



EMERGENCY RESPONSE PLAN

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PREFACE

This Emergency Response Plan was designed and developed by the Corporation of The Municipality of Hastings Highlands to assign specific duties and responsibilities and to direct the actions of key officials in the event of an emergency.

For this plan to be effective, it is imperative that all municipal employees take responsibility for familiarizing themselves with the plan, procedure and protocol and that every official be prepared to perform all assigned duties and responsibilities in the event of an emergency.

Regular information and training sessions will occur to ensure the roles and responsibilities developed in this plan are kept current and familiar. Department heads should similarly review and keep up to date their own roles and responsibilities to ensure effective response in an emergency.

It is the responsibility of the Municipality's assigned Community Emergency Management Coordinator and Alternate Community Emergency Management Coordinator to make certain the Plan is reviewed and updated on an annual basis. Upon each review of the Plan, it will be brought to Council for approval.

Reviewed By _____

Date _____

EMERGENCY QUICK REFERENCE GUIDE

- ❖ Upon the arrival of three or more members, the Community Control Group (CCG) may initiate its function.
- ❖ Ensure that all Municipal departments have been notified and either activated or placed on standby. Each CCG member is responsible for their own department.
- ❖ The Mayor must inform the Province of Ontario that the Municipality of Hastings Highlands has declared an emergency, and specify the nature of the emergency situation. This is done by filling out a Declaration form (Annex C) and subsequently faxed to Emergency Management Ontario. The provision of a return contact number is required for communication purposes therefore a call is also made to Emergency Management Ontario.

The phone and fax numbers are as follows: **Fax: 416-314-0474 Phone: 416-314-0472**

- ❖ Turn to individual responsibilities within the plan. Provide input and assistance as required.
- ❖ Each member of the CCG will report and respond to immediate needs in accordance with the Operations Cycle format.

DISTRIBUTION LIST

Mayor	-	1*
Deputy Mayor	-	1*
Council	-	7
CAO	-	1*
CEMC	-	1*
Operations Manager	-	1
Fire Chief	-	1
Chief Building Official	-	1
OPP	-	1
County of Hastings	-	1
Emergency Management Ontario	-	2*
Emergency Operations Centre	-	10*

* = complete copy of Plan with Annexes

PART 1 - ADMINISTRATION

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 Municipality of Hastings Highlands.

AIM

The Aim of this plan is to protect the health, safety, welfare and property of our citizens from the effects of a natural, technological or human caused emergency. Emergencies can occur within the Municipality of Hastings Highlands with the most likely being:

Major Power Outages

Ice Storms

Tornados

Forest Fires

Transportation Emergencies

Abnormal Weather Conditions (i.e. Flooding)

AUTHORITY

This Plan has been developed and will be implemented in accordance with the Emergency Management and Civil Protection Act, which is the Provincial statute under which all emergency management activities are conducted in the Province of Ontario.

Section 3(1) of the act states that:

“Every Municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under the manner in which employees of the Municipality and other persons will respond to the emergency and the Municipality shall by by-law adopt the emergency plan”

Section 4(1) of the Act states that:

“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.”

Our by-law number 2013-029 is the local authority for this plan and related activities. This by-law is Annex A of this Emergency Plan.

PART 2 - GENERAL

COMMUNITY PROFILE

The Municipality consists of 3 main communities:

- Hamlets of Birds Creek and Lake St. Peter;
- Village of Maynooth;

Smaller secondary communities include;

- Centreview
- Maple Leaf
- Musclow

Population: Approximately 4000 year round residents and 6000 seasonal residents.

MEDICAL SERVICES AND FACILITIES

Ambulance Services

The Province of Ontario provides land ambulance and paramedic services under the management of the County of Hastings Emergency Services.

Hospital and Long-Term Care Facilities

There are no hospitals located within the Municipality of Hastings Highlands. The closest hospitals are Quinte Heath Care North Hastings in Bancroft (1H Manor Ln. 613-332-2825) and in Barry's Bay the St. Francis Memorial Hospital (613-756-3044).

In an emergency, a request can be made through Emergency Management Ontario (EMO) for the 200-bed Emergency Hospital which is equipped with its own generators and a temporary water supply capability. The Emergency Hospital can be set up in an existing building such as a school. Health Canada can be reached through EMO on a 24-7 basis. The portable hospital is similar to a MASH unit and can be operational under difficult circumstances when permanent medical facilities are overwhelmed or not operational.

HYDRO and Natural Gas

The Municipality of Hastings Highlands receives its hydro from Hydro One. There is no natural gas service in the northern Municipalities of Hastings County.

MEDIA

Residents of the Municipality of Hastings Highlands rely on radio broadcasting from the following FM Radio stations.

- STAR 96.7fm - located in the City of Pembroke 613 735-9670
- The Moose 97.7fm - located in the Town of Bancroft; 613 332-1423
- Municipal web site www.hastingshighlands.ca
- CHEX television station located in Peterborough
- In the event of a communication failure Hastings Highlands Fire Halls will be manned

MUNICIPAL SERVICES

The Municipality of Hastings Highlands is responsible for providing the following services to the public:

- **Management Services** - Municipal financial and administration services as well as planning regulations and policies;
- **Building Codes and Regulations** - compliance to codes and regulations with respect to all types of construction within Municipality limits;
- **Fire Services** - Volunteer Fire Department, operating out of Maynooth, Lk. St. Peter, Monteagle, Bangor, Herschel North and South;
- **Police Services** - provided by the Ontario Provincial Police;
- **Landfill Operations** - (9 sites) Wolf Ck., Sand Bay, Papineau, East Lk., Lk. St. Peter, Hickey Rd. North Baptiste, Monteagle and South Baptiste
- **Roads Dept.**- 4 Municipal garages responsible for maintenance of approx. 550 km of Municipal road network;

HASTINGS COUNTY SERVICES

These services are provided by the County of Hastings throughout their jurisdiction:

- Community Services
- Emergency Services (land ambulance);
- Emergency Social Services (evacuation services) ; and
- Planning and Economic Development (including Land Division).

JURISDICTIONS

The Geographical boundaries of the Municipality of Hastings Highlands are defined as:

Bangor, Wicklow, McClure Ward
Monteagle Ward
Herschel Ward

PART 3 - EMERGENCY NOTIFICATION PROCEDURES

Only a member of the Community Control Group may initiate the notification procedure.

The contact phone numbers and addresses of the CCG members (and their alternates) are contained in Annex B

When a member of the CCG receives a warning of a real or potential emergency, that member will immediately contact the CAO and Community Emergency Management Coordinator and direct them to initiate the notification of the CCG. The member initiating the call must provide significant details (ex. a time and place for the CCG to meet) as part of the notification procedure.

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.

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 Emergency Management Ontario and the Ministry of Municipal Affairs (ODRAP).

The Emergency Call Out/Resource List, including contact numbers for requesting assistance, is attached as Annex B

A Declared Community Emergency

The Mayor or Deputy Mayor of the Municipality of Hastings Highlands is responsible for declaring an emergency by filling out a Declaration Form (Annex D) 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 Community Safety and Correctional Services
- Municipal Council;
- County Warden (as appropriate);
- General Public;
- Neighbouring community officials, as required;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP);
- Police.

PART 4 - EMERGENCY OPERATIONS AND PROCEDURES

COMMUNITY CONTROL GROUP

The Community Control Group (CCG) is the group that is responsible for the direction and control of the overall emergency response within the community. The CCG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The Municipality of Hastings Highlands CCG is made up of the following members:

Mayor (or alternate) not all of Council
CAO (or alternate)
CEMC (or alternate)
Transportation Manager (or alternate)
Safety, Waste & Facilities Manager (or alternate)
Chief Building Official (or alternate)

Fire Chief (or alternate)
Emergency Information Officer (or alternate)
Administrative Resource Officer (or alternate)

Additional personnel called or added to the CCG may include:

Ontario Provincial Police
Community Officer, Emergency Management Ontario
County of Hastings - CEMC, Deputy Chief Paramedic Services
Ministry of Natural Resources

IMPLEMENTATION

Any member of the Community Control Group may request, through the CAO or CEMC, that the Emergency Plan be implemented.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the emergency plan should be implemented. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency, then the Emergency Plan will be activated. The Emergency Plan may be implemented in whole, or in part, based on conditions at the site of severity of the situation.

The CAO or CEMC will immediately notify the Mayor and other members of the CCG. Notification lists are located in Annex B.

PARTNERS

Depending on the nature of the emergency, the following partners may become part of the CCG. The roles of Partners to the Municipality of Hastings Highlands CCG are:

- Amateur Radio Emergency Services (ARES) - Renfrew County;
- Community Officer, Emergency Management Ontario;
- County of Hastings - Community Services;
- Medical Officer of Health (MOH) , Hastings, Prince Edward County Health Unit;

VOLUNTEERS - ORGANIZATIONS AND INDIVIDUALS

Volunteers play a significant role in responding to emergencies - whether it is through an organization or as an individual. Volunteers must be directed to register with Municipality in order for WSIB coverage to be in effect.

EMERGENCY OPERATIONS CENTRE PROCEDURES

The Emergency Operations Centre (EOC) is a facility designed and equipped to facilitate the response activities of the CCG and operate under the authority and in support of the CCG. Administration of the EOC is the responsibility of the Community Emergency Management Coordinator.

EOC Primary Location: Municipality of Hastings Highlands
Hastings Highlands Centre
33011 Hwy.62 Maynooth, Ontario

EOC Alternate Location: Municipality of Hastings Highlands

Herschel Community Centre
168 South Baptiste Lk. Rd. Bancroft Ontario

Upon receiving notification the CAO/Operations Officer or the CEMC will set up the EOC. The EOC will be set up and operational within one hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each CCG member/designate will:

- a) Sign in
- b) Check telephone/communication devices
- c) Open personal log
- d) Contact their department 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 members of departments/areas of responsibility
- h) Continue participation in the EOC Operations Cycle

Upon leaving the EOC, each CCG member will:

- a) Conduct a hand over with the person relieving them
- b) Sign out on the location board indicating where they can be reached.

Once the initial response is established, routines are put into place by the Operations Officer. The CCG functions most efficiently on a system known as the Operations Cycle

OPERATIONS CYCLE

The Operations Cycle includes regular meetings to share information, discuss actions to be taken and/or issues to be resolved.

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Chief Administrative Officer (CAO) 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 Administrative Resource Officer will maintain status boards and maps which will be prominently displayed and kept up-to-date.

It is essential that the EOC is comfortable, has good communications and is secure from unnecessary distractions. Only CCG members and the EOC support staff should have access to the EOC. No media are allowed in the EOC, nor is anyone who has not been authorized by the CAO/Operations Officer.

COMMUNITY CONTROL GROUP RESPONSIBILITIES

The CCG is responsible for the following:

- 1) Implementing the Emergency Plan in whole or in part to respond to an impending, potential or existing emergency.
- 2) Coordination and direction of community resources used to mitigate the effects of an emergency

- 3) Ensuring that the composition of the CCG is appropriate to mitigate the effects of a given emergency situation by determining which, if any, ad-hoc members are required.
- 4) Advising the Mayor regarding requests for assistance from the Province and the Federal Government.
- 5) Ensuring the provisions of essential resources and services to support emergency response activities.
- 6) Coordination of services provided by outside agencies.
- 7) Appointing or confirming an Emergency Site Manager.
- 8) Ensuring that the Emergency Information Officer is kept informed and up to date to facilitate the information flow to the media and the public.
- 9) Coordinating the evacuation of citizens who may be in danger.
- 10) Arrange for the closing of businesses if necessary.
- 11) Appeals for volunteers. (If required)
- 12) Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
- 13) Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
- 14) Maintenance of an operations log detailing the Group's decisions and activities.
- 15) Deactivating the plan and notifying all of those who had been notified of its activations.
- 16) Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the Emergency Response Plan

PART 5 - INDIVIDUAL ROLES AND RESPONSIBILITIES

1. MAYOR

The Head of Council, or designate, is responsible for:

- 1) Declaration of an Emergency
- 2) Termination of an Emergency
- 3) Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency (*Contact made through Emergency Management Ontario*)
- 4) Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational system.

- 5) Ensuring that the local MPP and MP, neighbouring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- 6) Approving all major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the CAO and CCG.
- 7) Maintain a personal log.
- 8) Participating in the post emergency de-brief sessions.

2. CAO - OPERATIONS OFFICER

The CAO is referred to as the “Operations Officer” for emergency purposes. The responsibilities of the Operations Officer (or alternate) are:

- 1) As the Operations Officer, coordinating all operations within the Emergency Operations Centre.
- 2) Chairing meetings of the Community Control Group.
- 3) Advising the Head of Council on policies and procedures, as appropriate.
- 4) Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the CCG.
- 5) Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM).
- 6) Calling out additional staff as required.
- 7) Providing information, advice and assistance to members of the CCG on Emergency Management programs and principles.
- 8) Maintaining the Emergency Response Plan in accordance with requirements of the Emergency Management Act.
- 9) Coordinate a post-emergency debriefing and assisting in the development of a final report to the Mayor and Council.
- 10) Maintaining a personal log.
- 11) Participating in the post emergency de-brief sessions.

3. COMMUNITY EMERGENCY MANAGEMENT COORDINATOR

The CEMC is responsible for (or alternate):

- 1) Activating the emergency notification system, including set up of the EOC and secretary of regular meetings.
- 2) Providing information, advice and assistance to members of the CCG on Emergency Management programs and principles; also to provide administrative support to the CAO/Operations Officer.
- 3) Providing direction to EOC support staff as required in support of the CCG, and ensure proper operation of the EOC.
- 4) Coordinating activities and deployment of CERV Team. (if required)
- 5) Maintaining the Emergency Response Plan in accordance with requirements of the Emergency Management Act.
- 6) In conjunction with the CAO, coordinating a post-emergency debriefing and assisting in the development of a final report to Mayor and Council.
- 7) Ensuring a master record of all events and actions taken is maintained (main events board).
- 8) Maintaining a personal log.
- 9) Participating in the post emergency de-brief sessions.

4. OPERATIONS MANAGER

The Operations Manager is responsible for (or alternate Operations Supervisor):

- 1) Activating the Emergency notification system.
- 2) Providing the CCG with information and advice on infrastructure.
- 3) Providing the CCG with information and advice on waste management issues
- 4) The construction, maintenance and repair of public Municipal maintained roads.
- 5) Managing and assisting with road closures and/or roadblocks.
- 6) Liaising with other Department heads (Chief Building Official and Fire Chief)
- 7) Providing Roads dept. vehicles and resources to any other emergency service as required.
- 8) Maintaining liaison with MNR, Environmental agencies and Ministry of Health and being prepared to take preventative action.
- 9) Providing an Emergency Site Manager, if required.
- 10) Activating Mutual Aid agreements or any other agreement with existing resources.
- 11) Commence a long-term operational planning as soon as possible.
- 12) Maintaining a personal log.

5. FIRE CHIEF

The Fire Chief is responsible for (or alternate):

- 1) Activating the emergency notification system.
- 2) Providing the CCG with the information and advice on firefighting rescue matters.
- 3) Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- 4) Initiating mutual aid as required. (i.e. additional fire fighters, equipment etc.)
- 5) Determining if additional or specialized equipment is required.
- 6) Coordinating or providing assistance with rescue, first aid, casualty collection, evacuation, etc.
- 7) Providing an Emergency Site Manager as required.

6. CHIEF BUILDING OFFICIAL

The CBO is responsible for:

- 1) Enforcing building regulations and codes and ensuring compliance with respect to:
 - issuing building permits;
 - inspecting work sites;
 - inspecting structural damage due to the emergency and making recommendations for repair or demolition, as appropriate;
 - ensuring the availability, safety, maintenance and management of buildings, equipment and resources in the event that it is required for emergency response activities;
 - identify and prioritize the essential and non-essential building inspections that were temporarily suspended or assigned a reduced level of service in the emergency;

7. EMERGENCY INFORMATION OFFICER

The Emergency Information Officer is responsible for (or alternate):

- 1) Notifying the information centre staff.
- 2) Ensuring that the information centre is set up and operational as required.
- 3) Initial and subsequent media releases, subject to approval by the Mayor and Operations Officer.
- 4) Establish and maintain liaison with provincial, county, local media officials as appropriate.
- 5) Coordinating interviews and media conferences.
- 6) Ensuring set up and staffing of public inquiry lines.
- 7) Coordinating of public inquiries.
- 8) Monitoring news coverage.
- 9) Maintaining copies of all media releases.
- 10) Maintain a personal log.
- 11) Participating in post emergency de-brief sessions.

8. ADMINISTRATIVE RESOURCE OFFICER

The Administrative Resource Officer is responsible for (or alternate):

- 1) Open and maintain log sheet.
- 2) Log CCG members arrival and document attendance.
- 3) Maintain main events board.
- 4) Ensure log supplies, forms and office supplies are adequate.
- 5) Co-ordinate provision of clerical staff as necessary.
- 6) Ensure logs are being completed and collect them at the end of the shift.
- 7) Advise CCG on all matters of human resources planning.
- 8) Maintain personal log.

PARTNERS

1. PARTNER - MEDICAL OFFICER OF HEALTH (Long-Term Care)

The Medical Officer of Health, or alternate, is responsible for:

- 1) Acting as a coordinating link for all emergency health services at the CCG.
- 2) Liaison with the Ontario Ministry of Health, Public Health Branch.
- 3) Liaison with local and regional hospital representatives.
- 4) Liaison with ambulance service representatives.
- 5) Liaison with the Community Care Access representative.
- 6) Providing advice on any matters that may adversely affect public health.
- 7) Providing authoritative instruction on health and safety matters to the public through the Emergency Information Officer.
- 8) Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- 9) Ensure the safety of drinking water.

- 10) Liaison with the senior Social Services Representative regarding health services in evacuee centres.
- 11) Maintain a log.
- 12) Participating in post emergency de-brief sessions.

2. PARTNER - AMATEUR RADIO SERVICES (ARES)

Amateur Radio Emergency Services (ARES) as a partner to the CCG under is responsible for the following:

- 1) Activate the ARES upon request by the EOC Manager.
- 2) Report to the EOC and advise CCG members on all matters related to amateur radio operations.
- 3) Open the telecommunications log.
- 4) Ensure that an operator is immediately dispatched to the sites as requested by the EOC Manager.
- 5) Obtain situation reports from the EOC Manager.
- 6) Commence long-term telecommunications plan in response to the emergency.
- 7) Ensure that the EOC Manager and members of the CCG are briefed on a regular basis on the status of the amateur radio services.
- 8) Provide telecommunications support wherever and whenever necessary as requested by members of the CCG.
- 9) Provide or request mutual assistance relating to telecommunications as required.

The above tasks may be expanded to meet the needs of the emergency at hand.

4. PARTNER - COUNTY OF HASTINGS - EMERGENCY SERVICES

County of Hastings Emergency Services - as a partner to the CCG is responsible for the following:

- 1) Initiating contact with the CEMC of Municipality of Hastings Highlands.
- 2) Conducting an assessment of the emergency situation regarding the level of assistance that may be requested and/or required of the County of Hastings.
- 3) Providing regular updates to the Chief Administrative Officer concerning the emergency and service implications for the County.
- 4) Providing support to the CEMC and Community Control Group of the Municipality of Hastings Highlands, as requested.
- 5) Arrange and provide for the coordination of an evacuation should it be required.
- 6) Providing liaison between the Community Control Group of the Municipality of Hastings Highlands and the implicated departments and the County of Hastings.
- 7) Keeping a record of the activities and decisions taken during the emergency.
- 8) Making recommendations to the Warden and CAO concerning the need to activate the County of Hastings Emergency Response Plan.

5. PARTNER - ONTARIO PROVINCIAL POLICE (OPP)

During an emergency within the Municipality of Hastings Highlands, the OPP are responsible for the activities listed in accordance with their operational standards. The tasks may be expanded to meet the needs of the emergency.

- 1) Open and maintain a record of actions taken in respect to his/her area of responsibility.
- 2) Appoint an ESM when requested by the EOC Manager.
- 3) Request the Mobile Command Post upon appointment of an ESM.
- 4) Liaise with the EOC Manager and advise members of the CCG on matters relating to crowd control, traffic control, protection of life and property, and law enforcement.
- 5) Ensure that:
 - a traffic control system is activated to facilitate the movement of emergency vehicles to and from the outer perimeters, and that access to the emergency area is controlled;
 - a crowd control system and, if necessary, crowd dispersal is initiated in order to maintain the integrity of the outer perimeters.
- 6) Coordinate police activities relating to the evacuation of buildings or areas.
- 7) Brief the EOC Manager on response activities and obtain reports from the EOC Manager.
- 8) Assist in ground search and rescue.
- 9) Monitor for emergency passes issued by the municipality to individuals who have a need to be on site (excluding uniformed first responders).
- 10) Establish liaison with the Humane Society when required.
- 11) Arrange for additional police assistance when required and recommend the activation of mutual aid and mutual assistance agreements as required.