

TOWNSHIP OF LAURENTIAN VALLEY

EMERGENCY RESPONSE PLAN

December 2007

**TOWNSHIP OF LAURENTIAN VALLEY
EMERGENCY RESPONSE PLAN
DECEMBER 2007**

<u>TABLE OF CONTENTS</u>		<u>PAGE</u>
PART 1	INTRODUCTION	1
PART 2	AIM	2
PART 3	AUTHORITY	3
	a) Definition of an Emergency	3
	b) Action Prior Declaration	3
PART 4	EMERGENCY NOTIFICATION PROCEDURES	4
	a) Requests for Assistance	4
	b) A Declared Community Emergency	4
PART 5	EMERGENCY COMMUNITY CONTROL GROUP	6
	a) Emergency Operations Centre	6
	b) Community Control Group	6
	c) Operating Cycle	6
	d) Community Control Group Responsibilities	7
PART 6	EMERGENCY RESPONSE SYSTEM	8
	a) Individual Responsibilities of the CCG	
	1. Mayor or Acting Mayor	8
	2. Chief Administrative Officer/Operations Officer	8
	3. OPP Staff Sergeant	9
	4. Fire Chief	9
	5. Public Works Director	10
	6. Medical Officer of Health	10
	7. Social Services Director	11
	8. Emergency Medical Services (EMS) Director	12
	9. Deputy CAO/Emergency Management Coordinator	12
	b) Support and Advisory Staff	13
	1. CAO's Administrative Assistant	13
	2. Township Solicitor	13
	3. Director of Finance	13
	4. Purchasing Agent	14
	5. Human Resources Director	14
	6. Public Transportation Director	14

7. Telecommunications (ARES) Coordinator	15
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Table of Contents (Cont'd) Page

PART 6 Cont'd	8. Emergency Information Coordinator	15
	9. Other Agencies	15
	10. County Board of Education/Separate School Board	15
	c) Relationship between CCG and Emergency Site Manager (ESM)	16
	d) Relationship between ESM and command and control structures of emergency responders	16

PART 7	EMERGENCY TELECOMMUNICATIONS PLAN	17
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PART 8	DISTRIBUTION LIST	18
---------------	--------------------------	----

PART 9	UPDATES AND AMENDMENTS	19
---------------	-------------------------------	----

ANNEXES

ANNEX A	EMERGENCY NOTIFICATION CONTACT LIST	20
	Notification Message Format	21

ANNEX B	EMERGENCY INFORMATION PLAN	22
	1. Emergency Information Coordinator	22
	2. Community Spokesperson	23
	3. Citizen Inquiry Supervisor	23

TOWNSHIP OF LAURENTIAN VALLEY EMERGENCY RESPONSE PLAN

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 Township of Laurentian Valley.

According to 2006 Census Canada statistics, the population of the Township of Laurentian Valley is 9,265.

In order to protect residents, businesses and visitors, the Township of Laurentian Valley 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 Township of Laurentian Valley 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 Township of Laurentian Valley important emergency response information related to:

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

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Township of Laurentian Valley Emergency Response Plan may be viewed at the Municipal Office. For more information, please contact:

Community Emergency Management Coordinator
Township of Laurentian Valley
460 Witt Road, R.R.# 4, Laurentian Valley ON K8A 6W5
Phone No.: 613-735-6291; Fax No.: 613-735-6291
e-mail: laurentian@laurvall.on.ca

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 Township of Laurentian Valley when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the Township of Laurentian Valley, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

Emergencies can occur within the Township of Laurentian Valley, and the most likely are:

- Natural Events, ie. · Snow Storms
· Ice Storms
· Floods
- Technological Events
- Human Events

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

PART 3: AUTHORITY

The *Emergency Management and Civil Protection Act* is the legal authority for this emergency response plan in Ontario.

Section 4. of the *Emergency Management and Civil Protection Act* 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 and Civil Protection Act*, this emergency response plan and its' elements have been:

- Issued under the authority of Township of Laurentian Valley By-Law # _____; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

a) Definition of an Emergency

The *Emergency Management and Civil Protection Act* defines an emergency as:

“emergency means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

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 Township of Laurentian Valley.

PART 4: EMERGENCY NOTIFICATION PROCEDURES

Only a member of the Emergency Community Control Group (CCG) may initiate the notification procedure.

The contact phone numbers and addresses of the CCG members (and their alternates) will be maintained and updated by the CEMC and/or Alternate.

When a member of the CCG receives a warning of a real or potential emergency, that member will immediately 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. Sample in Annex A is the recommended format.

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.

The Notifying Member must record the date and time other CCG members were contacted.

a) Requests for Assistance

Assistance may be requested from the County of Renfrew at any time by contacting the County Warden. The request shall not be deemed to be a request that the County of Renfrew 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.

The Emergency Notification Contact List, including contact numbers for requesting assistance, is attached as **Annex A**.

b) A Declared Community Emergency

The Mayor or Acting Mayor of the Township of Laurentian Valley, as the 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 will notify:

- Emergency Management Ontario, Ministry of Public Safety and Security;
- Township Council;
- County Warden, as appropriate;

- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

A community emergency may be terminated at any time by:

- Mayor or Acting Mayor; or
- Township Council; or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Public Safety and Security;
- Township Council;
- County Warden, as appropriate;
- Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP).

PART 5: EMERGENCY COMMUNITY CONTROL GROUP

a) Emergency Operations Centre (EOC)

The location of the Township of Laurentian Valley's primary and alternate Operations Centres are detailed in Annex B.

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:

- Mayor of the Township of Laurentian Valley, or alternate;
- Chief Administrative Officer, or alternate, who becomes the Operations Officer in the EOC;
- O.P.P. Staff Sergeant, or alternate;
- Fire Chief, or alternate;
- Public Works Supervisor, or alternate;
- Emergency Medical Services (EMS) Director, or alternate;
- Emergency Information Coordinator;
- Additional personnel called or added to the CCG may include:
 - Emergency Management Ontario Representative;
 - Deputy CAO/Emergency Management Coordinator, or alternate;
 - Medical Officer of Health, or alternate;
 - Social Services Director, or alternate;
 - Local electrical utility representative, or alternate, if required or available;
 - 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:

- 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 as to whether the declaration of an emergency is recommended;
- Advising the Mayor on the need to designate all or part of the town 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, i.e. hydro, water, gas, closing down a shopping plaza/mall;
- Arranging for services and equipment from local agencies not under community control i.e. 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;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public;
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of 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, as required;
- Participating in the debriefing following the emergency.

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

PART 6: EMERGENCY RESPONSE SYSTEM

a) The individual responsibilities of the Community Control Group(CCG) are as follows:

1. Mayor or Acting Mayor

The Mayor or Acting Mayor is responsible for:

- Providing overall leadership in responding to an emergency;
- Declaring an emergency within the designated area;
- Declaring that the emergency has terminated (Note: Council may also terminate the emergency);
- Notifying the Emergency Management Ontario, Ministry of Public Safety and Security 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.

2. Chief Administrative Officer (CAO) /Operations Officer or Deputy CAO/Alternate Operations Officer

The Chief Administrative Officer (CAO) becomes the Operations Officer for the Township of Laurentian Valley and the Deputy CAO becomes the Alternate Operations Officer and is responsible for:

- Chairing the CCG;
- Activating the emergency notification system through the Trillium 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 regular meetings;
- Advising the Mayor on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Coordinator, in consultation with the CCG;
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM);
- Calling out additional township staff to provide assistance, as required.

3. OPP Staff Sergeant

The OPP Staff Sergeant is responsible for:

- Notifying necessary emergency and community services, as required;
- Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- Establishing the inner perimeter within the emergency area;
- 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;
- Opening of evacuee centres in collaboration with the Social Services Representative;
- Ensuring liaison with the Social Services Officer 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 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;
- Providing an Emergency Site Manager, if required.

4. Fire Chief

The Fire Chief is responsible for:

- Activating the emergency notification system;
- Providing the CCG with information and advice on firefighting and rescue matters;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements 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;
- Providing an Emergency Site Manager, if required.

5. Public Works Director

The Public Works Director is responsible for:

- Providing the CCG with information and advice on engineering and public works matters;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- 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;
- Ensuring provision of engineering assistance;
- Ensuring construction, maintenance and repair of Township 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;
- 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 the conservation authority regarding flood control, conservation and environmental matters and being prepared to take preventative action.

6. Medical Officer of 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 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 Coordinator;
- 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 Public Works Representative regarding the need for potable water supplies and sanitation facilities;
- Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuee centres.

7. Social Services Director

The Social Services Director is responsible for:

- 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 OPP Staff Sergeant 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 Renfrew County Board of Education, the Renfrew County Catholic District School Board, the Conseil des Ecoles Catholiques de Langue Francaise de Centre-Est, and the Conseil des Ecoles Publiques de L'est de L'Ontario 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;
- Ensuring liaison with any other special needs housing as required;
- Making arrangements for meals for the staff/volunteers at the EOC and the Site.

8. Emergency Medical Services (EMS) Director

The Emergency Medical Services Director is responsible for:

- Ensuring emergency medical services at the emergency site;
- Depending on the nature of the emergency, assign the Site Manager and inform the CCG;
- 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;
- Ensuring liaison with the Medical Officer of Health, as required.

9. Community Emergency Management Coordinator or Alternate

The Community Emergency Management Coordinator (CEMC) or Alternate CEMC, is responsible for:

- Activating and arranging the Emergency Operations Centre;
- Ensuring that security is in place for the EOC and registration of CCG members;
- Ensuring that all members of the CCG have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarifications about the implementation details of the Emergency Response Plan;
- Supervising the Telecommunications Coordinator;
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross);
- 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 Response Plan and keep CCG informed of implementation needs;
- 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. CAO's Administrative Assistant(s)

The CAO's Administrative 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;
- 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;
- Assuming the responsibilities of the Citizen Inquiry Supervisor;
- Arranging for printing of material, as required;
- Coordinating the provision of clerical staff to assist in the Emergency
- Upon direction by the Mayor, ensuring that all council are advised of the declaration and termination of declaration of the emergency;
- 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;
- Procuring staff to assist, as required.

2. Township Solicitor

The Township 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 Township of Laurentian Valley in its response to the emergency, as requested.

3. Deputy CAO (Township Treasurer)

The Deputy CAO (Township 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 the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.

4. Purchasing Agent

The Purchasing Agent is responsible for:

- Providing and securing of equipment and supplies not owned by the Township of Laurentian Valley;
- Ensuring liaison with purchasing agents of the neighbouring communities, if necessary;
- Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.

5. Human Resources Director

The Human Resources Director is responsible for:

- Coordinating and processing requests for human resources;
- 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 Township 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.

6. Public Transportation Director

The Public Transportation Director is responsible for:

- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as

- required, by 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.

7. Telecommunications (ARES) Coordinator

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

- Activating the emergency notification system of the local amateur radio operators group;
- Initiating the necessary action to ensure the telephone system at the community offices 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;

8. Emergency Information Coordinator

The Emergency Information Coordinator is responsible for the dissemination of news and information to the media for the public during an emergency. A detailed Emergency Information Plan is included in Annex B.

9. 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.

Refer to the various emergency plans from other agencies, which are located in the Emergency Management Coordinator's office, Township Hall.

10. County Boards of Education and Separate School Boards

The Renfrew County Board of Education and the Separate School Board are responsible for:

- 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 school stay in place procedure and implementing the school evacuation procedure).

c) Emergency Site Manager

The responsibilities of the Emergency Site Manager are as follows:

- **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.

- **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 Township of Laurentian Valley is a pre-designated Amateur Radio Operator. The Emergency Telecommunications Coordinator is part of the initial Emergency Notification Procedure who in turned 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 Township of Laurentian Valley 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.

ANNEX A: EMERGENCY NOTIFICATION CONTACT LIST

Emergency Notification List:

The emergency notification may be activated by the Chief Administrative Officer (CAO), the Fire Chief, the OPP Staff Sergeant, the Mayor, the Medical Officer of Health and the Community Emergency Management Coordinator (CEMC) or Alternate.

Upon activation, the notification process will be carried out at once by the CEMC, who will note the detail of the message (e.g. description of the emergency, instructions to remain on stand by or assemble at the EOC, etc). This dispatcher will ensure this information is passed to and understood by each person called.

Persons on the notification list will be called in order, starting with the Mayor.

If the primary person cannot be reached at any of the listed numbers, telephone the alternate.

If neither can be reached, go on to the next appointment on the list.

Should an emergency occur or an impending emergency, contact should be made with the Emergency Management Ontario Community Officer; and the County of Renfrew Chief Administrative Officer or alternate, being the County of Renfrew Treasurer/ Deputy-Clerk and the County CEMC.

Once the end of the list has been reached, try again to reach those who were not available on the first attempt.

Note the exact time each person was reached.

NOTIFICATION MESSAGE FORMAT

SAMPLE SCRIPT

I am **(insert caller's name)**, and I am calling to inform you that the Emergency Operations Centre will be activated at **(insert date and time)** due to **(state the nature of the emergency)**. As a member of the Community Control Group you **should report to (list location: primary/alternate EOC or other location at (insert date/time)** and report to the CEMC or Operations Officer. Please bring the following resources with you **(list any required items, including a copy of the Emergency Response Plan, extra clothing, phone list)**

Thank you.

Note: *The caller delivering this message MUST record the date and time EACH member (or alternate) of the CCG was contacted.*

ANNEX B: EMERGENCY INFORMATION PLAN

Upon implementation of this Emergency Response Plan, it will be important to co-ordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

- a) Emergency Information Coordinator;
- b) Community Spokesperson; and
- c) Citizen Inquiry Supervisor.

The local Emergency Information Centre (EIC) will be located in the Township of Laurentian Valley Works Garage, located at 40484 Hwy 41. In the event that this centre cannot be used, the secondary location will be the Shady Nook Recreation Centre, located at 80 Richardson Crescent.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the Community Control Group. This area, if established, will be staffed as determined the community spokesperson.

The Citizen Inquiry Section is located in the Township of Laurentian Valley Township Works Garage, located at 40484 Hwy 41, under the supervision of the Social Services Representative.

1. Emergency Information Coordinator

The Emergency Information Coordinator reports to the Chief Administrative Officer (CAO) and is responsible for:

- a) Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- b) Ensuring that the EIC is set up and staffed and a site EIC, if required;
- c) Ensuring liaison with the CCG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences;
- d) Ensuring that the following are advised of the telephone number of the media centre:
 - Media;
 - Community Control Group;

- Switchboard (Townshipship and Emergency Services);
 - Community Spokesperson;
 - Police Public Relations Officer;
 - Neighbouring Communities;
 - Citizen Inquiry Supervisor;
 - Any other appropriate persons, agencies or businesses.
- e) 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;
- f) Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media;
- g) Monitoring news coverage, and correcting any erroneous information;
- h) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

2. Community Spokesperson

The community spokesperson will be appointed by the Community Control Group and is responsible for:

- a) Giving interviews on behalf of the Township of Laurentian Valley's Council;
- b) Establishing a communication link and regular liaison with the Emergency Information Coordinator at the EOC;
- c) Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Coordinator;
- d) Coordinating media photograph sessions at the scene when necessary and appropriate;
- e) Coordinating on-scene interviews between the emergency services personnel and the media.

3. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- a) Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines;
- b) Informing the Emergency Information Coordinator of the establishment of the Citizen Inquiry Service and designated telephone number(s);
- c) Informing the affected emergency services, the CCG and Township switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers;
- d) Ensuring liaison with the Emergency Information Coordinator to obtain current information on the emergency;

- e) Responding to, and re-directing inquiries and reports from the public based upon information from the Emergency Information Coordinator. (Such information may be related to school closings, access routes or the location of evacuee centres.);
- f) Responding to and redirecting 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;
- g) Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s);
- h) Procuring staff to assist, as required.