

**TOWN OF NORTHEASTERN MANITOULIN
AND THE ISLANDS**

EMERGENCY RESPONSE PLAN

	<u>TABLE OF CONTENTS</u>	<u>PAGE</u>
PART 1	INTRODUCTION	5
PART 2	AIM	6
PART 3	AUTHORITY	7
	<i>a) Definition of an Emergency</i>	7
	<i>b) Action Prior Declaration</i>	7
PART 4	EMERGENCY NOTIFICATION PROCEDURE	
	<i>a) Requests for Assistance</i>	8
	<i>b) A Declared Community Emergency</i>	8-9
	<i>c) Terminating an Emergency</i>	10
PART 5	EMERGENCY COMMUNITY CONTROL	
	<i>a) Emergency Operations Centre</i>	11
	<i>b) Community Control Group</i>	11
	<i>c) Operating Cycle</i>	12
	<i>d) Community Control Group Responsibilities</i>	12/13
PART 6	EMERGENCY RESPONSE SYSTEM	
	<i>a) Individual Responsibilities of the CCG</i>	
	1. Mayor or Acting Mayor	14
	2. Operations Officer/ CAO /Clerk	15
	3. Police Representative	15/16
	4. Fire Chief	16
	5. Manager of Public Works	16/17
	6. Manitoulin Health Centre Hospital Administration	17
	7. Community Services Manager	18
	8. Emergency Medical Services (EMS) Director	19
	9. Emergency Management Coordinator	19

<i>b) Support and Advisory Staff</i>	
1. Operations Officer Administrative Assistant(s)	20
2. Telecommunications (ARES) Coordinator	20
3. Emergency Information Coordinator (Mayor)	21
4. Other Agencies	21
5. Board of Education	21

<i>c) Relationship between CCG and Emergency Site Manager (ESM)</i>	21
-----------------------------------------------------------------------	-----------

<i>d) Relationship between ESM and command and control structures of emergency responders</i>	21
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PART 7	EMERGENCY TELECOMMUNICATIONS PLAN	22
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PART 1: INTRODUCTION

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Town of Northeastern Manitoulin and The Islands.

The population of the Town of Northeastern Manitoulin and The Islands is 2,400 residents.

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

The Town of Northeastern Manitoulin and The Islands Emergency Management Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Town of Northeastern Manitoulin and The Islands important emergency response information related to:

1. Arrangements, services and equipment; and
2. Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Northeastern Manitoulin and The Islands Emergency Response Plan may be viewed at the NEMI Town Office and NEMI Public Library. For more information, please contact:

**Emergency Management Coordinator
Town Office
Town of Northeastern Manitoulin and the Islands
(705) 368-3500**

PART 2: AIM

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

It enables a centralized controlled and coordinated response to emergencies in the Town of Northeastern Manitoulin and The Islands, and meets the legislated requirements of the Emergency Management Act.

For further details, please contact the Emergency Management Coordinator.

PART 3: AUTHORITY

The *Emergency Management Act (EMA)* is the legal authority for this emergency response plan in Ontario.

The *EMA* states that the:

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”

As enabled by the *Emergency Management Act, 2003*, this emergency response plan and its' elements have been:

- 1 Issued under the authority of *Town of Northeastern Manitoulin and The Islands By-law #2004-34*; and
- 2 Filed with Emergency Management Ontario, Ministry of Public Safety and Security.

a) Definition of an Emergency

The *EMA* defines an emergency as:

“An emergency means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.”

The Emergency Operations Centre (EOC) can be activated for any emergency for the

purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

b) Action Prior to Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the Town of Northeastern Manitoulin and The Islands.

PART 4: EMERGENCY NOTIFICATION PROCEDURES

Only a member of the CCG may initiate the notification procedure.

When a member of the CCG receives a warning of a real or potential emergency, that member **will immediately contact the Town of NEMI Manager on call at Pager #705-348-0360**, and direct them to initiate the notification of the CCG. The member initiating the call must provide pertinent details (e.g. - a time and place for the CCG to meet) as part of the notification procedure and contact the OPP Ambulance Service through the 911 emergency number.

If deemed appropriate, the individual CCG members may initiate their own internal notification procedures of their staff and volunteer organizations.

Where a threat of an impending emergency exists, any member of the CCG may initiate the notification procedure and place CCG members on standby.

a) Requests for Assistance

Assistance may be requested from the Town of Northeastern Manitoulin and The Islands at any time by contacting the Clerk 705-368-3500 Ext. 228. The request shall not be deemed to be a request that the town assume authority and control of the emergency.

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

b) A Declared Community Emergency

The Mayor or Acting Mayor of the Town of Northeastern Manitoulin and The Islands, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

PART 5: EMERGENCY COMMUNITY CONTROL GROUP

a) Emergency Operations Centre (EOC)

The location of the Town of Northeastern Manitoulin and The Islands' primary Operations Centre is **located at the NEMI Town Office at 15 Manitowaning Road in Little Current**. The alternate location is the Town of Northeastern Manitoulin and the Islands Recreation Centre located at 9001 Highway 6 South.

Emergency Evacuation Centre (EEC)

The Location of the Town of Northeastern Manitoulin and the Islands' Emergency Evacuation Centre is **located at the Manitoulin East Municipal Airport at 12917 Hwy 6 South**. The airport will act as the centre for air lifting medical emergencies and also to receive supplies by air.

b) Community Control Group (CCG)

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

1. Mayor of the Town of Northeastern Manitoulin and The Islands, or alternate;
2. Chief Administrative Officer, or alternate, who becomes the Operations Officer in the EOC;
3. Police Representative;
4. Fire Chief, or alternate;
5. Community Emergency Management Co-ordinator, or alternate;
6. Manager of Public Works, or alternate;
7. Medical Officer of Health, or alternate;
8. Manager of Community Services, or alternate;
9. Emergency Medical Services (EMS) Director, or alternate;
10. Local electrical utility representative, or alternate, if required or available;
11. Emergency Information Coordinator;
12. Telecommunications Coordinator;
13. Additional personnel called or added to the CCG may include:
 - Emergency Management Ontario Representative;
 - Liaison staff from provincial ministries;
 - Any other officials, experts or representatives from the public or private sector as deemed necessary by the CCG.

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

c) *Operating Cycle*

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

d) *Community Control Group Responsibilities*

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

1. Calling out and mobilizing their emergency service, agency and equipment;
2. Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
3. Determining if the location and composition of the CCG are appropriate;
4. Advising the Mayor as to whether the declaration of an emergency is recommended;
5. Advising the Mayor on the need to designate all or part of the town as an emergency area;
6. Ensuring that an Emergency Site Manager (ESM) is appointed;
7. Ensuring support to the ESM by offering equipment, staff and resources, as required;
8. Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
9. Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, closing down the downtown area;
10. Arranging for services and equipment from local agencies not under community control i.e. private contractors, industry, volunteer agencies, service clubs;
11. Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;

12. Determining if additional volunteers are required and if appeals for volunteers are warranted;
13. Determining if additional transport is required for evacuation or transport of persons and/or supplies;
14. Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator (Mayor), for dissemination to the media and public;
15. Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
16. Authorizing expenditure of money required dealing with the emergency;
17. Notifying the service, agency or group 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 Operations Officer within one week of the termination of the emergency, as required;
19. Participating in the debriefing following the emergency.

PART 6: EMERGENCY RESPONSE SYSTEM

a) The individual responsibilities of the Community Control Group:

1. Mayor or Acting Mayor

The Mayor or Acting Mayor is responsible for:

1. Providing overall leadership in responding to an emergency;
2. Declaring an emergency within the designated area;
3. Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
4. Notifying the Emergency Management Ontario of the declaration of the emergency, and termination of the emergency;
5. Ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

6. Chairing meetings of the control group.
7. Securing and authorizing of expenditures of money required to deal with the emergency.
8. The dissemination of news and information to the media and the public.

2. Operations Officer/CAO/Clerk

The Operations Officer for the Town of Northeastern Manitoulin and The Islands and is responsible for:

1. Activating the emergency notification system;
2. Ensuring liaison with the Police Chief regarding security arrangements for the EOC;
3. As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings;
4. Advising the Mayor on policies and procedures, as appropriate;
5. Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Control Group;
6. Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM);
7. Calling out additional town staff to provide assistance, as required.

3. Police Representative

The Police Representative is responsible for:

1. Activating the emergency notification system;
2. Notifying necessary emergency and community services, as required;
3. Establishing a site command post with communications to the EOC;
4. Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
5. Establishing an ongoing communications link with the senior police official at the scene of the emergency;
6. Establishing the inner perimeter within the emergency area;
7. Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
8. Providing traffic control staff to facilitate the movement of emergency vehicles;
9. Alerting persons endangered by the emergency and coordinating evacuation procedures;
10. Opening of evacuee centres in collaboration with the Community Services Manager;
11. Ensuring liaison with the Community Services Manager regarding the establishment and operation of evacuation and reception centres;

12. Ensuring the protection of life and property and the provision of law and order;
13. Providing police service in EOC, evacuee centres, morgues, and other facilities, as required;
14. Notifying the coroner of fatalities;
15. Ensuring liaison with other community, provincial and federal police agencies, as required;
16. Providing an Emergency Site Manager, if required.

4. Fire Chief

The Fire Chief is responsible for:

1. Activating the emergency notification system;
2. Providing the CCG with information and advice on firefighting and rescue matters;
3. Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
4. Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
5. Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
6. Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing;
7. Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;

5. Manager of Public Works

The Manager of Public Works is responsible for:

1. Activating the emergency notification system;
2. Providing the CCG with information and advice on engineering and public works matters;
3. Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
4. Establishing an ongoing communications link with the Site Manager at the scene of the emergency;
5. Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
6. Ensuring provision of engineering assistance;
7. Ensuring construction, maintenance and repair of town roads;
8. Ensuring the maintenance of sanitary sewage and water systems;
9. Providing equipment for emergency pumping operations.
10. Ensuring liaison with the fire chief concerning emergency water supplies for firefighting purposes;

11. Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
12. Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
13. Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
14. Providing public works vehicles and equipment as required by any other emergency services;
15. Ensuring liaison with the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action.

6. Manitoulin Health Centre Hospital Administrator

The Manitoulin Health Centre Hospital Administrator is responsible for:

1. Implementing the hospital emergency plan;
2. Ensuring liaison with the Manitoulin Health Centre Hospital Administrator and local ambulance representatives with respect to hospital and medical matters, as required;
3. Evaluating requests for the provision of medical site teams/medical triage teams;
4. Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate.

7. Community Services Manager

The Community Services Manager is responsible for:

1. Activating the emergency notification system;
2. Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services;
3. Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed;
4. Ensuring liaison with the police chief with respect to the pre-designation of evacuee centres which can be opened on short notice;
5. Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres;
6. Ensuring that a representative of the Rainbow District Board of Education and/or Separate School Board is/are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation;
7. Ensuring liaison with Manitoulin Centennial Manor as required;
8. Making arrangements for meals for the staff/volunteers at the EOC and the Site.

9. Setting up the E.O.C. as required.

8. Emergency Medical Services (EMS) Director

The Emergency Medical Services Director is responsible for:

1. Ensuring emergency medical services at the emergency site;
2. Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
3. Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
4. Obtaining EMS from other municipalities for support, if required;
5. Ensuring triage at the site;
6. Advising the CCG if other means of transportation is required for large scale response;
7. Ensuring liaison with the receiving hospitals;
8. Ensuring liaison with the Medical Officer of Health, as required.

9. Emergency Management Coordinator or Alternate

The Emergency Management Coordinator or Alternate is responsible for:

1. Activating the emergency notification system;
2. Activating and arranging the Emergency Operations Centre with the Community Services Manager;
3. Ensuring that security is in place for the EOC and registration of CCG members;
4. Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
5. Providing advice and clarifications about the implementation details of the Emergency Response Plan;
6. Supervising the Telecommunications Coordinator;
7. Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
8. Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;
9. Addressing any action items that may result from the activation of the Emergency Response Plan and keep CCG informed of implementation needs;
10. Maintaining the records and logs for the purpose of the debriefs and post-emergency reporting that will be prepared.

b) Support and Advisory Staff

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

1. Operations Officer Administrative Assistant/Assistants

The Operations Officer Administrative Assistant is responsible for:

- 1 Assisting the Operations Officer, as required;
- 2 Ensuring all important decisions made and actions taken by the CCG are recorded;
- 3 Ensuring that maps and status boards are kept up to date;
- 4 Provide a process for registering CCG members and maintaining a CCG member list;
- 5 Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre;
- 6 Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC;
- 7 Arranging for printing of material, as required;
- 8 Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required;
- 9 Upon direction by the Mayor, ensuring that all council are advised of the declaration and termination of declaration of the emergency;
- 10 Upon direction by the Mayor, arranging special meetings of council, as required, and advising members of council of the time, date, and location of the meetings;
- 11 Procuring staff to assist, as required.

2. Telecommunications (ARES) Coordinator

The Telecommunications Coordinator reports to the Emergency Management Coordinator and is responsible for:

- 1 Activating the emergency notification system of the local amateur radio operators group;
- 2 Initiating the necessary action to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates;
- 3 Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
- 4 Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems;
- 5 Making arrangements to acquire additional communications resources during an emergency;

3. Emergency Information Coordinator (Mayor)

The Town's Mayor will act as the Emergency Information Coordinator during an emergency. The Emergency Information Coordinator is responsible for the dissemination of news and information to the media for the public.

4. Other Agencies

In an emergency, many agencies may be required to work with the Community Control Group. Two such agencies are detailed below. Others might include Emergency Management Ontario, Ontario Provincial Police, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities, and provincial ministries.

5. Board of Education

The Board of Education is responsible for:

- 1 Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres;
- 2 Ensuring liaison with the municipality as to protective actions to the schools (i.e., implementing school stay in place procedure and implementing the school evacuation procedure;

c) Relationship between CCG and Emergency Site Manager (ESM):

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

The CCG will also ensure that the rest of the community maintains municipal services.

d) Relationship between ESM, and command and control structures of emergency responders

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult with the Emergency Site Manager, so as to offer a coordinate and effective response. Regular briefings will be held at the site and chaired by the Emergency Site Manager, so as to establish the manner and process to the emergency.

PART 7: EMERGENCY TELECOMMUNICATIONS PLAN

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

The Emergency Telecommunications Coordinator for the Town of Northeastern Manitoulin and The Islands is a pre-designated Amateur Radio Operator. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turn will call upon his contacts for further communications support, as required.

The Emergency Telecommunications Office is located in the office adjacent to the EOC. It is equipped with portable hand radios, battery back-up, two-way radio with the necessary channels to communicate with police, fire, EMS and the Ontario Fire Marshall.

Communications between the EOC and the other responding agencies will be with the support of a runner. All messages are to be written on the Amateur Radio Message Forms and logged.

Should the Town of Northeastern Manitoulin and The Islands lose all telephone communications, pre-arranged communications could be obtained from the local taxi company and the school bus radios, which will act as relay to the EOC and the emergency site.