



Municipality of Chatham-Kent
Emergency Response Plan

TABLE OF CONTENTS

PART 1: INTRODUCTION	4
PART 2: AIM	5
PART 3: AUTHORITY	6
DEFINITION OF AN EMERGENCY	6
ACTION PRIOR TO DECLARATION	6
PART 4: EMERGENCY NOTIFICATION PROCEDURES	7
REQUESTS FOR ASSISTANCE	7
DECLARED COMMUNITY EMERGENCY	8
PART 5: COMMUNITY CONTROL GROUP (CCG)	9
EMERGENCY OPERATIONS CENTRE (EOC)	9
OPERATING CYCLE	10
COMMUNITY CONTROL GROUP RESPONSIBILITIES	10
PART 6: EMERGENCY RESPONSE SYSTEM.....	12
INDIVIDUAL RESPONSIBILITIES OF THE COMMUNITY CONTROL GROUP	12
THE MAYOR OR DESIGNATED ALTERNATE HEAD OF COUNCIL.....	12
CHIEF ADMINISTRATIVE OFFICER / OPERATIONS OFFICER	14
CAO'S ADMINISTRATIVE ASSISTANT / ASSISTANTS	15
FIRE CHIEF.....	16
POLICE CHIEF.....	17
MEDICAL OFFICER OF HEALTH	19
MANAGER OF EMERGENCY MEDICAL SERVICES (EMS)	20
GENERAL MANAGER OF COMMUNITY DEVELOPMENT	22
GENERAL MANAGER OF INFRASTRUCTURE & ENGINEERING SERVICES	23
GENERAL MANAGER, CORPORATE SERVICES	25
GENERAL MANAGER OF HEALTH & FAMILY SERVICES	27
EMERGENCY MANAGEMENT COORDINATOR.....	28
GENERAL MANAGER WATER/WASTEWATER.....	27
PRESIDENT & CEO - ENTEGRUS INC.	31
SUPPORT AND ADVISORY GROUP (SAG).....	32
MUNICIPAL CLERK	32
SOLICITOR.....	32
REPRESENTATIVE OF CHATHAM-KENT HEALTH ALLIANCE.....	32
TREASURER.....	32
PURCHASING AGENT	33
DIRECTOR HUMAN RESOURCES	33
DIRECTOR, ENGINEERING AND TRAFFIC	34

OTHER STAFF AGENCIES.....	34
BELL CANADA	35
CANADIAN RED CROSS SOCIETY REPRESENTATIVE	35
CHATHAM KENT AMATEUR RADIO CLUB.....	35
CORONER.....	36
HOSPITALS	36
INDUSTRIAL INCIDENT REPRESENTATIVE	36
PROVINCIAL GOVERNMENT REPRESENTATIVES	36
PRINT MEDIA	36
RADIO AND TELEVISION STATIONS	37
SALVATION ARMY.....	37
THE BOARDS OF EDUCATION	37
UNION GAS REPRESENTATIVE.....	38
VICTIM SERVICES.....	38
FEDERAL GOVERNMENT AGENCIES.....	39
INDUSTRY CANADA.....	39
ENVIRONMENT CANADA.....	39
TRANSPORTATION SAFETY BOARD OF CANADA	39
CHARTS.....	40
COMMUNITY CONTROL GROUP.....	40
SUPPORT AND ADVISORY GROUP.....	41
INCIDENT COMMAND SYSTEM	42
CHAIN OF COMMAND – EMERGENCY SITE	42

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 health, welfare and property, as well as the environment and economic health of the Municipality of Chatham-Kent.

In order to protect resident, businesses and visitors, the Municipality of Chatham-Kent requires a coordinated emergency response by a number of agencies under the direction of the Emergency Site Manager. These are distinct arrangement and procedures from the normal, day-to-day operations carried out by emergency services.

The Municipal Emergency Management Program Committee developed this Emergency Response Plan. Every official, municipality 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 Municipality of Chatham-Kent important emergency response information related to:

- Arrangements, services and equipment; and
- Roles and responsibilities during and emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Chatham-Kent Emergency Response Plan may be viewed at the Civic Centre, Service Centres and Libraries and are available on the municipal Web Site.

For more information, please contact:

Community Emergency Management Coordinator
Municipality of Chatham-Kent
519-360-1998

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 safeguard property and the health, safety and welfare of the residents of the Municipality of Chatham-Kent when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the Municipality of Chatham-Kent and meets the legislated requirements of the Emergency Management and Civil Protection Act.

Emergencies can occur within the Municipality of Chatham-Kent, and the most likely are:

- *Tornadoes*
- *Floods*
- *Major Structural Fires including arson*
- *Road and Rail Transportation Incidents/Hazardous Materials*
- *Electrical Power Outage*
- *Drinking Water System Issues*
- *Severe Weather Events*
- *Pandemic*

This information resulted from the HIRA, (Hazard Identification / Risk Assessment) which was reviewed in 2011 under the requirements of the Emergency Management and Civil Protection Act. The list is prioritized in order of Highest Risk score (Probability + Consequence), Highest Consequence, and Largest Number of People Affected

The Chatham-Kent Police Service has specific plans to address terrorism or acts of civil unrest in the Municipality of Chatham-Kent. These plans have been developed in conjunction with this Emergency Response Plan.

For further details, please contact the Community Emergency Management Coordinator.

Part 3: Authority

The Emergency Management and Civil Protection Act R.S.O. 1990. c. E.9 as amended (EMCPA) is the legal authority for this emergency plan in Ontario.

The EMCPA states that the:

“The head of council of a municipality may declare that an emergency exists in the municipality 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 required by the Emergency Management and Civil Protection Act, this emergency plan and its elements have been:

Issued under the authority of the Municipality of Chatham–Kent and filed with Emergency Management Ontario, Ministry of Community Safety and Correction Services, Province of Ontario.

Definition of an Emergency

The EMCPA defines an emergency as:

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

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

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 plan as may be required to protect property and the health, safety and welfare of the residents of the Municipality of Chatham-Kent.

Part 4: Emergency Notification Procedures

The Mayor or designated alternate Head of Council, Chief Administrative Officer, the Medical Officer of Health, Police Chief or Fire Chief or any member of the Community Control Group may initiate the notification procedure.

When one of these designated members of the Community Control Group (CCG) receives a warning of a real or potential emergency, that member will immediately contact the Community Emergency Management Coordinator 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.

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

Requests for Assistance

Assistance may also be requested from the Emergency Management Ontario at any time without loss of control or authority. A request for assistance should be made by contacting Emergency Management of Ontario at 1-866-314-0472.

Declared Community Emergency

The Mayor or designated alternate Head of Council of the Municipality of Chatham-Kent, as Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency the Mayor or designated alternate Head of Council will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Municipal Council;
- The Public;
- Neighbouring community officials, as necessary;
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP)

A community emergency may be terminated at any time by:

- Mayor or designated alternate Head of Council; or
- Municipal Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor or designated alternate Head of Council will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Municipal Council;
- The Public;
- Neighbouring community officials, as necessary;
- Local Member of the Provincial Parliament (MPP)
- Local Member of Parliament (MP).

Part 5: Community Control Group (CCG)

Emergency Operations Centre (EOC)

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

The CCG consists of the following officials or their alternates:

- Mayor or designated alternate Head of Council;
- C. A.O., acting as the Operations Officer in the EOC;
- Fire Chief;
- Police Chief;
- Emergency Medical Services Chief;
- Medical Officer of Health/ or designate (Director of Public Health);
- General Manager, Corporate Services; (Emergency Information Officer)
- General Manager, Health & Family Services;
- General Manager, Infrastructure & Engineering Services;
- General Manager, Community Development
- General Manager, Water & Wastewater
- C.E.O., Entegrus
- CEMC (acts as EOC Manager and deputizes for the Operations Officer in their absence).
- Emergency Information Officer

The following additional personnel will serve as the Support and Advisory Group:

- Municipal Clerk (chair);
- Solicitor
- Treasurer
- Purchasing Agent
- Director, Human Resources
- Director, Information Technology Services
- Director, Engineering & Traffic
- Manager, Building & Enforcement
- Director, Public Works
- Director of Public Health
- Representative, Chatham-Kent Health Alliance
- Ontario Provincial Ministry Representatives eg. OPP, MTO
- Union Gas Limited

Other Advisory staff can be added to this group as dictated by the circumstances of the incident. The CCG can invite any other person appropriate to strategic management of the emergency. In addition, technical staff from ITS, Telecommunication and Geographic Information Systems (GIS) should be available at all times that the EOC is functional.

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 which will be prominently displayed and kept up to date.

Community Control Group Responsibilities

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

- Calling out and mobilizing their emergency service, agency and equipment;
- 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;
- Determining if the location and composition of the CCG are appropriate;
- Advising the Mayor or designated alternate Head of Council as to whether the declaration of an emergency is recommended;
- Advising the Mayor or designated alternate Head of Council on the need to designate all or part of the municipality as an emergency area;
- Ensuring that an Emergency Site Manager (ESM) is appointed;
- Ensuring support to the ESM by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
- Discontinuing utilities or services provided by public or private concerns, e.g. Hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies not under community control e.g. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from, and/or liaison with, various levels of government and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;

Cont....

- Determining if additional transportation is required for evacuation or transport of persons and /or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Officer and Citizen Inquiry Supervisor, for dissemination to the media and public;
- Determining the need to establish advisory groups and/or sub-committee/working groups for any aspect of the emergency including recovery;
- Authorize expenditure of money required dealing with the emergency;
- Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency;
- Participating in the debriefing following the emergency;
- Considering application for ODRAP and make arrangements as required within the limited time frame set out by the Ministry of Municipal Affairs and Housing.
- Consider recovery operations as required.
- Ensure all participating agencies with Critical Incident Stress Management capabilities or emotional trauma counselling capabilities make available the services and submit a report outlining the provided services to the CEMC.
- Receive a report from all involved divisions and agencies and make available a summary report to Municipal Council.

Part 6: Emergency Response System

Individual responsibilities of the Community Control Group

The Mayor or designated alternate Head of Council

Where serious and extensive steps to protect property and the health, safety and welfare of the public are deemed necessary in managing the emergency, the Mayor or designated alternate Head of Council on the advice of the CCG may decide to declare that an emergency exists under the provisions of the Emergency Management and Civil Protection Act, and may designate any area within the Municipality of Chatham-Kent as an "Emergency Area".

The Mayor or designated alternate Head of Council shall also declare the emergency to be terminated when appropriate, and both the declaration of an emergency and its termination shall be conveyed immediately to the Ministry of Community Safety and Correctional Services. Such notification may be passed to Emergency Management Ontario.

Under such a declaration, the Mayor or designated alternate Head of Council may authorize any of the following actions:

- Evacuation of buildings within the emergency area considered dangerous to occupants.
- Dispersal of persons judged to be in danger or whose presence hinders emergency operations.
- Discontinuance of any service without reference to other consumers where continuation of service constitutes a hazard within the emergency area.
- The provision of shelter and such maintenance as may be required for any residents of the emergency area in need of assistance due to conditions of the emergency.
- Deployment of Municipal personnel and equipment.
- The requesting of assistance from voluntary and other agencies not under Municipal control such as the Canadian Red Cross, the Salvation Army, Amateur Radio Emergency Service, snowmobile clubs, local industry.
- The requesting of assistance from Essex, Lambton, Elgin, and/or Middlesex Counties or other municipalities as needed.
- The requesting of assistance from contractors or other utilities.
- The expenditure of funds deemed necessary to address the emergency conditions.

-
- Providing overall leadership in responding to an emergency;
 - Declaring an emergency has terminated (Note: Council may also terminate the emergency);
 - Notifying the Emergency Management Ontario, Ministry of Community Safety and Correctional Services of the declaration of the emergency, and termination of the emergency.
 - Ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation;
 - Notifying area Members of Parliament and Members of Provincial Parliament;
 - Maintain a personal log of all actions taken.

Chief Administrative Officer / Operations Officer

The Chief Administrative Officer becomes the Operations Officer for the Emergency Operations Centre and is responsible for:

- Chairing the CCG;
- Activating the emergency notification system through the Chatham-Kent Police Service;
- Ensuring liaison with the Police Chief regarding security arrangements for the EOC;
- As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of Operating Cycle meetings;
- Advising the Mayor or designated alternate Head of Council on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor or designated alternate Head of Council, major announcements and media releases prepared by the Emergency Information Officer in consultation with the CCG;
- Ensure an Emergency Site Manager (ESM) is appointed as soon as the CCG is functioning;
- Ensuring that a communication link is established between the CCG and the ESM's Command Post;
- Calling out additional Municipal staff to provide assistance, as required;
- Maintain a personal log of all actions taken.

In the absence of the CAO, the Acting CAO will assume the responsibilities of the CAO and provide administrative support to the CCG.

CAO's Executive Assistant / Assistants

The CAO'S Executive Assistant is responsible for:

- Assisting the Chief Administrative Officer, as required;
- Ensuring all important decisions made and actions taken by the CCG are recorded;
- Ensuring that maps and status boards are kept up to date;
- Provide a process for registering CCG members and maintaining a CCG member list;
- Notifying the required Support and Advisory staff of the emergency, and the location of the Emergency Operations Centre;
- Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- Maintain a personal log of all actions taken.

Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system through the Chatham-Kent Police Services;
- Providing the CCG with information and advice on firefighting and rescue matters;
- Maintaining plans and procedures for dealing with spills of hazardous materials;
- Depending on the nature of the emergency, assign the Emergency Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Contacting the Ontario Fire Marshal for the provision of additional firefighters and equipment, if needed;
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g. breathing apparatus, protective clothing;
- Providing assistance to other community 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;
- Technical rescue;
- Conduct investigations as required;
- Maintain a personal log of all actions taken.

Police Chief

The Police Chief is responsible for:

- Activating the emergency notification system and arranging for notification of CCG members to assemble, when so requested by a designated member of the CCG as outlined at Annex A;
- Notifying necessary emergency and community services, as required;
- Establishing a site command post with communications to the EOC;
- Depending on the nature of the emergency, assign the Emergency Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Evacuation of buildings or areas as authorized by the CCG, or the immediate evacuation of residents from a building or area for urgent safety reasons on the decision of the senior Police Officer on the spot in consultation with the Fire Services where appropriate, with advice to the CCG or Chief Administrative Officer and to the General Manager, Health & Family Services of such action;
- 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;
- Providing traffic control staff to facilitate the movement of emergency vehicles;
- Alerting persons endangered by the emergency and coordinating evacuation procedures;
- Ensuring liaison with General Manager, Health and Family Services regarding the establishment and operation of evacuation and reception centres;
- Ensuring the protection of life and property and the provision of law and order;
- Providing police service in the EOC, evacuee centres, morgues, and other facilities, as required;
- Notifying the Coroner of fatalities;
- Ensuring liaison with other community, provincial and federal police agencies, as required;

- Arranging for the maintenance of order in any emergency reception facility established by the CCG;
- Protection of property within the emergency area;
- Guarding of wreckage scenes so that subsequent investigation by other agencies is not hindered;
- Conduct investigations as required;
- Maintain a personal log of all actions taken.

Medical Officer of Health/ or Designate (Director of Public Health)

The Medical Officer of Health is responsible for:

- Acting as a coordinating link for all emergency health services at the CCG;
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch;
- Depending on the nature of the emergency, assign the Emergency Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior health official at the scene of the emergency;
- Ensuring liaison with the ambulance service representatives;
- Providing advice on any matters, which may adversely affect public health;
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Officer;
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies;
- Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency;
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources;
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency;
- Notifying the Infrastructure and Engineering Services Representative regarding the need for portable water supplies and sanitation facilities;
- Ensuring liaison with the Health & Family Services Representative on areas of mutual concern regarding health services in evacuee centres;
- Maintain a personal log of all actions taken.

Emergency Medical Services Chief (EMS)

The Emergency Medical Services Chief is responsible for:

- Establish communications with the on-scene EMS Command Post
- Liaise with Police and Fire to coordinate support of on-scene response
- Liaise with the Medical Officer of Health
- Liaise with Central Ambulance Communications Centre (CACC) and hospitals on casualty distribution
- Advise hospitals of numbers, types, and estimated time of arrival of casualties
- Assess need for, and requests for, on-site medical teams – arrange staffing with hospitals if deemed appropriate, coordinate their transportation with Police
- Assess need for, and requests for, Emergency Medical Services resources (equipment, vehicles, staff) from neighbouring EMS providers and patient transfer services
- Liaise with the Ministry of Health and Long-Term Care, Emergency Health Services Branch, on resource issues such as air-ambulance helicopters.
- Provide radio and telephone links among health services
- Coordinate with Public Health the transportation of bed-ridden and disabled citizens in evacuation areas
- Assist with transportation of persons in Long-Term Care facilities in evacuation areas
- Ensure first aid supplies are available at reception centres
- Contact the MoH & LTC Regional Manager and Provincial Duty Officer
- Assist the ESM
- Provide ESM if so requested by the CCG, provide replacement AOC
- Ensuring emergency medical services at the emergency site;
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site;
- Advising the CCG if other means of transportation is required for large scale response;
- Ensuring liaison with the receiving hospitals;

-
- Contact the Ministry of Health and Long Term Care Regional Manager with details of any casualties;
 - Ensuring liaison with the Medical Officer of Health, as required;
 - Maintain a personal log of all actions taken.

General Manager of Community Development

The General Manager of Community Development is responsible for:

- Coordinate the use of any Municipal buildings or facilities under the care and control of the Community and Development Services Department;
- Initiating the opening, operation and staffing of the Call Centre at the Civic Centre as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC;
- Arranging for printing of material, as required;
- Liaise with other agencies as required.
- Maintain a personal log of all actions taken.

General Manager of Infrastructure & Engineering Services

The General Manager of Infrastructure and Engineering is responsible for:

- Providing the CCG with information and advice on engineering and public works matters;
- Establishing an ongoing communications link with the senior Public Works official at the scene of the emergency;
- Ensuring liaison with the public works representative from the neighbouring community(s) to ensure a coordinated response;
- Arranging for snow or debris clearance on an emergency basis so that vehicle movement can be maintained.
- Arranging for procurement from other sources of special purpose engineering vehicles/equipment not held in Municipal inventory.
- Ensuring provision of engineering assistance;
- Ensuring construction, maintenance and repair of Municipal roads;
- Ensuring the maintenance of sanitary sewage and water systems;
- Providing equipment for emergency pumping operations;
- Ensuring liaison with the Fire Chief concerning emergency water supplies for fire fighting purposes;
- Arranging for the demolition of unsafe structures affected by the emergency through liaison with the Chief Building Official, and arranging with Police for building evacuation if appropriate.
- Providing emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- Discontinuing any public works service to any resident, as required, and restoring these services when appropriate;
- Ensuring liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
- Providing public works vehicles and equipment as required by any other emergency services;
- Ensuring liaison with Conservation Authorities regarding flood control, conservation and environmental matters and being prepared to take preventative action;

- Maintaining a fuel supply contingency plan for implementation by the Municipality in the event a shortage develops in the supply of refined petroleum fuels.
- Maintaining procedures and plans for Public Works response to spills of hazardous materials including containment, neutralizing and clean up, upon advice from the Fire and Emergency Services as to the material involved and the remedial action required.
- Supporting evacuations or perimeter control as requested by the Police.
- Arranging for the provision of forestry crews as required;
- Responding and co-ordinating as directed by Police and/or the CCG regarding the utilization of transportation resources under emergency evacuation conditions.
- Maintain a personal log of all actions taken.

General Manager, Corporate Services

The General Manager of Corporate Services is responsible for:

- Liaising with Information Technology Services to ensure all communication, computer, and GIS needs of the CCG are in place
- Providing information and advice on financial matters
- Establishing an approvals process for emergency issue of funds and authorization of expenditures outside the normal acquisition process
- Providing direction to officials doing purchasing
- Ensuring prompt payment of legitimate invoices and claims incurred during the emergency
- Ensuring expense records are adequately kept for future claim purposes
- Liaising with the province regarding possible emergency relief funds
- Establishing mechanism for receiving and paying claims for financial assistance
- Coordinating offers of, and appeals for, volunteers

- Selecting the appropriate location for registration of volunteers in conjunction with the Director of Human Resources
- Ensuring the efficacy of the Volunteer Registration process, completion of Registration Forms, and issuance of ID badges and safety equipment
- Providing information on the affected population, demographics, and the impacted area
- Coordinate the use of the Municipal Call Centre if required
- Coordinate the use of any Municipal Service Centres if required
- Liaise with other agencies as required
- Maintain a position log, recording all decisions and relevant actions

Emergency Information Officer:

The Emergency Information Officer is responsible for:

- Activation of the municipal “Emergency Public Information Plan”
- Confirmation of availability of the Communications Team strategy room
- Receiving an incident status briefing from the Operations Officer, or in his/her absence from the Emergency Management Coordinator
- Establishment of a communications link with the On-Scene Media Coordinator
- Arranging for regular media briefings and press releases
- Arranging for information about the emergency to be posted to the Municipality’s web-site as soon as it becomes available
- In conjunction with the Mayor or designated alternate Head of Council arrange for the regular briefing of members of council
- Coordinate visits of news media to the emergency site with the On-Scene Media Coordinator
- Maintain a personal log of all actions taken

General Manager of Health & Family Services

The General Manager of Health & Family Services is responsible for:

- Implementing plans in place, when so directed by the CCG following a decision by the CCG (or by the Fire or Police Services on an urgent basis) that an area of the Municipality will be temporarily evacuated; including Business Continuity Plans for Personnel;
- Arranging with the Red Cross to open suitable facilities for the reception of residents unable to return to their homes, or; to manage facilities opened initially by Fire or Police authorities, and arrange for the necessary control, feeding and welfare of the evacuees housed therein, with the help of volunteer agencies in the community, and using the resources of local commercial concerns where necessary; and;
- Arranging with the Chatham-Kent Branch of the Canadian Red Cross Society for the Red Cross to operate a registration and enquiry service for residents temporarily away from their homes, if the situation warrants such action.
- Co-ordinating the establishment and operation of one or more victim assistance centres as directed by the CCG.
- 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;
- Supervising the opening and operation of temporary and / or long-term evacuee centres, and ensuring they are adequately staffed;
- Ensuring liaison with the Police Chief with respect to the pre-designation of evacuee centres which can be opened on short notice;
- Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres;
- Ensuring that a representative of the St. Clair Catholic District School Board and/or the Lambton-Kent District School Board is/are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction for the Board representative(s) with respect to their maintenance, use and operation;
- Maintaining liaison with the Chatham-Kent Health Alliance, Nursing Homes, Convalescent and Long Term Care facilities as required;
- Making arrangements for meals for the staff/volunteers at the EOC and the Emergency Site;
- Maintaining a personal log of all actions taken.

Emergency Management Coordinator

The Emergency Management Coordinator is responsible for:

- Acting as EOC Manager, complete “Manager’s Duties At Activation” checklist
- Providing emergency management advice to the CCG, SAG, and other personnel as required
- As administrator of the municipal Emergency Plan, advise the CCG and SAG on matters of procedure and mutual aid protocol
- Liaising with other agencies as directed by the CCG
- Contacting neighbouring CEMCs to advise them of the situation
- Contacting the EMO Field Officer to advise him/her of the situation
- Monitoring the well-being of personnel working in the EOC, arrange for relief or rest if needed
- Collecting information during the emergency to prepare for the post-incident hotwash (if any), formal debriefing and critique, and preparation of an After-Action Report
- Assisting the ESM when required
- Monitoring personnel leaving the EOC after being relieved, and at the end of the emergency: arrange access to counselling for those seriously stressed or emotionally traumatized
- Conducting a “hotwash” debriefing at the end of the emergency if appropriate
- At the end of the emergency, restore the EOC to normal as per the “Manager’s Duties At Stand-Down” checklist
- May be designated as operations officer for CCG.
- Hosting an operational debriefing and writing the report to Municipal Council.
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have the necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Plan;
- Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference;

-
- Addressing any action items that may result from the activation of the Emergency Plan and keep CCG informed of implementation needs;
 - Activating the emergency notification system of the local amateur radio operators group;
 - Initiating the necessary action to ensure the telephone system at the EOC functions as effectively as possible, as the situation dictates;
 - Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems which may arise;
 - 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;
 - Making arrangements to acquire additional communications resources during an emergency;
 - Maintaining records and logs for the purpose of the debriefings and post-emergency reporting that will be prepared;
 - Maintaining a personal log of all actions taken.

General Manager of Water/Wastewater

The General Manager of Water/Wastewater is responsible for:

- Arranging to discontinue water/wastewater services to any consumer where this is considered necessary in the interest of public safety;
- Priority restoration of water/wastewater services for essential users and emergency needs of municipal services;
- Establishing procedures and maintaining plans for emergency response to drinking water contamination for the co-ordination of response efforts by other Departments in such situations;
- Assisting with post-disaster clean up and restoration of services;
- Maintaining plans for alternative suppliers of water;
- Monitoring the status of water disruptions and customers without services;
- Providing updates on water disruptions, as required;
- Ensuring liaison with the public works representative;
- May provide assistance with accessing generators for essential services;
- Maintain a personal log of all actions taken

President & CEO - Entegrus Inc.

The President & CEO, Entegrus Inc. is responsible for:

- Arranging to discontinue electrical services to any consumer where this is considered necessary in the interest of public safety;
- Priority restoration of electrical power for essential users and emergency needs of municipal services;
- Arranging for the clearance of power lines and fallen trees on emergency routes in order that emergency response equipment can have access to perform their duties;
- Establishing procedures and maintaining plans for emergency response to transformer oil leaks and for the co-ordination of response efforts by other Departments in such situations;
- Assisting with post-disaster clean up and restoration of services;
- Maintaining plans for alternative suppliers of hydro;
- Monitoring the status of power outages and customers without services;
- Providing updates on power outages, as required;
- Ensuring liaison with the public works representative;
- May provide assistance with accessing generators for essential services, or other temporary power measures;
- Maintain a personal log of all actions taken.

Support and Advisory Group (SAG)

These are senior staff that may be required to provide support, logistics and advice to the CCG and CAO. The duties of selected members of the SAG are outlined below.

Municipal Clerk

They will be responsible for:

- Ensuring decisions made, agency notifications and other actions taken by the Support and advisory Group are recorded appropriately.
- Maintain a personal log of all actions taken.

Solicitor

The Solicitor is responsible for:

- Providing advice to any member of the Community Control Group on matters of a legal nature as they may apply to the actions of the Municipality of Chatham-Kent in its response to the emergency, as requested;
- Maintain a personal log of all actions taken.

Representative of Chatham-Kent Health Alliance

The Health Alliance Hospital Administrator is responsible for:

- Implementing the hospital emergency plan;
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required;
- Evaluating requests for the provision of medical site teams/medical triage teams;
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate;
- Maintain a personal log of all actions taken.

Treasurer

The Treasurer is responsible for:

- Providing information and advice on financial matters as they relate to the emergency;
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities;

-
- Ensuring that records of expenses are maintained for future claim purposes;
 - Ensuring prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
 - Maintain a personal log of all actions taken.

Purchasing Agent

The Purchasing Agent is responsible for:

- Providing and securing of equipment and supplies not owned by the Municipality of Chatham-Kent;
- Ensuring liaison with purchasing agents of the neighbouring communities, if necessary;
- Maintaining and updating a list of all vendors (including 24-contact numbers) who may be required to provide supplies and equipment;
- Maintain a personal log of all actions taken.

Director, Human Resources

The Director, Human Resources is responsible for:

- Coordinating and processing requests for human resources;
- Upon direction from the Chief Administrative Officer, notify the required Support and Advisory staff of the emergency, and the location of the Emergency Operations Centre.
- Procuring staff to assist as required.
- Establishing contact with volunteers groups as required so that personnel are available should their skills, resources and equipment be needed in the emergency.
- Coordinating offers of, and appeals for, volunteers with the support of the CCG;
- Selecting the most appropriate site(s) for the registration of human resources;
- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed;
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for town records;
- Ensuring identification cards are issued to volunteers and temporary employees, where practical;

-
- Arranging for transportation of human resources to and from site(s);
 - Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups;
 - Maintain a personal log of all actions taken.

Director, Engineering and Traffic

The Director, Engineering and Traffic, serves as Transportation Coordinator and is responsible for:

- Conducting the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the CCG and the support and advisory staff;
- Procuring staff to assist, as required;
- Ensuring that a record is maintained of drivers and operators involved;
- Maintain a personal log of all actions taken.

Director, Public Health

The Director of Public Health is responsible for:

- Updating the current and potential impacts to health for municipal employees and personnel.

Other Staff Agencies

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

Refer to the various emergency plans from other agencies, which are located in the Emergency Management Coordinators office, Civic Centre.

- All agencies are to maintain a personal log of all actions taken.

Bell Canada

Bell Canada is aware of key emergency personnel and departments, and will ensure that these telephones are given priority attention in maintenance and restoration of service in emergency situations. Bell Canada can provide additional emergency telephone lines to a department, or at a disaster site if the incident itself has not caused major disruption to their installed services. They also have telephone-equipped vehicles which can be positioned at emergency sites to augment the Municipality's radio capability in extraordinary circumstances. To obtain such service will require action by a member of the CCG who must be identified by name, requesting the emergency telephone action required. Bell Canada's Emergency Planning Department, called PNOG (Provincial Network Operations Centre) can be contacted at the number shown in Annex B.

Canadian Red Cross Society Representative

- The Chatham-Kent Branch of the Canadian Red Cross is prepared to establish a citizen reception centre as well as registration and enquiry services

This service will assist the public in locating immediate relatives who have left their homes as a result of the emergency. Inquiry services may be operated from outside the disaster area in accordance with Red Cross standard operating procedures and may involve the assistance of the Amateur Radio Emergency Service.

- Registration and inquiry services will be provided at the request of the General Manager, Health & Family Services. When an enquiry service is activated, the Canadian Red Cross will arrange that the telephone number(s) to be used by relatives making inquiries be publicized through the media.

They will also take primary responsibility for the establishment and maintenance of reception centres for evacuees as required.

Chatham Kent Amateur Radio Club

The Chatham Kent Amateur Radio Club is the volunteer group which co-ordinates Amateur radio in the Chatham-Kent area. They are prepared to establish emergency radio communications for any purpose required, including registration and enquiry services, communications between hospitals, and to supplement Municipal Headquarters in a major emergency at the request of the Police. They may be required to provide the necessary link between the CCG and the Evacuation Centre. Chatham Kent Amateur Radio Club Emergency Co-ordinators are listed in Annex B.

Coroner

In the event of deaths during an emergency, he/she will have the following responsibilities:

Taking possession by warrant of the bodies for investigation and disposition.

Notifying the regional and/or the Chief Coroner of the event.

Assuming control of the bodies until directed by the Chief Coroner.

Consulting with Police with respect to direction of the investigation in death events.

Hospitals

The four active treatment hospitals responding to Chatham-Kent emergencies (the Chatham-Kent Health Alliance, in the form of Grand Avenue Campus in Chatham and Sydenham Campus on Margaret Avenue in Wallaceburg), Four Counties Hospital in Newbury, and Leamington Memorial Hospital in Leamington) are prepared to implement their respective Emergency Plans as required.

Industrial Incident Representative

When the emergency has been caused by an industrial accident, the CCG may request that the company whose incident caused the emergency provide the CCG with an adviser.

Provincial Government Representatives

Emergency Management Ontario will serve as a resource to the CCG and facilitate contact with other provincial ministries and agencies.

Print Media

The various print media can assist in emergencies by giving explicit and lengthy information reports and directions to the public especially in incidents of some duration like flood and heavy snow emergencies. Official releases on actions to take in imminent flooding conditions may contain detailed information on utilities precautions, emergency Social Services, Fire, Police, Public Works and Health measures in one concise release. Such releases used as an action checklist are an effective means of public information. Weekly papers may also be used for follow-up.

Radio and Television Stations

Local radio and television stations can be the quickest means of providing information and direction to the public in an emergency.

In general terms, local stations are prepared to pass on warnings, brief official information releases, requests for public co-operation in traffic control matters, and requests for specific assistance from private sources, when so requested by municipal officials, normally the Chief Administrative when so requested by the EIO.

Salvation Army

The Salvation Army has an emergency capability in welfare, short-term accommodation, clothing, feeding and emergency reception centre support and will respond within their budgetary capabilities when requested by the CCG. The Salvation Army is also prepared to arrange for clergy assistance at a disaster site or at temporary reception centre(s) when called upon by Fire or Police authorities or by the General Manager, Health & Family Services.

The Boards of Education

When the Boards of Education are called upon to join the CCG, they will provide a liaison officer who will have the following responsibilities:

- Providing the CCG with information with respect to the Boards' action to ensure the safety and well being of their students.
- Acting as liaison between the Boards of Education to keep them informed of CCG decisions that will impact the Boards' activity.
- 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;
- Ensuring liaison with the municipality as to protective actions to the schools (i.e. implementing "Shelter in Place" procedures or implementing the school evacuation procedure);
- Maintaining a personal log of all actions taken.

Union Gas Representative

Union Gas Limited has emergency plans in place and personnel and equipment available to handle the restoration of gas mains and services in an emergency when contacted by Municipal Emergency Services. The Union Gas Representative will be responsible in an emergency for:

- Arranging to discontinue gas services to any consumer where this is considered necessary in the interest of public safety.
- Maintaining plans in place for alternative gas supplies, where necessary, and for the priority restoration of affected services as dictated by emergency needs of Municipal services and other essential users.
- Establishing procedures and maintaining plans for emergency response to gas leaks and for the co-ordination of response efforts by other Departments in such situations.
- Assisting with post-disaster clean-up and restoration of services.

Victim Services

Victim Services has been identified as the organization assigned to the task of coordinating the Psychosocial Disaster Plan. The mandate of Victim Services (VS) is to provide crisis assistance at the request of emergency services personnel in an effort to the emotional needs of victims following crime or tragedy. Victim Services is an organization that provides a direct service through volunteer assistance. Trained crisis response personnel are available twenty-four hours a day, seven days a week.

The Psychosocial Response To Disaster Plan has been put in place to respond with coordinated and systematic assistance to victims in the event of a disaster. The plan identifies potential clientele affected, appropriate responses, and partnerships with community agencies identified as those most able to provide short-term, intermediate, and long-term solutions to social health needs.

Federal Government Agencies

Industry Canada

The Western Ontario District Office of Industry Canada is prepared to provide advice and assistance on communications matters in an emergency. This might include the authorization of special emergency communications, action to deal with radio interference and other assistance in managing the emergency. Industry Canada officers to be contacted are shown in Annex B

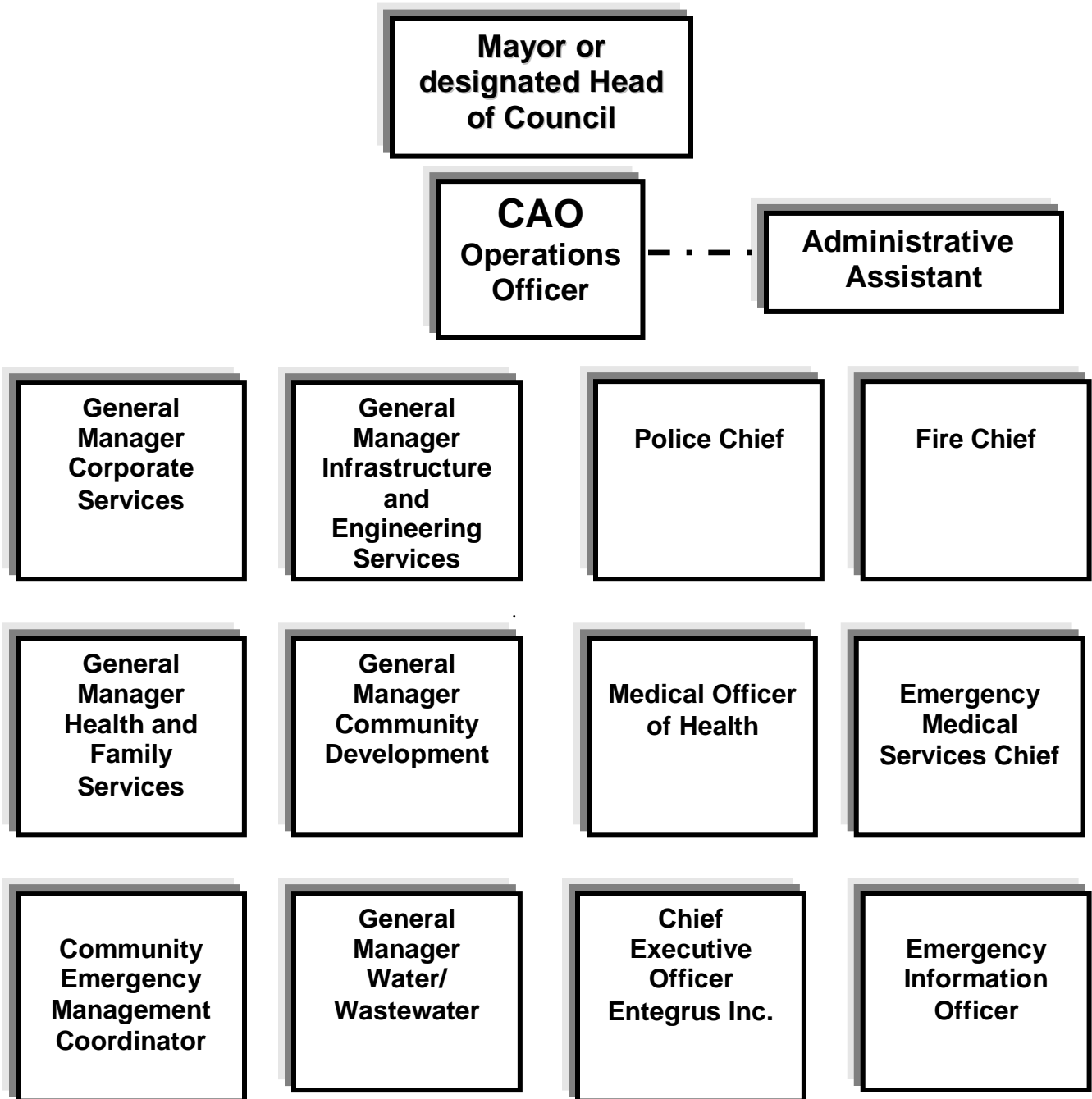
Environment Canada.

The Toronto Weather Office of Environment Canada's Atmospheric Environment Service is prepared to provide advice on weather conditions as they may affect emergency operations.

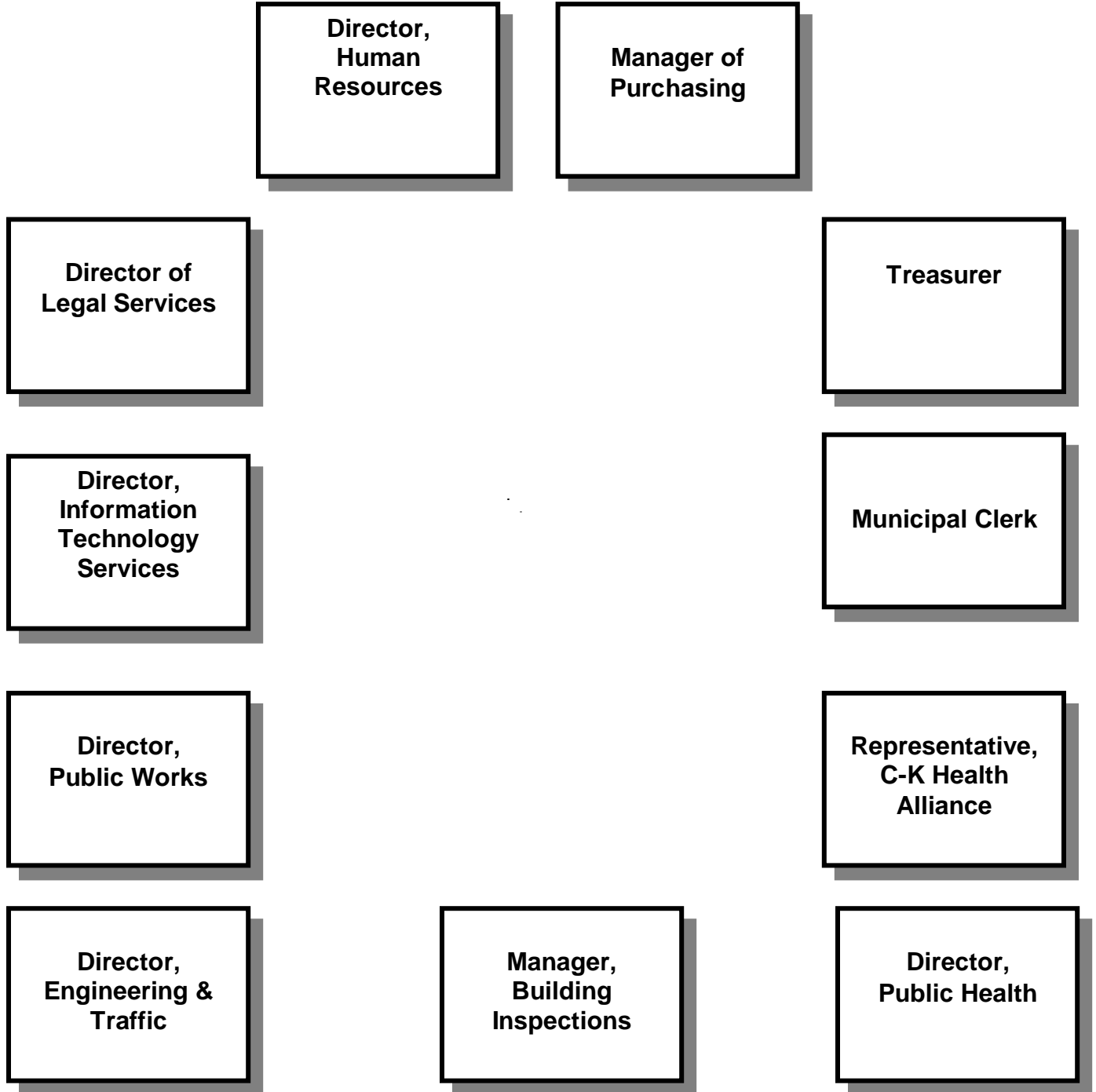
Transportation Safety Board of Canada

The Transportation Safety Board has investigative jurisdiction where the incident involves federally regulated activities, including railway transportation and aviation.

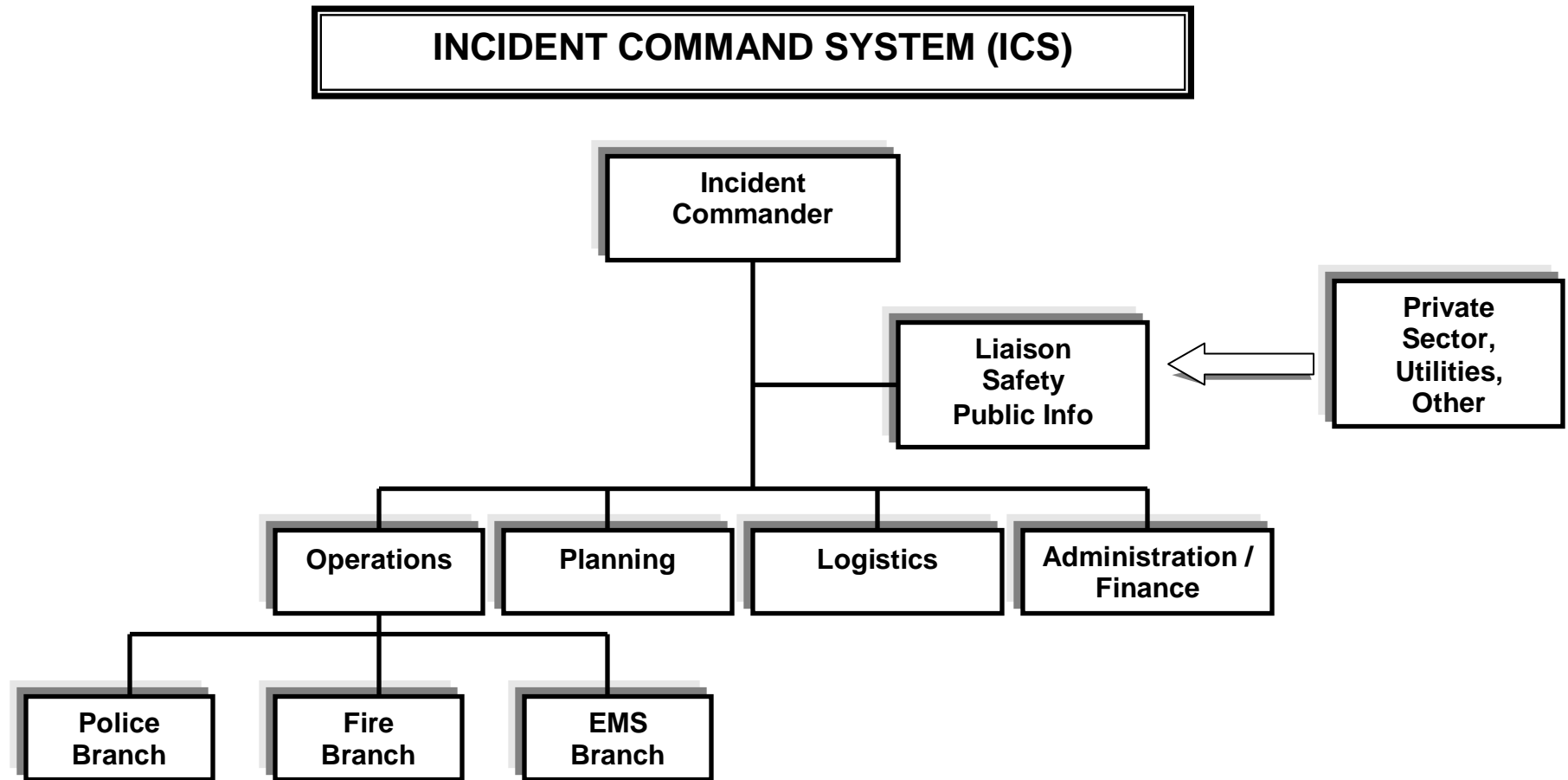
Charts
Community Control Group



Support and Advisory Group



Incident Command System



Chain of Command – Emergency Site

