

CITY OF BROCKVILLE
EMERGENCY RESPONSE PLAN

DISCLAIMER

The City of Brockville Emergency Response Plan has been formulated to contain information pertinent to the City of Brockville. However, it is not intended to fulfill the needs of every community in Ontario. Pursuant to the completion of the Community Risk Profile, each community must draw up their plans accordingly.

CITY OF BROCKVILLE
EMERGENCY RESPONSE PLAN
MASTER INDEX

PART A	Introduction	4
	Aim	6
	Authority.....	6
	a) Definition.....	6
	b) Action Prior to Declaration	6
PART B	Emergency Notification Procedures.....	7
PART C	Emergency Operations Centre	11
	City of Brockville Emergency Plan Organizational Chart	14
	Emergency Operations Flow Chart.....	15
	Community Control Group	16
	Operating Cycle	18
	De-activation of the Plan.....	19
PART D	Community Control Group/Individual Responsibilities	20
	City Manager	21
	City Clerk	23
	Communications Officer.....	24
	Emergency Medical Services.....	25
	Director of Corporate Services.....	26
	Fire Chief	27
	Manager of Human Resources	28
	Hydro One	29
	Mayor.....	30
	Medical Officer of Health.....	31
	Director of Operations.....	32
	Director of Planning	33
	Police Service	34
	Public Information Officer.....	36
	Director of Social Services.....	37
PART E	Communications Plan.....	39
PART F	Public Information Emergency Response Guide	46

ANNEXES TO THE PLAN

ANNEX 1	Emergency Notification Contact Lists Community Control Group Contact List Council Members Contact List Contact Numbers for Declaring an Emergency City Department Contact List Contact Numbers for Finance Department City Fax Line Numbers Fire Department Contact List Interpreter List Notification of Staff Families Industry Contact List Media Contact List, Cogeco System Access Physician List, BGH Emergency Notification System Health Unit Conference Call Procedure & MOU Environment Canada Information
ANNEX 2	Distribution List
ANNEX 3	Updates and Amendments
ANNEX 4	Emergency Management Act
ANNEX 5	City By-law
ANNEX 6	Declaration & Record Forms
ANNEX 7	Vital Services Directories Leeds County OPP Vital Service Directory Grenville County OPP Vital Services Directory
ANNEX 8	Local Resource List
ANNEX 9	Logistics Emergency Operations Centres/ Floor Plans Catholic District School Board & City of Brockville Agreement ODRAP- Ontario Disaster Relief Assistance Program
ANNEX 10	City of Brockville Critical Infrastructures
ANNEX 11	City of Brockville Hazard Identification & Risk Assessment (HIRA)
ANNEX 12	Supporting Plans
ANNEX 13	Hydro One System Restoration & MNR Emergency Response

PART A

INTRODUCTION

CITY OF BROCKVILLE

EMERGENCY RESPONSE PLAN

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 City of Brockville.

The population of the City of Brockville is 22,000 residents.

In order to protect residents, businesses and visitors, the City of Brockville requires a co-ordinated 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 City of Brockville 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 City of Brockville 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 City Emergency Response Plan may be viewed at City Hall, 1 King St. W.; Brockville City Police, 2269 Parkedale Ave. and Fire Station #2 at 360 Laurier Blvd. For more information, please contact:

Community Emergency Management Co-ordinator
Fire Station 2
360 Laurier Blvd.
Brockville, ON
(613) 498-1261

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 City of Brockville when faced with an emergency.

It enables a centralized controlled and co-ordinated response to emergencies in the City of Brockville and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

AUTHORITY

The *Emergency Management and Civil Protection Act (EMCPA)* is the legal authority for this emergency response plan in Ontario and is contained in Annex 4.

The *EMCPA* 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, 2010*, this emergency response plan and its' elements have been:

- Issued under the authority of City of Brockville By-law # 19-2005 (contained in Annex 5); and is
- Filed with OFM Emergency Management Ontario, Ministry of Public Safety and Security.

Definition of an Emergency

The *EMCPA* defines an emergency as:

“An emergency means a situation or an impending situation caused by the forces 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 response plan as may be required to protect property and the health, safety and welfare of the City of Brockville.

PART B

EMERGENCY NOTIFICATION PROCEDURES

EMERGENCY NOTIFICATION PROCEDURES

- (a) If the size, potential hazard or seriousness of the emergency or disaster appears to be beyond the capability of the responding agency, then the responding agency may recommend activation of the Emergency Response Plan or alert key personnel of the possible activation of the plan at the alert stages of any emergency.
- (b) On receipt of a warning of a real or potential emergency or disaster, the Fire Department Communications Centre shall notify the City Manager or his/her designate and the Communications Officer or his/her designate. (Emergency contact numbers contained in Annex 1).
- (c) When the plan is activated, the Communications Officer will notify the people in the Community Control Group to assemble at the St. John Bosco School or at the Emergency Operations Centre (E.O.C.), designated by the E.O.C. Co-ordinator.
- (d) On receipt of the warning from the City Manager or his designate, the Mayor may declare the emergency in whole or in part, through the City Manager's office. He/she shall then notify the Ontario Fire Marshall Emergency Management Provincial Operations Centre to advise an emergency has been declared and fax the P.O.C. a copy of the Emergency Declaration Form as soon as possible. (This will be assigned by the City Manager or the alternate on behalf of the Mayor - Emergency contact numbers are contained in Annex 1).
- (e) It is the responsibility of all members of the Community Control Group and agencies to activate their emergency mobilization procedure, as directed by the City Manager.
- (f) Upon activation of the Emergency Operations Centre, the City Manager will appoint a member of staff to act as the Emergency Site Manager, as required.
- (g) The local E.O.C. Co-ordinator shall notify the county E.O.C. Co-ordinator and place them on alert. The county control group may order a callout of the control group at the alert stage under the direction of their E.O.C. Co-ordinator.
- (h) ***If all the municipal resources are insufficient to handle the emergency,*** assistance may be requested from the provincial government. Where an emergency has been declared all calls for assistance should be made through the OFMEM P.O.C. to permit effective co-ordination. All requests shall go to the Emergency Operations Centre for final approval from the E.O.C. co-ordinator and/or Mayor. Declaration forms (contained in Annex 6) shall be filled out by the E.O.C. representative, signed by the Head of Council and be retained with E.O.C. logs.

Requests for Assistance

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

The Emergency Notification Contact List, including contact numbers for requesting assistance, is attached in Annex 1.

A Declared Community Emergency

The Mayor or Acting Mayor for the City of Brockville, 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:

- Ontario Fire Marshall Emergency Management Ontario, Ministry of Public Safety and Security;
- City 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
- City Council, or
- Premier of Ontario.

When terminating an emergency, the Mayor will notify:

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

PART C

**EMERGENCY OPERATIONS
CENTRE**

COMMUNITY CONTROL GROUP

EMERGENCY COMMUNITY CONTROL GROUP

Emergency Operations Centre

The Emergency Operations Centre (EOC) has both a primary and alternate location. During the notification process, direction will be given as to which location members of the Community Control Group (CCG) should report to.

EOC Location: St. John Bosco School
12 Durham St.

Alternate EOC Location: Gord Watts Municipal Building
251 North Augusta Road

Due to the nature and or location of the emergency, a different EOC location may be designated by the Community Control Group Co-ordinator.

Upon receiving notification of the activation of the Emergency Response Plan, the Communications Officer will contact members of the administrative staff who have been assigned the task of setting up and manning the EOC. The Communications Officer will supervise the set up and ensure that the Communications Plan is put in to operation as per Part E of the Emergency Response Plan. The location assignment for the designated support staff shall be as indicated on the EOC floor plans contained in Annex 9.

The Communications officer shall be responsible to ensure that the required supplies, equipment and communications needs of the administrative support staff are available at both the primary and alternate EOC. The location of all materials will be as contained in the Equipment List and will be inventoried and updated by the Communications Officer as required.

Upon arrival at the designated EOC, each CCG member will:

- a) sign in
- b) check telephone / communication devices
- c) open personal log
- d) contact their own agency and obtain a status report
- e) participate in the initial briefing
- f) participate in planning initial response decision making process
- g) pass CCG decisions on to member's agencies / areas of responsibility
- h) continue participation in the EOC Operations Cycle

Upon leaving the EOC, each CCG member will:

- a) conduct a hand over of information with the person relieving them

b) sign out and indicate where and how they can be reached

EOC Equipment Lists

Equipment available at each of the EOC's are as follows:

Emergency Operations Centre at St. John Bosco School (Storage Room 141 adjacent to the gymnasium)

- CCG envelope containing: room ID placard, internal telephone system instructions, copy of Annex 1, pad of paper, tape, office supplies
- Maps of the City, School, and the Enbridge Gas distribution network
- Tote containing office supplies
- Complete hard copy of the Emergency Plan
- Complete electronic copy of the Emergency Plan on memory stick for each CCG member

Alternate Emergency Operations Centre at Gord Watts Municipal Centre – 2nd floor boardroom office supplies.

- 6 telephones to be used in place of PBX telephone system
- Fax machine located in dispatch on 1st floor
- Television located in basement lunch room
- City and Transit radios are available from the City Fleet Services office and are also available from the Mobile Command Centre. It is to be noted that these radios are not to enter the Emergency Operations Centre
- Site plan of GWMC, City map and the Enbridge Gas distribution network
- Complete hard copy of the Emergency Plan
- Complete electronic copy of the Emergency Plan on memory stick for each CCG member

**CITY OF BROCKVILLE
EMERGENCY PLAN ORGANIZATION CHART**

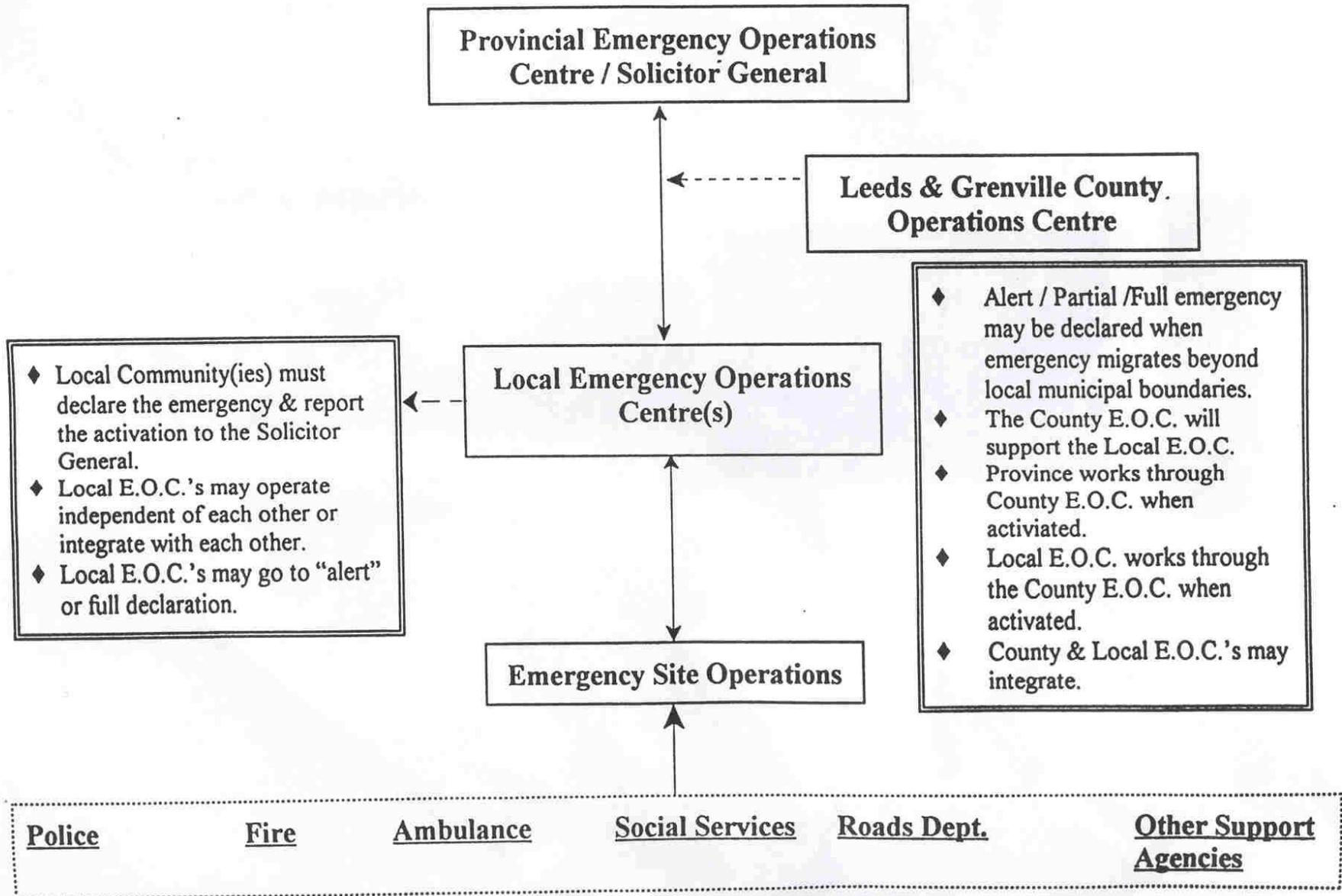
DETERMINATION THAT THE POTENTIAL FOR A MAJOR EMERGENCY EXIST WILL BE DETERMINED BY THE SITE RESPONDERS. CITY MANAGER & COMMUNICATIONS OFFICER WILL BE NOTIFIED BY FIRE DISPATCH

CITY MANAGER & PUBLIC INFO. OFFICER WILL ADVISE MAYOR & MEDIA OF ALERT STAGE. COMMUNICATIONS OFFICER WILL ADVISE DEPT. HEADS



NOTE EMERGENCY ALERT STAGE MAY BE ELIMINATED IF DEEMED APPROPRIATE BY SITE RESPONDERS, CITY MANAGER OR MAYOR

EMERGENCY OPERATIONS Flow Chart



COMMUNITY CONTROL GROUP

COMPOSITION

- (a) All emergency or disaster operations will be directed and controlled by the Community Control Group (more commonly known as C.C.G.)
- (b) The Community Control Group for the emergency will consist of the following personnel or their alternates:

- * 1) Mayor (liaison to elected officials)
- * 2) City Manager
- * 3) Communications Officer
- * 4) Police Chief
- * 5) Fire Chief (Fire Co-ordinator)
- 6) Director of Operations
- 7) EMS (as required by E.O.C. Manager)
- * 8) Director of Social Services
- 9) Hydro One Representative
- 10) City Clerk
- 11) Public Information Officer
- 12) Medical Officer of Health
- 13) Manager of Human Resources
- 14) Director of Corporate Services
- 15) Director of Planning
- 16) Specialist Support (i.e., legal, industry, hospital, military, railway, etc., as required by E.O.C. Manager)
- 17) Ontario Fire Marshall Emergency Management Ontario Field Officer

***Note:**

The staff indicated by asterix above is to be notified when a potential for plan activation exists. This level of notification will be known as alert stage.

Pagers and cellular phones will be issued to key staff.

- (c) The Community Control Group will assemble at the designated E.O.C. or if advised to do so by emergency response personnel, respond to the alternate site or to any other alternate site as determined by the E.O.C. Co-ordinator.
- (d) The Co-ordinator for the Emergency Operations Centre during an emergency or disaster will be the City Manager or his/her designate.
- (e) E.O.C. Co-ordinator will be briefed on emergency issues and determine appropriate action to be taken within the emergency planning process.

(f) 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;
- Co-ordinating 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 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, co-ordinating 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 Co-ordinator 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 City Manager within one week of the termination of the emergency, as required;
- Participating in the debriefing following the emergency.

(g) 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.

(h) 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 co-ordinated and effective response. Regular briefings will be held at the site and chaired by the Emergency Site Manager to establish the manner and process in which the emergency will be dealt with.

(i) Operating Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The City Manager will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible to allow members to carry out their individual responsibilities. The City Manager may appoint a person to maintain charts, status boards and maps as required.

DE-ACTIVATION OF THE EMERGENCY PLAN

Purpose: To return the community to a state of acceptable and safe condition for the citizens and properties in all areas affected by the emergency.

The minimum procedures required of the Community Control Group to ensure the transition from emergency to a state of acceptable and safe conditions are as follows:

- a) The Community Control Group shall develop a basic plan to return the community to an acceptable state or condition that minimizes any or all impacts the natural or man-made disaster may have had on the Corporation. This de-escalation plan and program shall be approved by the Council of the Corporation.
- b) State of emergency at the original site is declared terminated, complete with provisions for re-habilitation of the environment, etc. and signed off by the E.S.M. to the Emergency Operations Centre Co-ordinator.
- c) The area immediately adjacent to the site of the emergency shall be declared safe with provisions for rehabilitation of the environment, etc. by the E.O.C.C.
- d) Any other area of the community or adjacent communities shall be declared safe complete with rehabilitation provided for in the environment, etc. by the E.O.C.C.
- e) The Community Control Group under the direction of the City Manager will report to the Mayor and Council of the Corporation that the Emergency in the community has terminated.
- f) The Mayor of the Corporation will advise the EMO – POC that the emergency in the community has terminated and file the declaration form with the Clerk.
- g) The Mayor and Council of the Corporation may provide the public with the appropriate information release in any or all of the aforementioned suggested procedures.

PART D

COMMUNITY CONTROL GROUP INDIVIDUAL RESPONSIBILITIES

RESPONSIBILITIES

CITY MANAGER

1. The responsibilities of the City Manager or his alternate during an emergency or disaster are:
 - a) Be responsible for the activation of the alerting system.
 - b) Upon declaration of an emergency or disaster, activate the Emergency Response Plan.
 - c) Assume responsibilities of the Emergency Operations Centre Coordinator.
 - d) Co-ordinate municipal response as per mobilization procedures in this plan.
 - e) Co-operate with other government agencies or applicable organizations when dealing with the emergency.
 - f) Determine if municipal resources are adequate or if additional resources are required.
 - g) Recommend when required that assistance be requested from the provincial government or the federal government.
 - h) Appoint a person or agency to manage the emergency site.
 - i) Advise the Mayor and/or Council of the necessary actions being taken that may not be in the Emergency Response Plan.
 - j) Advise City Solicitor if required.

2. STANDARD OPERATING PROCEDURE

On receipt of the warning of a real or potential emergency:

- a) Activate the emergency alerting system in whole or in part.
- b) Report to the Emergency Operations Centre.
- c) Activate the Emergency Response Plan through the Mayor's Office.

- d) Assume the role of Emergency Operations Centre Co-ordinator.
- e) Appoint the applicable Emergency Site Manager.
- f) Co-ordinate the municipal response.
- g) Provide for proper information releases as required.
- h) Co-ordinate the de-escalation process after declared emergency has been terminated.
- i) Terminate the emergency.

RESPONSIBILITIES

CLERK

1. The responsibility of the City Clerk is as follows:
 - a) Provide written records of any special meetings of Council as required in provincial legislation.
 - b) Secure Mayor's signature on declaration forms.
 - c) Maintain log and written records of E.O.C. activities.

2. Standard Operating Procedure

Respond to the Emergency Operations Centre or meeting area designated when requested by the City Manager or his/her designate.

RESPONSIBILITIES

COMMUNICATIONS OFFICER

1. The responsibility of the Communications Officer is as follows:
 - a) Activate the communications alert system.
 - b) Activate and arrange the Emergency Operations Centre.
 - c) Provide communications to support the fluent operation of the Emergency Operations Centre (telephones, radios, etc.)
 - d) Ensure that all members of the CCG have necessary plans, resources, Supplies and equipment.
 - e) Establish static and mobile communication posts as required.
 - f) Establish and supervise messengers designated to the Emergency Operations Centre and the Emergency Site Manager.
 - g) Provide any backup communications required.
 - h) Provide liaison with area radio clubs.
 - i) Provide liaison with Bell Canada.
 - j) Ensure that logs are maintained on all IN and OUT messages from Emergency Operations Centre where runners are used.
 - k) Ensure that all personnel other than police, ambulance and fire personnel are trained in the proper use of the emergency frequency.

S.O.P.'s on receipt of a warning of a real or potential emergency or disaster:

- a) Activate the Communications Alert System.
- b) Report to the Emergency Operations Centre.
- c) Activate the Communications Plan
- d) Reference Communications Plan

RESPONSIBILITIES

EMERGENCY MEDICAL SERVICES (EMS)

The responsibilities of the EMS Chief or his/her designate during an emergency or disaster is as follows:

- a) Alert all available staff using the provincial health emergency alerting system.
- b) Respond to the scene of Emergency Operations to co-ordinate activities with other emergency services, as required.
- c) Assign staff to Emergency Operations Centre as required by the City Manager or his/her designate.
- d) Act as liaison with local hospital, police and fire officials during the emergency.
- e) Act as a liaison with federal and provincial governments where required.
- f) Co-ordinate the activities of volunteer organizations that may be used during the emergency or disaster.

RESPONSIBILITIES

DIRECTOR OF CORPORATE SERVICES

1. The responsibility of the Treasurer or his designate during an emergency is:
 - a) Activate the Department's personnel mobilization procedure.
 - b) Respond to the Emergency Operations Centre.
 - c) Co-ordinate purchases and supply requirements where necessary as directed by the City Manager to present to Council.
 - d) Maintain records of these purchases during the emergency.
 - e) Maintain a log of all activities.

RESOURCES

As contained in Annex 1

RESPONSIBILITIES

FIRE CHIEF

1. The responsibilities of the Fire Chief or his designate are:
 - a) Activate the department's emergency alert system and respond to Emergency Operations Centre.
 - b) Co-ordinate firefighting operations.
 - c) Provide assistance in rescue operations.
 - d) Co-operate with all agencies from outside the municipality which may be mobilized to control emergency.
 - e) Ensure that appropriate Ministries and any support agencies are contacted.
 - f) Mobilize all mutual aid units required to deal with the emergency.
 - g) Investigate the cause of any explosions, spills or fire incidents as required in provincial legislation.
 - h) Maintain a log of all the department's activities during the emergency.
 - i) Assist other departments within the municipality during the emergency.
 - j) Ensure that a Fire Scene Commander is announced and that a Department Commander is assigned to Emergency Operations Centre.

RESPONSIBILITIES

MANAGER OF HUMAN RESOURCES

1. The responsibilities of the Director of Human Resources are:
 - a) Activation of the department's mobilization procedure and respond to Emergency Operations Centre.
 - b) Select the most appropriate site for the registration of outside human resources.
 - c) Ensure identification cards are issued to applicable resources for entry site or Emergency Operations Centre.
 - d) Advise Emergency Operations Centre co-ordinator on all matters of human resources planning, and
 - e) Maintain a log of all actions taken.

RESPONSIBILITIES

HYDRO ONE REPRESENTATIVE

1. Hydro One is responsible for:
 - a) Monitoring the status of power outages and customers without services.
 - b) Providing updates on power outages, as required.
 - c) May provide assistance with accessing generators for essential services, or other temporary power measures.
 - d) Disconnecting power services that may present a hazard.

RESPONSIBILITIES

MAYOR

1. The Mayor is responsible for:
 - a) Providing overall leadership in responding to an emergency.
 - b) Declaring an emergency within the designated area.
 - c) Declaring that the emergency has terminated (Note: Council may also terminate the emergency).
 - d) Notifying the Ontario Fire Marshall Emergency Management Ontario, Ministry of Public Safety and Security of the declaration of the emergency, and termination of the emergency;
 - e) Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

RESPONSIBILITIES

MEDICAL OFFICER OF HEALTH

1. The Medical Officer of Health is responsible for:
 - a) Activation of the emergency notification system.
 - b) Acting as a co-ordinating link for all emergency health services at the Community Control Group.
 - c) Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch.
 - d) Establishing an ongoing communications link with the senior health official at the scene of the emergency.
 - e) Ensuring liaison with the emergency medical service representatives.
 - f) Providing advice on any matters, which may adversely affect public health.
 - g) Providing authoritative instructions on health and safety matters to the public through the Emergency Information Co-ordinator.
 - h) Co-ordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies.
 - i) Ensuring co-ordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency.
 - j) Notifying the Director of Operations regarding the need for potable water supplies and sanitation facilities.
 - k) Ensuring liaison with Social Services representative on areas of mutual concern regarding health services in evacuee centres.
 - l) Maintaining a Personal Log.

RESPONSIBILITIES

DIRECTOR OF OPERATIONS

1. The responsibilities of the Director of Operations are:
 - a) Activate the department's mobilization procedure when an emergency is declared and respond to Emergency Operations Centre.
 - b) Establish control over all public transportation.
 - c) Provide road transportation as required.
 - d) Provide liaison with local transport, taxi or air service companies.
 - e) Provide municipal equipment and personnel as required.
 - f) Provide barricades, flashers and signs.
 - g) Provide assistance in search and rescue operations where necessary.
 - h) Provide a list of equipment, supplies, construction companies, private contractors and engineers.
 - i) Maintain storm and sanitary sewers, free of dangerous goods or fire, etc., in conjunction with the Fire Department.
 - j) Restore essential services when required to the public.
 - k) Repair any or all municipal equipment during the emergency on site, if necessary.
 - l) Ensure the supply of potable water to the requirements of the M.O.E.
 - m) Assist Fire Department in providing alternate water supplies when required.
 - n) Act as liaison with provincial environment authorities where required.
 - o) Maintain logs on all activities.

RESPONSIBILITIES

DIRECTOR OF PLANNING

1. The responsibilities of the Director of Planning are:
 - a) To assist and relieve the Emergency Operations Centre Co-ordinator during an emergency.
 - b) Be prepared to perform all of the functions of the Emergency Operations Centre Coordinator as described in this plan.

2. STANDARD OPERATING PROCEDURE

Upon declaration

- a) Report to the Emergency Operations Centre.
- b) Activate the plan under the direction of the Emergency Operations Centre Co-ordinator.
- c) Assume the role of the Emergency Operations Centre Co-ordinator as required.

RESPONSIBILITIES

POLICE SERVICE

1. The duties and responsibilities of the Police Service in a major emergency/disaster situation and the method by which the Service functions must be developed and produced by the Chief of Police.

Some of the duties and responsibilities to be performed are as follows:

- a) Provide advice on police-related matters to the Head of Council and the Community Control Group.
- b) Control and, if necessary, disperse crowds within the major emergency/disaster area in consultation with the lead agency.
- c) Control traffic, where required, to facilitate the movement of emergency vehicles both in and out of the major emergency/disaster area.
- d) Conduct the evacuation of buildings, as required, in the major emergency/disaster.
- e) Establish evacuation routes to provide control.
- f) Ensure the protection of property against looting.
- g) Arrange for policing, if required, in any communal site.
- h) Advise the coroner in the event of fatalities.
- i) Co-ordinate media liaison **on-site** and ensure that the contents of all media releases are cleared through the on-scene commander and the CCG (unless of an immediate and urgent nature which requires warnings or directions be provided to residents).
- j) Establish an on-site command post in a designated safe area as determined by the lead agency to be staffed by a senior Police Officer designated as **Police On-Scene Commander** for the purpose of co-ordination, investigation, perimeter control and liaison with other agencies on site.

- k) The 9-1-1 Communications Operator on duty will dispatch police vehicles and the Patrol Sergeant to attend the scene. The Deputy Chief and Chief of Police will be notified as soon as possible.
- l) The On-Duty Sergeant through the 9-1-1 Operators will ensure that the necessary emergency services have been notified.
- m) Once the call has been verified by the on-scene officers as being a major emergency/disaster, the Duty Sergeant shall ensure:
 - i. notification to On-Call Commander, Chief of Police and Deputy Chief of Police.
 - ii. inform the Mayor or alternate and Chair of Police Services Board as required.
 - iii. advise the hospitals of the major emergency/disaster situation in order for those institutions to activate their major emergency/disaster plans, if required.
- n) The Deputy Chief will authorize call back of off-duty members, as required, and will maintain a log of the time notifications were made and confirmed. The call may be made by direct telephone or by a general call over the local radio/television stations.
- o) The 9-1-1 Operators will receive all police-related communications from the scene and will transmit all requests for special assistance from the scene to those whose assistance is requested. When the mobile command unit is in operation at the scene, communication messages shall be relayed to the 9-1-1 Operator(s) for dispatch to ensure that communication control remains in the 9-1-1 communications centre and that the mobile command is simply a communications transfer unit and on-scene meeting facility.
- p) The 9-1-1 Operator(s) and the Duty Sergeant shall, before being relieved by the next shift, inform the relieving personnel of all information pertaining to the situation.
- q) If the major emergency/disaster is of such magnitude that it would necessitate the need for additional personnel or specialized equipment, assistance shall be requested by the Deputy Chief or Chief of Police from:
 - i. Ontario Provincial Police
 - ii. Royal Canadian Mounted Police
 - iii. major area Police Services
 - iv. Brockville Rifles Militia
 - v. any other organization deemed necessary

RESPONSIBILITIES

PUBLIC INFORMATION OFFICER

1. The responsibilities of the Public Information Officer are to provide information as authorized by the Emergency Operations Centre Co-ordinator and to:
 - a) Activate the department's mobilization procedure.
 - b) Prepare self help information for rapid distribution to the public.
 - c) Keep the public informed of significant developments during the emergency or disaster.
 - d) Establish communication requirements and arrange for media facilities at the Emergency Operations Centre.
 - e) Provide public relations support at the site if necessary.
 - f) Maintain log on all activities.

RESPONSIBILITIES

DIRECTOR OF SOCIAL SERVICES

1. The responsibility of the Social Services Director or alternate during an emergency or disaster is:
 - a) Activate the department emergency alert system.
 - b) Respond to Emergency Operations Centre.
 - c) Provide the following to evacuees -
 - i. emergency feeding
 - ii. emergency lodging
 - iii. emergency clothing
 - iv. provide emergency registration and inquiry centres
 - v. Emergency personal services
 - d) Co-ordinate the response of volunteer organizations directly involved with Social Services.
 - e) Co-ordinate any efforts at federal or provincial government level when required.
 - f) Maintain a log of all actions taken during the emergency or disaster.

SPECIALIST SUPPORT

The EOC Co-ordinator may request additions to the CCG to provide support logistics and advice. These additions may include but are not limited to:

- OFMEM Representative
- Legal Services Representative
- OPP Representative
- Military Representative
- Hospital Representative
- Industry Representative
- Railway Representative
- Conservation Authority Representative
- Provincial Ministry Representative
- Other public or private Representative as deemed necessary by the EOC Co-ordinator

PART E

COMMUNICATIONS PLAN

COMMUNICATIONS PLAN

GENERAL

The ability to communicate during an emergency or disaster is possibly the single most contributing factor to the success or failure of emergency operations. Without effective communications, coordination and control does not exist.

AIM

The aim of the City of Brockville's communications plan is to move accurate information quickly between all required disciplines during an emergency.

SCOPE

The concept of the plan is to provide for:

- 1) the networking of all communication resources for application to control or minimize the impact of major emergencies that may occur within the City of Brockville.
- 2) co-ordinated and controlled communications.
- 3) appropriate emergency alert system.
- 4) provision of communications equipment and operators to facilitate access to emergency agencies or organizations.

CONDUCT

a) **EMERGENCY NOTIFICATION PROCEDURES**

1. Refer to Part A

b) **EMERGENCY COMMUNICATIONS (TWO-WAY RADIO)**

The City of Brockville's emergency communications resources that are presently licensed by the Industry Canada are:

Name of Department	Radio Type	No. of Freq's	Availability
Brockville Fire Department	P25 Digital/Analog	2 Freq. OFM County	24 hour dispatch
Brockville Police Dept.	VHF	2 Freq. Provincial Common	24 hour dispatch
Brockville City Common	VHF	2 Freq. Transit/Emerg City/Common	24 hour dispatch

c) **EMERGENCY COMMUNICATION (TELEPHONE)**

Emergency telephone service is provided to the City of Brockville by Bell Canada in the City of Brockville.

Normal telephone service is maintained in all City departments for day to day activities. For the applicable department telephone number, please refer to directory in Annex of the Emergency Plan.

All emergency extensions shall be issued to the Emergency Operations Centre and Emergency System personnel after the emergency is declared by the authority having jurisdiction (communications officer).

d) **EMERGENCY OPERATIONS CENTRES**

- 1) Coordination of all emergency operations will be conducted from the primary Emergency Operations Centre at St. John Bosco School or the alternate Emergency Operations Centre at Gord Watts Municipal Centre or any other alternate location decided on by the coordinator.
- 2) Within the Emergency Operations Centre provision is made for the Community Control Group.
- 3) Each of these officials have access to the telephone system through the City switchboard, direct to Bell lines, when the Emergency Operations Centre is located at the Gord Watts Municipal Centre. During an emergency all incoming calls to this network should be carefully screened by the Communications Officer when providing access to the control centre. Point to point communication between members of the control group should be disciplined to the necessary requests for resource material to perform a defined function. For the flow of information to establish status reports the manager of the Emergency Operations Centre may order periodic shutdowns to allow status reports to be developed. Instructions for

the use of the internal telephone system at St. John Bosco School are provided to each CCG member in their information package. Additional phone lines can be installed by a Bell technician in a timely manner.

- 4) The message control centre may prioritize messages where necessary to ensure that outgoing messages are properly routed and that incoming messages are routed to the proper official.
 - 5) For the purpose of establishing an emergency operations frequency the Emergency Operations Centre will use the transit frequency 169.085. Communications will be via radio through a respective dispatch centre. It shall be the responsibility of the City of Brockville members of the C.C.G. to have in their existing system one or more radios capable of transmitting and receiving on frequency 169.085.
- 6) **CO-ORDINATING INSTRUCTIONS**
- a) Upon arrival at the Emergency Operations Centre, the members of the Community Control Group will establish communications via telephone or radio with their respective groups. Telephones may be provided in E.O.C. support area. No radios will be allowed in E.O.C.
 - b) Radio communications is the responsibility of each of the control members with his or her respective agency. This may very well mean portables or base stations that will establish a communications link to the respective dispatch centre.
 - c) The Communications Officer will co-ordinate the provision of telephones where necessary to the emergency agencies and organizations requiring same.
 - d) The Communications Officer will establish a message control centre for the Emergency Operations Centre and all messages will be logged and retained.
 - e) All outside calls shall be directed through the message control centre or on direct lines, if available, for in/out calls outside the City network. All other agencies should maintain a log of important inner activities.
 - f) Bell Canada will establish telephone communications to the site when required.

7. SUPPORT RESOURCES SUMMARY

a) Emergency Operations Centre

- 1) Two base stations located at St. Vincent de Paul Hospital and remotely operated from the Gord Watts Municipal Centre with two frequency capabilities, City Common and Transit. The latter will be considered the frequency to be used by the Emergency Operations Centre with the emergency Site Manager.
- 2) The remotely operated base station has the capability to communicate directly to the Fire Department dispatch which will act as a backup to the Emergency Operations Centre emergency frequency.

b) **MOBILE COMMAND CENTRE OUT OF SERVICE**

Designed to provide disaster site communications and command capabilities.

Equipped with the following:

3 – VHF multi-channel radios with the frequencies listed

Fire frequency 1, 2, 3

City of Brockville 1 & 2

St. John Ambulance 1 & 2

Ham radios – regular and emergency

Weather – 1

Township of Elizabethtown – 1 & 2

County of Leeds & Grenville – 1

Ambulance – 1 City Police – Provincial Common – 2 City P.D.

Marine – 16, 27, 83

1 fax machine

4 telephones (emergency site hookup)

Portable radio converter – Police

c) **MOBILIZATION/OPERATIONAL PROCEDURE**

IN AN EMERGENCY

1. Emergency must have been declared and Emergency Management Ontario Provincial Operations Centre notified.
2. Call Leeds/Grenville Mutual Aid dispatch – Radio XJ1 97 – phone 613-342-2311
3. Communications officer or designate advised and unit mobilized by maintenance staff or communication officer
4. Unit functional capability will be maintained by maintenance staff.

NON EMERGENCY

1. Request made to County Coordinator
2. Request reviewed and sent to communications officer for organizational compliance.
3. Sent to City Manager for final approval. The Mayor is also notified.

d) **FIRE DEPARTMENT**

The Fire Department's radio system operates on a VHF frequency. In the event of an emergency the dispatcher can access an additional office of the Fire Marshal frequency and two City frequencies. This system has agency cross patch capability as well as phone patch capability. The Fire Dispatch also controls five (5) radio towers for Fire Emergencies in Leeds/Grenville.

e) **HOSPITALS**

The General Hospital has two VHF frequencies linked to ambulance services. All communications shall be by telephone to the Psychiatric, St. Vincent de Paul and Brockville General Hospital.

f) **POLICE DEPARTMENT**

The Police Department's radio system operates on a VHF frequency. In the event of an emergency the police dispatcher can access the Provincial Common, and the City Police frequency as well as CPIC systems.

g) **TRANSIT & CITY COMMON**

The City Common and Transit operate on 2 VHF frequencies through two Base stations. These stations can be operated from the Gord Watts Municipal Centre or the dispatch centre located in Fire Station #2.

The transit frequency shall be considered to be the emergency frequency for Emergency Operations Centre and site communications until phone lines are in place.

i) **AMBULANCE SERVICES**

Ambulance services operate on two VHF frequencies which are linked to a Central dispatch in Kingston. They can operate provincially when required during an emergency on the Ministry of Health network for inter-county and provincial coverage.

j) **BROCKVILLE RADIO AMATEURS
(Amateur Radio Emergency Service)**

The Brockville Radio Club will act as the radio communications source for Social Services in the City of Brockville. (613)-342-5659

k) **PRIVATE COMMERCIAL SERVICES**

Various agencies within the City shall be listed in Part E – Resources, within the appropriate department emergency response guide that has a traditional relationship with the outside firm i.e. Police to O.P.P., Operations to construction firms etc.

PART F

PUBLIC INFORMATION EMERGENCY RESPONSE GUIDE

INTRODUCTION

The main objective of Brockville public information officials during an emergency is the efficient gathering of information regarding the emergency situation and the accurate issuance of that information to the media and the public.

The reason for issuing emergency information is to:

- provide timely reports to the affected population regarding evacuation procedures, relocation centres, health risks, precautionary measures and other information vital to public health and safety.
- dispel rumour, misinformation unwarranted concern and panic
- answer public and media enquiries

AIM

The aim of this plan is to outline the control procedures and methods of the City Public information Officer during an emergency or disaster.

DESIGNATED SPOKESPERSON

The Coordinator of the Community Control Group will be the City Manager or alternate. The Coordinator is stationed during the emergency at the Emergency Operations Centre (EOC) and reports directly to the Mayor, City Council or the highest elected official.

The Coordinator of the EOC acts as the official spokesperson to the media. As such, the Coordinator heads all news conferences and conducts all media interviews unless time constraints dictate the designation of another spokesperson, preferably the Public Information Officer.

In the area of media relations and public affairs, the Coordinator of the EOC:

- approves copy and issuance of all information literature, statements and announcements;
- approves response measures to reverse media misinformation and rumours;
- receives ongoing status reports from all members of the Community Control Group at the EOC, including the Public Information Officer;
- maintains communications with, and provides up-to-date information to the Office of the Mayor or senior elected officials.
- The Mayor and/or other senior elected or non-elected officials *should not* act as official spokesperson(s) during an emergency. If targeted for media enquiries, they should refer the reporter(s) to the designated spokesperson.

However, if pressed to make a statement, officials must ensure they possess up-to-date information regarding the emergency and have the Coordinator of the EOC or Public Information Officer present while making the statements.

- If, due to the nature, size and duration of an emergency, the EOC Coordinator or alternate may designate a Citizen Inquiry spokesperson and establish a Citizen Inquiry Station to deal with questions from the public that are related to the emergency.

PREPARING FOR THE MEDIA

A media centre will be established at the Emergency Operations Control Centre, either at St. John Bosco School, or the Gord Watts Municipal Building.

The designated area will be posted at the front door, or a staff person will be assigned to direct the media to the media centre.

The media will be briefed on the emergency in one of three ways:

1. a scheduled news conference;
2. an informal interview with one or more reporters; or
3. a telephone interview.

The Public Information Officer will work with the media in meeting their demands and providing accurate information.

Also the Public Information Officer will work with the On Site Coordinator to control access and need for media at the On Site location.

MEDIA ACCESS

Ron Harrison of Cogeco has given assurances that, providing electrical power is available, the Community Cable Channel 10 will be available for announcements and public information.

* See Annex 1 Page 56 for Cogeco System Access *

JR FM/BOB FM Radio has given assurances that staff will co-operate in every way possible to provide public information at all times and hours during the declared emergency.

Media contact numbers are located in Annex 1.