be asked to deliberate and make recommendations collectively.
- (a) Provincial Ministry representative(s) (i.e. EMO, MOE, MNR), as required
 - (b) Social Agencies: Red Cross, Salvation Army, Children’s Aid, YM/YWCA, Family Counseling Centre
 - (c) St. John’s Ambulance Service
 - (d) Bell Canada
 - (e) Union Gas Limited
 - (f) Hospitals: Brantford General Hospital and Willett Hospital
 - (g) School Boards: Brant Haldimand-Norfolk Catholic District School Board, Grand Erie District School Board
 - (h) Grand River and Long Point Conservation Authority
 - (i) Sharp and Laidlaw Transportation
 - (j) Ontario Hydro
 - (k) Brant County Power

SECTION 8 – MUNICIPAL CONTROL GROUP OPERATIONS

- 8.1 General – Upon assembling, the Head of Council, with the advice of other members of the MCG, may make a decision to declare an emergency and activate the emergency plan. Only those with proper identification cards will be allowed into the EOC.
- 8.2 The decision-making process will consist of a round table assessment of events as they occur and an agreement on a course of action.
- 8.3 Communications and Coordination – An important function of every department is to provide timely information for the benefit of the decision-making process. The communications systems of each agency are an integral part of the Emergency Operations Centre and must be established quickly. Agencies shall be responsible for manning their communications system at the Emergency Operations Centre and notifying the Emergency Operations Coordinator of any additional communication needs.
- 8.4 Members of the MCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Emergency Operation Coordinator will establish frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities.
- 8.5 Once decisions have been made by the Mayor, after consultation with the MCG, the Operations Coordinator will quickly and accurately pass the information to every response agency necessary. The Operations Coordinator will be responsible for ensuring good communication between all agencies involved in emergency operations. Maps and status boards will be prominently displayed and kept up to date by one of the Assistant Administrative Officers.

SECTION 9 – MUNICIPAL CONTROL GROUP OPERATIONS

9.0 RESPONSIBILITIES

9.1 Municipal Control Group

The actions or decisions that the members of the MCG are likely to be responsible for are:

- 1) Calling out and mobilizing their emergency services, agencies and equipment;
- 2) Coordinating and directing their services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to the law;
- 3) Determine if the location and composition of the MCG are appropriate,
- 4) Advising the Mayor as to whether the declaration of an emergency is appropriate;

- 5) Ensuring that a decision on the Emergency Site Manager (ESM) is made, based on recommendations, from the OPP, County of Brant Ambulance Service or the County Fire Department, as the situation dictates (see Appendix B);
- 6) Ordering, coordinating, and/or overseeing the evacuation of inhabitants considered to be in danger;
- 7) Discontinuing utilities or services provided by public or private corporations when continuation of such utilities or services constitutes a hazard to public safety within the emergency area;
- 8) Arranging for services and equipment from local agencies not under municipal control, i.e. private contractors, volunteer agencies, service clubs, etc.;
- 9) Notifying and requesting assistance from and/or liaison with various levels government and any public or private agencies not under municipal control, as considered necessary;
- 10) Determining if additional volunteers are required and if appeals for volunteers are warranted;
- 11) Determining if additional transport is required for evacuation or transport of person and/or supplies and if schools buses allocated to the school boards are required by the MCG, the MCG will accept responsibility for the affected students transportation home;
- 12) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer and Citizen Inquiry Supervisor, for dissemination to the media and the public;
- 13) Determining the need to establish advisory group(s) and/or sub-committees;
- 14) Authorizing the expenditure of funds required for implementing the emergency plan;
- 15) Coordinate the provision of Critical Incident Stress Management services for first responders, with County of Brant Critical Street Team;
- 16) Determining the need to activate recovery operations, through the Recovery Plan.
- 17) Notifying the services, agencies, or groups under their direction of the termination of the emergency;
- 18) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the CAO within one week of the termination of the emergency.
- (19) Participating in the debriefing following the emergency.

9.2 Head of Council

The Mayor is responsible for:

- 1) Declaring an emergency to exist within the County of Brant;
- 2) Ensuring that the Solicitor General of Ontario, via Emergency Management Ontario, has been notified of the declaration and termination of an emergency;
- 3) Ensuring the members of council and area MP(s) are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.
- 4) In the case of an emergency due to flood, contacts the Ministry of Natural Resources, through the local or provincial flood co-coordinator;
- 5) Requesting assistance from neighboring municipalities and/or from senior levels of government, when required;
- 6) Approving news releases and public announcements;
- 7) Declaring that the emergency has been terminated (Note: County Council and the Premier of Ontario may also terminate the emergency);
- 8) Ensuring that a meeting of members of Council is held within 48 hours of the declaration of an emergency to review all the actions taken by the County. A report of the location, time, date, and description of the emergency shall be recorded in the minutes of this meeting;
- 9) Ensuring that a debriefing (analysis) meeting is held as soon as possible, after the termination of the emergency;
- 10) Maintain a log of all personal actions taken.

9.3 Emergency Operations Coordinator:

The Emergency Operation Coordinator or Designate is responsible for:

- 1) Report to the EOC or another predetermined location, upon receiving the call from dispatch as part of the MCG fan out procedure;
- 2) Ensure the Emergency Fan-out notification is activated by one of the first-responders dispatch;
- 3) Chairing meetings of the MCG;
- 4) Coordinating all activities within the Emergency Operations Centre, including the scheduling of regular meetings;

- 5) Appointing of the Emergency Site Manager (ESM), based on MCG recommendation or from those listed in Appendix B;
- 6) Advising the Mayor on policies and procedures, as required;
- 7) Approving in conjunction with the Mayor, all announcements and media releases prepared in consultation with the MCG;
- 8) Making decisions, determine priorities, and issue operational direction to the MCG;
- 9) Ensuring that a communication link is established between the MCG, ESM and Site Media Centre, if applicable;
- 10) Ensure additional county staff is provided to assist, as required;
- 11) Ensure a location and equipment is provided for a public meeting, if one is required;
- 12) Appoint a Legal and Financial Officer, as required;
- 13) Ensure a log of all actions is kept.

9.4 Community Emergency Management Coordinator(CEMC)

- 1) Develop and implement a community emergency management public awareness program.
- 2) Conduct an annual review of the community emergency management program.
- 3) Provide emergency management expertise and administrative support to the community control group during an emergency.
- 4) If approved by Council, supervise the recruitment, training, and administration of CERV teams.
- 5) Maintain the response plan to ensure it is up-to-date and accurately reflects the community risk assessment and emergency management program priorities.
- 6) Liaise with the sector EMO Community Officer at all times to ensure that the community emergency program maintains the legislated standards and to request Provincial support or assistance.
- 7) Maintain familiarity with the Joint Emergency Preparedness Program (JEPP) and prepare or assist others in the preparation of funding requests to be submitted on the community's behalf.
- 8) Monitor the community's level of mandated emergency program achievements and process the required verification documents for review and submission to EMO by the CAO or Head of Council.

- 9) If desired, provide EMO-approved Basic Emergency Management courses to any municipal staff or others within the community who may benefit from such training.
- 10) Such other tasks as may be assigned.
- 11) Successfully complete all training as required by Emergency Management Ontario and maintain familiarity at all times with current standards and legislated community accountabilities, ensuring that senior management and elected officials are aware of the latter.
- 12) Identify emergency management program financial and resource requirements and prepare, or assist in the preparation of, an annual emergency program budget submission for Council's review and approval.
- 13) Form a Community Emergency Management Program Committee to consist of the following:
 - CAO or representative
 - Fire Chief or representative
 - Police Chief or representative
 - Ambulance Manager
 - Medical Officer of Health or representative
 - Director of Public Works or representative
 - City of Brantford Commission of Social Services or representative
 - Any other municipal staff deemed desirable (this might include public affairs, legal, financial, or information technology staff).
 - Industry, neighbourhood, utility, volunteer organization and other representatives (optional).
- 14) In conjunction with the committee:
 - Conduct the community's Hazard Identification and Risk Assessment process.
 - Prepare and obtain EMO approval of a community emergency response plan.
 - Ensure the designation and development of an appropriate community Emergency Operations Centre.
 - Conduct the critical infrastructure identification process.
 - Document the existing community emergency response capability and identify and attempt to address any additional needs.
 - Conduct annual training for the members of the Community Control Group and Emergency Operations centre staff.
 - Conduct an annual exercise to evaluate the community emergency response plan.
 - Identify individuals to act as community emergency information staff.

SECTION 9 – RESPONSIBILITIES (CONTINUED)9.5 OPP Commander/Police Chief

- 1) Report to the EOC or another predetermined location, upon receiving the call from dispatch as part of the MCG fan out procedure;
- 2) Activating the department's emergency notification system;
- 3) Establishing a site command post with communications to the EOC;
- 4) Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- 5) Establishing an inner and outer perimeter in consultation with responding agencies and the ESM, in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- 6) Providing traffic control to facilitate the movement of emergency vehicles;
- 7) Alerting persons endangered by the emergency;
- 8) Coordinating evacuation procedures;
- 9) Notify the coroner of fatalities;
- 10) Providing police service in evacuee centres, morgues and other facilities, as required;
- 11) Maintaining a liaison with other municipal, provincial and federal police agencies, as required;
- 12) Appointing an Emergency Site Manager, if request to by the MCG;
- 13) Coordinating police operations with other municipal departments and arranging for additional supplies and equipment, when required;
- 14) Maintain a log of all actions taken by their department.

9.6 County Fire Chief:

The County Fire chief or Designate is responsible for:

- 1) Reporting to the EOC or another predetermined location, upon receiving the call from dispatch as part of the MCG fan out procedure;
- 2) Activating the department's Emergency Plan;
- 3) Providing the MCG with information on fire fighting and rescue matters;
- 4) Establishing an ongoing communications link with the senior fire official at the emergency site;

- 5) Determining if additional/special equipment is needed and arrangements for the provision of additional fire fighting manpower and equipment if needed;
- 6) Providing assistance to other municipal departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g. rescue, first aid, casualty collection, evacuation, etc.;
- 7) Appointing an Emergency Site Manager from the department, if requested by the MCG (see Appendix B);
- 8) Co-ordinate with Public Works, the demolition of unsafe structures;
- 9) Maintain a log of all actions taken by their department.

9.7 Director of Public Works

The Director of Public Works or Designate is responsible for:

- 1) Report to the EOC or another predetermined location, upon receiving the call from dispatch as part of the MCG fan out procedure;
- 2) Activating the department's Emergency Plan;
- 3) Provide the MCG with information and advise on Public Works matters;
- 4) Maintaining a liaison with the senior public works officer from neighboring municipalities to coordinate the request for additional equipment, if required;
- 5) Maintaining a liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provisions of alternate services or functions;
- 6) Maintaining liaison with flood control, conservation and environmental agencies and be prepared to conduct relief or preventative operations.
- 7) Assisting other agencies in traffic control and evacuations, by clearing emergency routes, marking obstacles, providing road signs and other necessary duties;
- 8) Coordinating the provision of emergency potable water, supplies and sanitation facilities, with the MOH;
- 9) Maintaining contact with the weather office and inform the MCG how changes in this information will impact the emergency operation;
- 10) Provision of equipment for the demolition of unsafe structures, as directed by the Fire Chief and or the Chief Building Official;
- 11) Re-establishing essential services at the conclusion of the emergency, under the post recovery plan;
- 12) Maintaining a log of all actions taken by their department.

9.8 Medical Officer of Health

- 1) Report to the EOC or another predetermined location, upon receiving the call from dispatch as part of the MCG fan out procedure;
- 2) Activate the Brant County Board of Health's Emergency plan, if required;
- 3) Liaison with all Health Care Agencies; such as Ambulance Services, Community Care Access Centre and local hospitals;
- 4) Providing advice on any matters that may affect public health;
- 5) Providing instructions on health and safety matters to the public through the Media Relations Officer;
- 6) Coordinating the response to disease related emergencies or anticipated epidemics, according to Ministry of Health policies;
- 7) Maintaining a liaison with voluntary and private agencies for the augmentation and coordination of public health resources;
- 8) Ensuring the coordination of all efforts to prevent and control the spread of disease during an emergency;
- 9) Maintaining a liaison with senior Ontario Works officers on matters of mutual concern regarding health services (including Critical Incident Care for evacuees and caregivers) in evacuee centres;
- 10) Arranging for testing of water supplies and, when warranted, making recommendations for arranging alternate supplies, through liaison with the Public Works department;
- 11) Maintain a log of all actions taken by their agency.

9.9 Director of Ontario Works

The Director of Ontario Works is responsible for:

- 1) Reporting to the EOC or another predetermined location, upon receiving the call from dispatch as part of the MCG fan out procedure;
- 2) Responsible for activation of the Ontario Works Brant Emergency plan;
- 3) Providing advice on social service matters to the MCG, ensuring the well being of residents who have been displaced from their homes by arranging lodging, clothing, feeding, registration, and personal and counseling services, in temporary and long-term evacuation centres;
- 4) Arranging for the transportation of human resources to and from evacuation centres as required;

- 5) Ensuring that volunteers from other agencies or communities have completed volunteer registration forms, and copies are on file for legal protection for the individual and the county;
- 6) Ensuring identification cards are issued to volunteers and temporary employees, as required;
- 7) Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. school and chartered buses, trucks, etc.) for the purpose of transporting persons and or supplies, as advised by the MCG;
- 8) Providing staff to operate a Citizen Inquiry Service, per the attached Emergency Public Information Plan (Section 11);
- 9) Communicating with the MOH on area of mutual concern relating to operations in the evacuation centres;
- 10) Ensuring a representative of the Grand Erie and/or Brant Haldimand-Norfolk Catholic School Board are notified and are available at their facilities to provide direction to staff and volunteers in its maintenance, use and operation, when one of their schools is required as an evacuation centre;
- 11) Communicating with County area retirement homes, hostels and nursing homes, ensuring their needs are being met, as required;
- 12) Maintaining a log of all actions taken by their department.

9.10 Manager – County of Brant Ambulance

The Manager of the County of Brant Ambulance Service or Alternate is responsible for:

- 1) Reporting to the EOC or another predetermined location, upon receiving the call from dispatch as part of the MCG fan out procedure;
- 2) Activating the department's emergency plan;
- 3) Acting as a co-ordinating link for all emergency health services with the MOH, at the MCG;
- 4) In the event of mass casualties, bringing casualties to a central point for triage, then arranging a balanced distribution of casualties to hospitals;
- 5) Co-ordinating the evacuation of bed-ridden or non-ambulatory patients;
- 6) Maintaining a log of all actions taken by their department.

SECTION 10 – SUPPORT AND ADVISORY STAFF RESPONSIBILITIES10.1 Emergency Site Manager (ESM)

The Emergency Operations Coordinator will appoint the ESM from one of the first responders already at the scene. They are responsible for the overall management and control of the emergency response at the site and should be relieved of all other duties, when appointed. The responsibilities of the Emergency Site Manager include:

- 1) Establishing their authority at the site (within the outer perimeter);
- 2) Establishing communications with the Emergency Operations Centre and regularly brief the Municipal Control Group on developments at the emergency site;
- 3) Ensuring the emergency site is appropriately secured by establishing staging areas, accesses and inner and outer perimeters;
- 4) Ensuring employee and volunteer safety;
- 5) Ensuring in and out routes are established;
- 6) Ensuring coordination of response agencies;
- 7) Developing a consolidated plan of action to mitigate the effects of the emergency;
- 8) Approving all requests for ordering and releasing key resources;
- 9) Supervising all ground operations within the site;
- 10) Supervising air operations over the site, if necessary;
- 11) Maintaining a log of all actions taken.

10.2 Telecommunications Coordinator

The Telecommunication Coordinator (Amateur Radio Club Representative) is responsible for:

- 1) Reporting to the EOC or another predetermined location, upon receiving the call from a MCG representative and taking direction from the Emergency Operations Coordinator;
- 2) Initiating the necessary action to ensure that the communication systems at the EOC and evacuation centres run by the Red Cross, function as effectively as possible;
- 3) Ensuring the County Engineering Division, as the Emergency Communication Centre, is properly equipped, staffed, functioning correctly and that problems as they arise are dealt with;

- 4) Making arrangements to acquire additional communications resources during an emergency;
- 5) Relaying messages for the MCG and receiving messages from the Emergency Site Manager and elsewhere, as required;
- 6) Ensuring volunteers working with them, are properly registered to ensure WSIB coverage;
- 7) Maintaining a log of all actions and messages taken;

10.3 Assistant Administrative Officers

The Assistant Administrative Officers, working under the Emergency Operations Coordinator's direction, are responsible for:

- 1) Assisting the Municipal Control Group, as required;
- 2) Ensuring all decisions taken by the MCG are recorded;
- 3) Upon direction from the Emergency Operations Coordinator, notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre. They will initiate the opening, operation, and maintenance of the EOC and its phones, as the situation dictates, and ensuring operators are informed of MCG member's telephone numbers in the EOC;
- 4) Arranging for printing of material, as required;
- 5) Co-ordinating the provision of clerical and other staff to assist in the EOC, as required;
- 6) Upon declaration from the Mayor, ensuring that council members are advised of the declaration and termination of the emergency (see Appendices B);
- 7) Upon direction from the Mayor, arranging a special meeting(s) of council, as required, and advising members of council on the specifics of said meeting;
- 8) Providing I.D. cards to MCG members and support staff, for entry into the EOC;
- 9) Providing for security for the EOC, to ensure only those with proper identification are allowed entry;
- 10) Coordinating the maintenance and operation of feeding, sleeping, and meeting areas at the MCG, as required;
- 11) Ensure that non emergency phone calls coming into the EOC are directed to one of the municipal offices unaffected by the emergency and bring in staff for these functions, as required;

10.4 Legal Services Officer

The County Legal Services Officer, reporting to the Emergency Operations Coordinator, is responsible for:

- 1) Providing advice to any member of the MCG on matters of a legal nature as they may apply to the County of Brant in its response to the emergency;
- 2) Maintaining a log of all actions taken;

10.5 Financial Officer

The County Financial Officer, reporting to the Emergency Operation Coordinator, is responsible for:

- 1) Providing information and advice on financial matters as they relate to the emergency;
- 2) Maintaining a liaison, if necessary, with neighbouring municipalities on financial matters;
- 3) Ensuring that records of expenses are maintained for future claims purposes;
- 4) Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- 5) Maintaining a log of all actions taken

10.6 Grand Erie Board of Education and Brant Haldimand-Norfolk Catholic District School Board

A) The Grand Erie Board of Education and Brant Haldimand-Norfolk District Catholic School Board, under the direction of the Director, Ontario Works, are responsible for:

- 1) The provision of any school (as appropriate and available) for use as an evacuation centres; and
- 2) Upon contact by the Director of Ontario Works, providing a Grand Erie Board of Education/Brant Haldimand-Norfolk Catholic District School Board representative(s) to coordinate and provide direction with respect to maintenance, use and operation of their facilities being used as evacuation centres.

SECTION 10 – SUPPORT AND ADVISORY STAFF (CONTINUED)

- (B) In the event of an emergency during normal school hours, the principal(s) and School Board of the affected school(s) (until directed otherwise) is/are responsible based on the information received from the MCG to:
- (1) Activating the school “Stay-Put” Emergency Plan, or
 - (2) Activating the School’s Evacuation Plan, depending on the nature and scope of the emergency

10.7 Hospital Administrator

The County of Brant is primarily serviced by the following hospitals:

- (a) The Brantford General Hospital
- (b) Willett Hospital

During an emergency, the Hospital Administrator is responsible for:

- 1) Activating their respective Hospital Emergency Plan.
- 2) Liaising with the Medical Officer of Health and local Ambulance representative(s) with respect to hospital and medical matters as required;
- 4) Liaising with the Ministry of Health, as required.

10.8 St. John’s Ambulance

During an emergency, St. John’s Ambulance, under the direction of the County of Brant Ambulance Services, is responsible for:

- 1) Activating the agencies emergency alert system;
- 2) Providing first aid at evacuation centres;
- 3) The transportation of patients, if authorized by Police or Medical Practitioners;
- 4) Ensuring volunteers are properly registered, to ensure WSIB coverage;
- 5) Maintaining a log of all actions taken;

10.9 Conservation Authorities

Should a flood emergency develop in the County of Brant, the MCG will work closely with the following Conservation Authorities:

Grand River Conservation Authority
Long Point Region Conservation Authority

The function of the Conservation Authorities as outlined in Section 5.2 of the Ministry of Natural Resources Booklet entitled "Planning for Flood Emergencies" is to:

- 1) Maintain a flood warning system throughout the Authority for alerting municipal representatives, media, local police, the Ontario Provincial Police, the Ministry of Natural Resources, etc.;
- 2) Stimulate coordinated contingency planning by and among municipalities lying within the Authority;
- 3) Maintain awareness of the status of the provincial response to flood emergency through consultation with the local Ministry of Natural Resources Response Coordinator;
- 4) Provide technical advice to municipalities in preventing or reducing the effects of flooding;
- 5) Liaison with the local Ministry of Natural Resources Response Coordinator in matters related to declaring a provincial emergency, and securing provincial resources in the event of a declared provincial emergency;
- 6) Provide advice to the local Ministry of Natural Resources Response Coordinator on the extent of the municipal resources, and when those have been fully committed, the need for additional resources, and the need for declaration of a provincial emergency.
- 7) Following consultation with municipalities, advise the local Ministry of Natural Resources Response Coordinator when the flood emergency ceases to exist;
- 8) Designate personnel who will carry out the functions mentioned in sections (1) and (7), and any other functions as appear appropriate;

SECTION 10 – SUPPORT AND ADVISORY STAFF10.10 Canadian Red Cross

During an emergency, under the direction of Ontario Works, the Red Cross is responsible for:

- 1) The Activation of the Red Cross emergency fan-out system;
- 2) Ensuring Red Cross volunteers are properly registered to ensure WSIB coverage;
- 3) Providing personnel and coordinating Registration & Inquiry functions at the evacuation centres;
- 4) Maintaining a log of all actions taken.

10.11 Victim Crisis Referral Services (V.C.A.R.S.)

In the event of an emergency, under the direction of the Director, Ontario Works, the V.C.A.R.S. may be required to:

- 1) Provide counseling services to victims, whose life has been affected by an emergency situation;

10.12 Salvation Army

In the event of an emergency, under the direction of the Director of Ontario Works, the Salvation Army will:

- 1) Activate the agency's emergency alert system;
- 2) Ensure volunteers are properly registered, to ensure WSIB coverage;
- 3) Provide food and supplies, which are distributed in the evacuation centre, to those residents displaced from their home;
- 4) Maintain a log of all actions taken.

10.13 Critical Incident Stress Team (CIS)

- 1) The County of Brant Fire and Ambulance Services operate a trained volunteer CIS Team. The CIS team is available for stress debriefing during and after emergencies and major incidents for first responders, by contacting one of the above service agencies;

10.14 SPCA

In the event of an emergency requiring evacuation of Brant County residents with pets or livestock, the SPCA under the direction of Ontario Works will:

- 1) Ensure volunteers are properly registered, to ensure WSIB coverage;
- 2) Provide feeding and lodging for companion pets at the evacuation centres;
- 3) Activate the Provincial Emergency Plan, for livestock movement;
- 4) Maintain a log of all actions taken;

SECTION 11 – EMERGENCY PUBLIC INFORMATION PLAN

- 1) In order to provide the media with accurate information, issue authoritative instruction to the public, and respond to or redirect individual requests for or reports on the emergency, the following positions will be established upon implementation of this plan:
 - a) Emergency Information Officer (Director of Corporate Services or Designate from Appendix A)
 - b) Site Media Spokesperson(s) (designator by the Site Manager from Media Personnel – Appendix A)
 - c) Citizen Inquiry Supervisor (designated by Ontario Works)
- 2) Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site. This area if established, will be staffed by the site media spokesperson appointed by the ESM (See Appendix B).

11.1 Emergency Information Officer (EIO)

The Emergency Information Officer is responsible for:

- 1) Upon arrival at the EOC, reporting to the Emergency Operations Coordinator, for briefing on the emergency;
- 2) Establishing a communications link with the site media spokesperson, the Citizen Inquiry Supervisor, and any media coordinators (i.e. Provincial, Federal, Private Industry, etc.) involved in the incident, and ensuring that all information released to the media and public is consistent and accurate;
- 3) Ensuring that the media centre is set up and adequately staffed;
- 4) Maintaining a liaison with the MCG to obtain up-to-date information for media releases, co-ordinating individual interviews, and organizing press conferences;

- 5) Ensuring that the following are advised of the telephone number of the media centre;
 - * The Media
 - * The MCG
 - * Site Media Officer
 - * Neighbouring Municipalities
 - * Citizen Inquiry Supervisor
 - * Any other appropriate person, agencies, or businesses;
- 6) Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public;
- 7) Ensuring that the media releases are approved by the Emergency Operations Co-coordinator (in consultation with the Mayor) prior to dissemination, and distributing hard copies of media releases to the Media Centre, the MCG, the Citizen Inquiry Supervisor, and other key persons handling inquiries from the media;
- 8) Monitoring news coverage, and correcting any erroneous information;
- 9) Maintaining copies of media releases and newspaper articles pertaining to the emergency;
- 10) Apprise the Fire and Police Dispatches on a regular basis, as to the ongoing actions of the county, in order to deal with questions coming into the various dispatches.
- 11) The MCG may determine that a public meeting is necessary in order to provide information to the public and to allow the public to ask questions of any agencies involved with the emergency. The Emergency Operations Coordinator will be ensure a facility is secured to hold the meeting and all necessary arrangements concerning seating, tables, video and audio equipment, etc., are made. The meeting will be chaired by the Emergency Information Officer, who will be responsible for co-ordinating the information that will be distributed to the public and insuring that all agencies involved have the opportunity to speak. The number of agencies in attendance at the meeting will be determined by the MCG. Depending on the scope of the emergency, there could be representatives from every agency involved with the emergency at the public meeting to provide information and answer questions;

11.2 Site Media Spokesperson

The Site Media Spokesperson is responsible for:

- 1) Establishing and coordinating a media information centre(s) in a safe, appropriate location, at or near the site, for the media to assemble;
- 2) Establishing an ongoing link with the Emergency Information Officer at the EOC;

Responsibilities of Agents under the Emergency Public Information Plan (Continued)

- 3) Redirecting all inquiries regarding the emergency and decisions made by the MCG to the Media Relations Officer;
- 4) Advising the following persons and agencies of the location and telephone number(s) (as available) of the Site Media Information Centre:
 - * Emergency Site Manager
 - * Emergency Information Officer
 - * Media
 - * Emergency Services personnel at scene (where possible)
 - * Any other appropriate personnel or agencies.
- 5) Ensuring that media arriving at the site are directed to the site information centre;
- 6) Where necessary and appropriate, coordinating media photographing sessions at the scene;
- 7) Coordinating interviews at the scene between emergency personnel and the media;

11.3 Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor, under the direction of the EIO, is responsible for:

- 1) Establishing a Citizen Inquiry Services, including the appointment of personnel and designation of telephone lines;
- 2) Informing the EIO of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- 3) Maintaining a liaison with the EIO to obtain current information on the emergency;
- 4) Redirecting or responding to inquiries and reports from the public based upon information from the EIO (such information may be related to school closings, access routes, or the location of evacuee centres);
- 5) Redirecting or responding to inquiries pertaining to the investigation of the emergency, deaths, injuries, or matters of personnel involved with or affected by the emergency to the appropriate emergency service;
- 6) Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres, to the registration and inquiry telephone numbers;
- 7) Advising the affected emergency services and the MCG of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- 8) Obtaining staff to assisting in the above tasks, as required

12 REPEALS AND ENACTMENT

12.1 All previous bylaws and emergency plans from the individual municipalities now covered under the County of Brant, are repealed immediately upon the passing of By-Law Number 270-04.

13.0 PLAN MAINTENANCE AND REVISIONS

13.1 The CAO will ensure that this plan is reviewed annually and where necessary, revised by a meeting(s) of the MCG;

13.2 Each time this plan is revised it must be forwarded to council for approval. However, revisions to Annexes and minor administrative changes can be made without council approval, at the CAO's discretion;

13.3 It is the responsibility of each person, agency, service or department named within this plan, to notify the Community Emergency Management Coordinator of any revisions to annexes or administrative changes and maintenance of their own department's Emergency Plan.