

TOWN OF EAST GWILLIMBURY



EMERGENCY PLAN

Authorized by:

The Emergency Management & Civil Protection Act

AND

The Corporation of The Town of East Gwillimbury

by By-Law No. 2019-086 as amended.

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PART 1 INTRODUCTION

1.1 Aim

The aim of the Town of East Gwillimbury’s Emergency Plan is to establish a plan of action to provide the efficient and effective deployment of services and resources in the event of a major emergency; to protect and preserve the health, safety and welfare of the residents, businesses and visitors of the Town of East Gwillimbury; limit or prevent damage and destruction of property, infrastructure and the environment and restore essential services in the most timely manner.

This document has been prepared in order to provide key officials, agencies and departments within the Town of East Gwillimbury with an overview of their collective and individual responsibilities during a potential, imminent or actual emergency.

All members of Council and the Senior Management Team, and/or their alternates of the Town of East Gwillimbury must be fully conversant with the contents of this plan and be prepared at all times to carry out the duties and responsibilities allotted to them.

The Emergency Plan enables a centralized controlled and coordinated response to major emergencies in the Town of East Gwillimbury, and meets the legislated requirements of the Emergency Management and Civil Protection Act.

1.2 Authority

The Emergency Management and Civil Protection Act (*EMCPA*), requires each municipality in Ontario to develop and establish, with by-law, an Emergency Management program that consists of:

- An emergency plan;
- Training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities;
- Public education on risks to public safety public emergency preparedness; and
- Any other elements required by the standards for emergency management programs.

Specifically, an emergency plan shall:

- Assign responsibilities to municipal employees, by position, respecting implementation of the emergency plan; and
- Set out the procedures for notifying members of the municipal emergency control group of the emergency.

The *EMCPA* further 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 may make such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the Municipality and to protect the property, health, safety and welfare of the inhabitants of the emergency area.*

As required by the *EMCPA*, the Town’s Emergency Plan has been:

- Issued under the authority of the Town of East Gwillimbury
- By-law No. 2014-030 ; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services

1.3 Definition of an Emergency

The *EMCPA* defines an emergency as:

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.

These situations could threaten public safety, public health, the environment, property, critical infrastructure and economic stability.

Whenever an emergency occurs, which affects the lives and property of citizens, the initial and prime responsibility for providing immediate assistance rests with the local municipal government. This plan is designed to ensure the coordination of municipal, other levels of government and volunteer services in an emergency to bring the situation under control as quickly as possible.

It is realized that it may not be possible to follow procedures exactly as presented and that it might prove necessary to modify arrangements to suit particular circumstances. However, the procedures should be followed as closely as possible.

1.4 Community Hazard Analysis

The Town of East Gwillimbury completes the annual Hazard Identification Risk Assessment (HIRA). The most potential community hazards within the Town of East Gwillimbury are weather related and are listed below.

1. Natural - Severe Summer storms (flooding)
2. Natural – Tornado/Windstorm
3. Natural – Ice storms
4. Natural- Human health emergency
5. Technological- Hazardous Materials Incident; Transportation Incident (Rail or road)
6. Technological- Critical infrastructure failure
7. Technological- Fire/explosion (includes gas line incidents)
8. Technological- Cyber Attacks
9. Technological- energy emergency
10. Technological- Natural gas emergency

1.5 Conceptual Response

Although the Emergency Plan is very comprehensive and lists the key steps and anticipated responsibilities to be fulfilled in most situations, it cannot predict and address every possible disaster scenario. The concepts and principles of emergency management, however, can be applied to all incidents in order to support a controlled and coordinated emergency response.

PART 2 IMPLEMENTATION, ACTIVATION AND EMERGENCY NOTIFICATION PROCEDURE

2.1 Implementation of the Emergency Plan

This Plan may be implemented in whole or in part, as soon as an emergency occurs or is expected to occur, which is considered to be of such magnitude as to warrant implementation of the Plan.

When an emergency exists but has not yet been declared, initial responders such as Fire, Police, Paramedic Services and Operations, may take such action(s) under this plan as may be required to protect lives and property, i.e. evacuating an area.

2.2 Activation of the Plan

The decision to implement the Plan shall be made by the Chief Administrative Officer. A request to activate the Plan may be made by a member of the Emergency Operations Control Group (EOCG) or a responding agency.

The request for the Emergency Notification Procedure to be activated is achieved by contacting the Community Emergency Management Coordinator (CEMC) or Alternate CEMC and requesting that the Emergency Notification Procedure be activated. The members of the Emergency Operations Control Group shall be notified by the CEMC or Alternate CEMC (beginning with the Chief Administrative Officer or his/her designate). The caller must provide information about the nature and location of the emergency and specify whether the EOCG is to assemble at the primary Emergency Operations Centre, or an alternate EOC location.

By the nature of the emergency, some EOCG members may be aware of the events prior to the activation of the Plan

2.3 Emergency Notification Procedure

The ranking officials of the responding agencies at the scene of the emergency may request that the Emergency Notification Procedure be activated. This decision should be made in consultation with the Chief Administrative Officer.

Upon a request for the Emergency Notification Procedure to be activated the members of the Emergency Operations Control Group shall be notified by the CEMC or Alternate CEMC (beginning with the Chief Administrative Officer or his/her designate). The Emergency Notification Procedure is outlined in Confidential Appendix A.

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The CEMC will identify themselves and provide to the parties being notified information as instructed by the Activating Agency. Should any member of the Emergency Operations Control Group or their designate not be contacted, the Chief Administrative Officer shall be notified.

Upon being notified that an emergency exists, it is the responsibility of all EOCG officials to notify their staff and report to the designated Emergency Operations Centre, if required.

Information provided shall include one of the following conditions:

High Alert

The Emergency Operations Control Group **has been requested to assemble** in the Emergency Operations Centre. Identify whether the primary or alternate EOC location is to be used.

Refer to Confidential Appendix C Emergency Operations Centre for additional information.

Standby Alert

The Emergency Operations Control Group has been placed on standby alert and **may be requested to assemble** at any time. However, should it be determined by the Chief Administrative Officer that the standby alert is canceled, the group shall be notified.

Staff Notification

Once notified of an emergency, all EOCG members will proceed immediately to the designated EOC. Refer to Confidential Appendix C for more information.

Each member of the EOCG is responsible for notifying his/her departmental employees. Alternates and staff with designated emergency response duties may be instructed to:

- Remain at his/her location;
- Be placed on emergency standby; or
- Report to a designated EOC, or specific location.

PART 3 DECLARATION/TERMINATION OF AN EMERGENCY

3.1 Action Prior to Declaration

When an emergency exists, but has not yet formally been declared to exist, municipal employees may take such action(s) under this Emergency Plan as may be necessary to protect the lives and property of the inhabitants of the Town of East Gwillimbury.

3.2 Declaration of a Municipal Emergency

The Head of Council or designate may declare that an emergency exists within the boundaries of the Town of East Gwillimbury and may take such action and make such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the municipality. In exercising these powers, the Head of Council shall be advised by the members of the Emergency Operations Control Group.

An emergency declaration grants the Town the power to protect volunteer emergency workers under the provisions of the Workplace Safety and Insurance Act. By registering each volunteer participating in a “Declared Emergency”, volunteers are then considered “Town Workers” and protected under the provisions of the WSIB. If an emergency situation requires the extensive use of volunteers, an emergency declaration will protect only those volunteers who are registered.

Upon declaration of an emergency the Head of Council shall notify the Solicitor General and Emergency Management Ontario (EMO). EMO can be contacted 24 hours through the Provincial Emergency Operations Centre Duty Officer. Refer to Confidential Appendix C for the Declaration of Emergency Form and the appropriate contact numbers.

Upon such declaration, the Head of Council will also notify:

- (a) Members of Council for the Town of East Gwillimbury;
- (b) The Regional Chair;
- (c) The public via the media; and
- (d) Neighboring municipal officials, as required.

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In the event of such a declaration, any or all of the following actions may be taken:

- (a) Evacuation of those buildings within the "Affected Area" which are considered dangerous or in which the occupants are considered to be in danger from some other source;
- (b) Dispersal of groups of people not directly connected with the operations who, by their presence, are considered to be in danger, or whose presence hinders in any way the efficient functioning of the operation;
- (c) Discontinuation of any services without reference to any other consumer in the municipality, where, on the advice of the EOCG, continuation of such a service constitutes a public hazard within the "Affected Area";
- (d) Arrangements for the accommodation and maintenance, on a temporary basis, of any residents who are in need of assistance due to displacement as a result of the emergency;
- (e) The deployment of any municipal equipment and personnel including, subject to approval by the Regional authorities, all equipment held by the Region which is required;
- (f) The Mayor may request assistance from the Regional Municipality of York by contacting the Regional Chair **without** activating the Regional Emergency Operations Centre.

3.3 Regional Emergency

When the resources of the Town of East Gwillimbury are deemed insufficient to control the emergency, the Mayor may request that the Regional Chair, Regional Chief Administrative Officer, Regional Police Chief or the Regional Fire Coordinator (or alternates) activate the Regional Emergency Alerting System through the Communications Branch of the York Regional Police Service. Once the Regional Emergency Plan is implemented, the Mayor or a designated Senior Municipal Official and the Fire Chief will then become members of the Regional Emergency Control Group.

The remaining municipal staff from the Town of East Gwillimbury Emergency Operations Control Group will then remain as the support group(s) or support staff to the Regional Emergency Control Group and to oversee management of events and activities in the Town of East Gwillimbury.

All decisions by the Regional Emergency Control Group affecting the lives and property of the inhabitants within the Town of East Gwillimbury shall be made in consultation with the Mayor and communicated to the Municipal Emergency Operations Control Group as soon as possible.

The Regional Chair, in consultation with the Regional Emergency Control Group, is responsible for declaring an emergency to exist within the Regional Municipality of York when:

- (a) The Mayor of an affected area municipality requests that the Regional Emergency Plan be implemented; or

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- (b) The emergency affects a large portion of the inhabitants of more than one area municipality within the Region; or
- (c) The emergency requires extraordinary actions or expenditure of monies by one or more Regional service for the protection of life and property.

Upon declaration of an emergency, the Regional Chair notifies the following persons:

- (a) The Solicitor General of Ontario and “Ministry of Community Safety and Correction Services and the Office of the Fire Marshal and Emergency Management;
- (b) Regional Council;
- (c) The Mayor(s) or Deputy Mayor(s) of affected area municipalities;
- (d) The public via the media; and
- (e) Neighboring municipal officials, as required.

3.4 Precedence of Emergency Plans

As required by the Emergency Management & Civil Protection Act, the Municipal Emergency Plan of each of the area municipalities shall conform to the Regional Emergency Plan. In the event that the Region declares an Emergency subsequent to an Emergency having been declared by one or more of the area municipalities, and there are inconsistencies between the Municipal Emergency Plan and the Regional Emergency Plan, the Regional Emergency Plan shall take precedence.

3.5 Request for Assistance

Assistance may be requested from neighboring municipalities, the Region of York, the Province of Ontario and the Federal Government (Military Assistance or anything from other federal departments). Assistance may be requested from the Province of Ontario at anytime without any loss of control or authority. Such a request can be made by contacting the Emergency Management Ontario Duty Officer (24 hours). Refer to Confidential Appendix A for the appropriate contact numbers.

3.6 Termination of Emergency

A Municipal Emergency may be declared terminated at any time by:

- (a) The Mayor;
- (b) The Municipal Council for the Town of East Gwillimbury, or
- (c) The Premier of Ontario.

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Upon termination of a Municipal Emergency the Mayor will notify:

- (a) The Solicitor General of Ontario and EMO;
- (b) The Municipal Council for the Town of East Gwillimbury;
- (c) The Regional Chair;
- (d) The public via the media; and
- (e) Neighboring municipal officials, as required.

Refer to Confidential Appendix C for the Declaration of Emergency Form and the appropriate contact numbers.

A Regional Emergency may be declared terminated at any time by:

- (a) The Regional Chair or Acting Regional Chair;
- (b) The Regional Council; or
- (c) The Premier of Ontario.

Upon termination of a Regional Emergency, the Regional Chair notifies:

- (a) The Solicitor General of Ontario and EMO
- (b) The Regional Council;
- (c) The Mayor(s) or Deputy Mayor(s) of affected Area Municipality(s), and
- (b) The public via the media
- (e) Neighboring municipal officials, as required

PART 4 EMERGENCY OPERATIONS CENTRES

An Emergency Operations Centre (EOC) is the central facility or headquarters, from which the EOCG directs, coordinates, communicates and supports emergency operations within the municipality’s jurisdiction. The Town of East Gwillimbury’s primary EOC is equipped with a back-up power generator, telephones, maps, directories, radio communications equipment and various supplies. Upon notification, the EOCG will assemble at the designated Emergency Operations Centre location.

4.1 EOC Activation

The primary EOC is well equipped and is fully functional on demand. An alternate EOC site has also been designated. In these situations, the EOCG members are responsible, on arrival, to assist as required in setting up the EOC and making it operational. Pending the arrival of the Chief Administrative Officer (or designate), the first senior official to arrive shall exercise control in establishing a functioning EOC and in assessing the situation. Refer to Confidential Appendix C Emergency Operations Centre for additional information.

4.2 Concept of EOC Operations

During an emergency, the EOCG will assemble at the Emergency Operations Centre (EOC). In consultation with the EOCG, the EOC Director (Chief Administrative Officer) will appoint an Emergency Site Manager (see Part # 7), to coordinate the response effort at the emergency site. The EOCG will act in support of the Emergency Site Manager. The EOCG may also invite support/advisory staff to assist at the EOC.

4.3 Operations Cycle

Through the Incident Management System (IMS) functions, the Operations Cycle can be described as the period of time required to develop, implement and evaluate the Incident Action Plan established to address the emergency situation. The time period will vary for each emergency and is generally established based on the severity and the need to accelerate the decision making process.

The Operation Cycle has three main segments:

1. Planning: The time required to assess the situation and develop the incident action plan.
2. Action: The time necessary to implement the plan, evaluate the results and support the emergency response.
3. Reporting: The Operations Cycle meeting where the EOCG reports on the status of the emergency, the validity of the current plan, any new strategy required identifies any issues requiring resolution and the communications strategy.

As a result of the reporting segment, a new Incident Action Plan is developed for the next operations cycle period.

4.4 Operations Cycle Meeting

It is essential that the EOCG members meet on a regular basis to share information, identify actions, and set priorities. These meetings are scheduled by the EOC Director (Chief Administrative Officer) on a regular rotation, allowing time between meetings for the EOCG members to deal with their individual responsibilities, complete “action items” and gather information for the next meeting. This meeting schedule is called the “Operations Cycle”. Operations Cycle meetings are ideally held away from the main EOC room where work may need to continue in the management of the emergency.

When the EOCG meets according to the Operations Cycle, there will be no interruptions (unless urgent) until the meeting is concluded. When a meeting commences, all EOCG members will come to the table and each member will briefly update the group on the actions of their respective area, identifying issues needing resolution and seeking input from the group as a whole with the EOC Director (Chief Administrative Officer) or designate chairing each meeting. Meetings serve as an opportunity for updates and provide a forum for discussion between the EOCG as a whole. All EOCG members must be present at each meeting to hear reports from, and give reports to the group as a whole.

During the Operations Cycle meetings, all members will provide advice and make recommendations as required. When decisions are made, all members must collectively support the decisions, whether opposed to those decisions at the discussion level or not. Operations Cycle meetings serve as the essential forum for group decision making, keeping all group members up to date regarding the actions of each area, and the emergency situation as a whole.

The EOC Director (Chief Administrative Officer) or designate will appoint a recording secretary to record the decisions of the EOCG, any specific actions to be taken and who will be responsible for those action items. The action items list will be maintained and reviewed/revised at each Operations Cycle meeting. Specific actions items may also be posted on an “Emergency Events” log.

At the conclusion of the Operations Cycle meeting, the EOC Director (Chief Administrative Officer) or designate shall update and brief the EOC staff as required and identify any action items that require follow-up by any specific members.

Note: It is important for the flow of information and decision making, that the EOCG be aware of any other Operations Cycle meetings that may be occurring within other groups or levels of government. The Liaison Officer can assist with this.

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4.5 EOC Communications

Communications from the EOC to the emergency site and from the EOC to various outside agencies is essential to the effectiveness of the Emergency Plan. The detailed EOC Communications requirement is outlined in Appendix C.

4.6 EOC Security

The EOC is a secure site. Only those members of the EOCG or designate shall be allowed access to the EOC. All members of the EOC shall wear name badges, which will identify and confirm their presence.

The following identifications are recognized by the Town of East Gwillimbury as acceptable for EOC admission:

- Town of East Gwillimbury issued employee photo identification
- York Region Police issued identification
- York Region issued employee photo identification

PART 5 EMERGENCY RESPONSE - ORGANIZATIONAL STRUCTURE

5.1 Incident Management System (IMS)

The Incident Management System (IMS) consists of staff, procedures, equipment, facilities, and communications operating within a structure designed to manage the emergency. Authority is based on a top-down approach, originating at the Town of East Gwillimbury EOCG.

IMS is endorsed by Emergency Management Ontario and is used by the Regional Municipality of York and other Local Municipalities.

The benefits of using IMS include: enhanced technical and functional interoperability; integrated communications; and standard terminology.

IMS consists of five key functions:

1. Command
2. Operations
3. Planning
4. Logistics
5. Finance/Administration

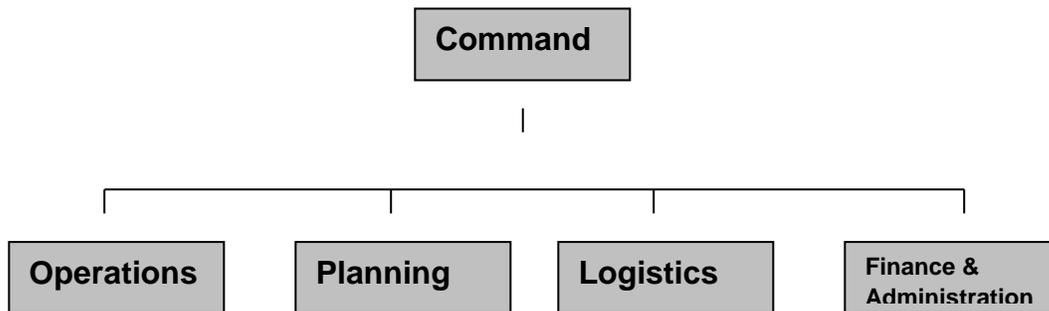


Figure 1: The five functions of the Incident Management System.

During the implementation of the IMS, some staff may be required to work within the functional sections and may assume a role different from their day-to-day work. This may require temporary changes in their reporting schedule.

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The **Command** Group with four Functional Sections (**Operations, Planning, Logistics and Finance/Administration**) form the organizational structure and can be activated as required.

The four functional sections will be lead by a “Section Chief”, designated by the EOC Director. Each functional section can establish sub-sections. The specific organizational structure established for an emergency will depend both on the nature and resources required for managing the incident. Structures may vary from one emergency to another.

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Figure 2: Town of East Gwillimbury IMS – Based Emergency Operations

IMS Function	Description of Function	Responsibility of	IMS Title
<p>Command</p>	<p>The Command Section has the overall authority for the control and direction of the emergency response and resources for which they are responsible.</p> <p>Command has four supporting functions:</p>	<p>CAO, with strategic direction from the Policy Group (Mayor and Council)</p>	<p>EOC Director</p>
	<p>1. Risk Management, Legal and Safety:</p>		
	<p><i>Risk Management</i> ensures that good risk management practices are applied throughout the response organization</p>	<p>Town of East Gwillimbury Risk Manager</p>	<p>Risk Management</p>
	<p><i>Legal Services</i>, will provide advice to the EOCG on matters of a legal nature.</p>	<p>Town Solicitor</p>	<p>Legal</p>
	<p><i>Safety</i> provides advice on safety issues.</p>	<p>HR – OH&S</p>	<p>Safety</p>

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	<p>2. Liaison:</p> <p>Coordination of various community agencies, e.g.,</p> <ul style="list-style-type: none"> • Schools boards • Hospitals • Conservation Authorities • Private Sector • Emergency Management Ontario • Ontario Provincial Police • Fire Marshal’s Office • Provincial Ministries 	CEMC	Liaison
	<p>3. Information:</p> <p>Responsible for coordinating emergency information with the media, the public, and employees.</p>	Manager, Communications	Public Information Officer
		Citizen Inquiry Supervisor (Customer Service)	Citizen Inquiry Supervisor
	<p>4. Administrative Support:</p> <p>Responsible for maintaining up-to-date incident documentation.</p>	Town Clerk /Deputy Clerk	Admin Support

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Operations	Coordinates the operational requirements of the response, directs resources and equipment as required, to fulfill emergency management requirements.	<ul style="list-style-type: none"> • General Manager, Community Infrastructure & Environment Services 	Operations Section
Planning	Gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.	<ul style="list-style-type: none"> • General Manager Development Services • CBO • GIS 	Planning Section
Logistics	Arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics tracks usage and current locations of these same items.	<ul style="list-style-type: none"> • General Manager Community Parks, Recreation & Culture • Human Resources • Manager, Facilities 	Logistics Section
Finance and Administration	Performs administrative, financial and staffing duties specific to the emergency. This will include tracking incident related costs.	<ul style="list-style-type: none"> • General Manager Corporate Services • Deputy Treasurer • Purchasing 	Finance and Administration Section

5.2 Purpose

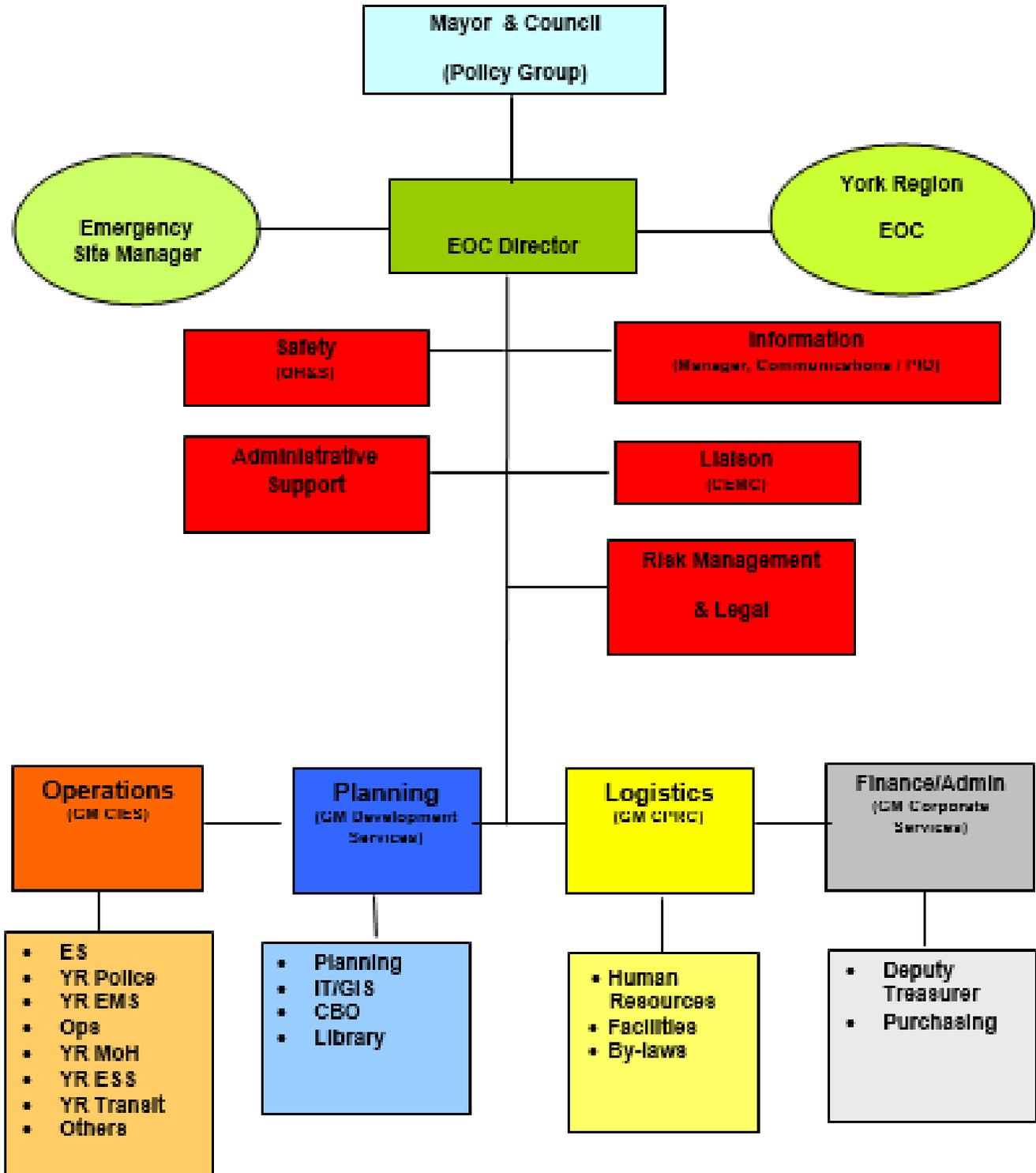
The IMS is an expansion of the Town’s emergency management response to mitigate and resolve an extra-ordinary event or emergency. The IMS has been designed as a generic system that is applicable to all types of incidents managed by the EOCG.

During the implementation of the IMS, some staff may be required to work within the functional groups and may assume a role different from their day-to-day work. This may require temporary changes in their reporting schedule.

Staff may be required to utilize (and fill out) a variety of forms/logs depending upon their roles and responsibilities.

The Town of East Gwillimbury IMS model is displayed in the organizational chart. Refer to page 21 of this Plan.

Town of East Gwillimbury
EOC Organization Chart



5.3 IMS Organizational Structure

Emergencies require an organized and coordinated response. In these situations, designated Emergency Operations Control Group (EOCG) staff members will assemble at the Emergency Operations Centre (EOC) for the purpose of providing emergency response support or making emergency response decisions depending on the nature and magnitude of the emergency.

In particular, they are responsible for providing the essential services necessary to minimize the effects of the emergency on the organization and community. They may also be called to make policy decisions related to the resolution of the emergency and its impacts.

Once the decision has been made to activate the EOC, care must be taken not to interfere with detailed control at the operational levels, as changing control during response to an incident can create unnecessary problems. It must be understood that the role of the EOCG in most situations is to coordinate and organize emergency provision of resources to support the incident.

The Incident Management System may be set-up in whole or in part by the EOCG as a means to support the response and mitigate the incident as soon as possible. The EOCG may function with only a limited number of members present, depending upon the nature of the emergency and the availability of members. The members of the EOCG may also be assigned into shifts if required.

PART 6 EMERGENCY OPERATIONS CONTROL GROUP (EOCG)

6.1 General

The EOCG shall be responsible for directing all actions required for the safety of the public and for control of an emergency situation.

The Group will assemble at the primary Emergency Operations Centre (EOC) unless directed otherwise. If this location cannot be used, the alternate EOC will be used or another site as selected by the EOCG. Some members may proceed to the scene of the emergency if the Group considers that this would assist in establishing control more rapidly.

Information on the situation will be collected and all official directions and communications shall be issued from the EOC through the Mayor, and/or designate by the Public Information Officer.

Other personnel may be added to this group as the need arises. For instance, circumstances might require the addition of representatives from the OPP, School Boards, Conservation Authorities, Bell Canada, Railways or other specialist organizations.

6.2 Emergency Operations Control Group Members

The following is an overview of the EOCG when assembled in the EOC:

Command

- Chief Administrative Officer (EOC Director)
- Risk & Legal (Town Solicitor)
- Safety (Human Resources)
- Liaison Officer (CEMC)
- Information (Public Information Officer)
- Administrative Support (Town Clerk)

Operations

- General Manager, Community, Infrastructure and Environment Services
- Emergency Services
- Operations
- York Region Police
- York Region EMS
- York Region Medical Officer of Health
- York Region Emergency Social Services
- York Region Transit
- External Utilities (as required)
- External Agencies (as required)

Planning

- General Manager Development Services
- Regulatory Services
- Building
- IT / GIS

Logistics

- General Manager Community Parks Recreation and Culture
- Human Resources
- Facility Assets
- By-laws

Finance & Administration

- General Manager Corporate Services
- Deputy Treasurer
- Purchasing

For greater certainty, whenever a position is identified in the Emergency Plan it shall be understood to include the position’s designate or alternate.

6.3 Emergency Operations Control Group Responsibilities

The primary responsibilities of the EOCG are to implement the Emergency Plan during emergency operations and to provide advice and assistance to the Mayor in the carrying out of the duties under the Emergency Plan.

During emergency operations, the EOCG is constituted and responsible for directing and controlling all emergency operations and providing the personnel and resources needed by the Emergency Site Manager to effectively manage the emergency.

The Emergency Operations Control Group will be responsible for the following activities during an emergency:

- (a) Call out and mobilize their emergency services, agencies and equipment.
- (b) Provide required support for on-site emergency workers during and post incident.
- (c) Coordinate and direct their services and ensure that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law.

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- (d) Determine if the location of the Emergency Operations Centre and composition of the Emergency Operations Control Group are appropriate.
- (e) Advise the Mayor as to whether the declaration of a municipal emergency is recommended.
- (f) Advise the Mayor as to the need to designate any area in the municipality as an "Emergency Area".
- (g) Appoint or confirm that an Emergency Site Manager has been appointed.
- (h) Order, coordinate and oversee the evacuation of inhabitants considered to be in danger.
- (i) Discontinue utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza.
- (j) Arrange for services and equipment from local agencies not under Municipal or Regional control, i.e. private contractors, volunteer agencies, service clubs.
- (k) Notify and/or request assistance from and/or liaison with various levels of government and any public or private agencies not under Regional or Municipal control as considered necessary.
- (l) Provide administrative and logistical support for any services outside the municipality, which may become involved, if required.
- (m) Provide support to the Medical Officer of Health and the Coroner, as required.
- (n) Determine if volunteers are required and if appeals for volunteers are warranted.
- (o) Determine if additional transport is required for evacuation or transport of persons and/or supplies.
- (p) Ensure that pertinent information regarding the emergency is promptly forwarded to the Media Coordinator and Citizens Inquiry Supervisor, for dissemination to the media and public.
- (q) Determine the need to establish advisory group(s) and/or sub-committees.
- (r) Authorize expenditure of monies required to deal with the emergency.
- (s) Notify the services, agencies or groups under their direction, of the termination of the emergency.
- (t) Maintain a log outlining decisions made and actions taken and submit a summary of the log to the CEMC within one week of the termination of the emergency, as required.

- (u) Determine if a Recovery Committee needs to be established, and if so, determine the chair and composition of that committee, along with its reporting structure.
- (v) Participate in debriefings following the emergency.

6.4 EOCG – Functional Section General Responsibilities

Command Section:

The Chief Administrative Officer shall be the EOC Director and in that capacity shall oversee the activities of the staff in the EOC. The Chief Administrative Officer/EOC Director may add or remove members and assign staff depending on the nature of the emergency.

The Command Section has the overall authority for the control and direction of the emergency response and resources for which they are responsible.

Operations Section:

The Operations Section manages the overall response activities, directs resources and equipment, implements decisions made by the EOCG and collects and shares information between all sections.

The Operations Section provides minute-by-minute support to the emergency response. The operational members are in contact with their staff in the field to ensure they have the information about the emergency, that requests for supplies, equipment, or personnel are processed, and that there is coordination with other involved agencies.

Planning Section:

The Planning Section organizes and directs all aspects of “planning” which includes gathering incident-related data and information on current operations and assigned resources. The Planning Section conducts planning meetings and prepares the Incident Action Plan (approved by the EOC Director) for each operational period. Understanding the current situation assists the section in predicting a probable course of incident events and supports the process of preparing alternative strategies. This section also provides periodic predictions of potential disruptions and impacts of the emergency on the organization.

Logistics Section:

The Logistics Section is primarily responsible for locating and acquiring all the necessary personnel, equipment, and material items identified by the Functional Sections needed to deal with the emergency.

Finance & Administration Section:

The Finance & Administration Section is responsible for the financial management of the operations, keeps the records, and tracks all expenditures, claims, purchases, employee timesheets and service contracts throughout the duration of the emergency and its recovery activities.

6.5 Emergency Operations Control Group – Individual Responsibilities

The **Command Section** comprises the following positions:

- EOC Director
- Risk & Legal
 - Town Solicitor
- Safety
 - Human Resources Advisor (OH&S)
- Liaison - CEMC
- Information - Public Information Officer
- Administrative Support – Clerk

6.5.1 Mayor and Council (Policy Group)

The Mayor, or his/her alternate as Head of Council, is authorized to declare an Emergency in all or in any part of The Town of East Gwillimbury. The Mayor may take any action and issue orders as necessary and which are not contrary to law to implement the Emergency Plan and to protect property and the health, safety and welfare of the inhabitants in the Emergency Area. In exercising these powers, the Head of Council shall be advised by the EOCG.

In addition to these general responsibilities, the Mayor shall be responsible for the following:

- (a) Declaration of an emergency, declaration of all or part of the Town as an emergency area, declaration of an 'evacuation area', etc., as required. Prior to the declaration, the Mayor will consult appropriate authorities to determine whether a Regional or Provincial emergency declaration is forthcoming or already in effect.
- (b) Notify the Ministry of Community Safety and Correction Services and the Office of the Fire Marshal and Emergency Management, the Chair of York Region, the Town Council, neighboring municipal officials (as required) and the public of the declaration of an emergency.

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- (c) Take such action and make such orders as deemed necessary and are not contrary to law to implement the Emergency Plan and to protect property and the health, safety and welfare of the inhabitants of the emergency area.
- (d) Designate all rights, powers and authority of the Mayor, to an alternate or designate, if required.
- (e) Without reference to purchasing procedures and policies of the Municipality, may authorize expenditures until such time that the Town Council can meet (the Chief Administrative Officer and/or Clerk have equivalent authority in the absence of the Mayor).
- (f) Keep the Town Council apprised of the emergency situation.
- (g) Make a formal request to the Regional Municipality of York, the Provincial and/or Federal Government (via the Solicitor General’s Office) for assistance as required.
- (h) Officially declare that the emergency has terminated and notify the Provincial Solicitor General, the Chair of York Region, the Town Council, area Municipal Mayors and the public of the termination. The Premier of Ontario or Town Council can also terminate an emergency.
- (i) In coordination with the Chief Administrative Officer and following consultation with the Emergency Operations Control Group, speak on behalf of the Town regarding media releases and public announcements. The Mayor is the key spokesperson for the Town of East Gwillimbury. He/she should appear at the press conference with technical advisors or experts to assist with answering any technical questions posed by the press.
- (j) Maintain a personal log of all communications and action taken.
- (k) Prepare a post emergency report based on submissions from the Emergency Operations Control Group, support groups and responding agencies.

6.5.2 EOC Director

The Chief Administration Officer as the EOC Director, or his/her designate, will:

- (a) Activate the emergency alerting system, if required.
- (b) Attend at the Emergency Operations Centre, if activated, and act in the capacity of the EOC Director.
- (c) As the EOC Director, coordinate all operations within the Emergency Operations Centre, including the scheduling of regular Operations Cycle meetings.
- (d) Advise the Mayor on policies and procedures as appropriate.

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- (e) Determine what sections are needed, assign Section Chiefs as appropriate and ensure they are staffing their sections as required.
 - Operations Section Chief
 - Planning Section Chief
 - Logistics Section Chief
 - Finance & Administration Section Chief

- (f) Determine which Command staff positions are required and ensure they are filled as soon as possible
 - Risk & Legal
 - Safety Officer
 - Liaison Officer
 - Information
 - Administrative Support

- (g) Establish initial priorities for the EOCG based on current status and information from site commander.

- (h) Authorize all expenditures deemed appropriate.

- (i) Formally request assistance from neighboring Municipal Governments and/or the Regional Municipality of York, as required.

- (j) Ensures that the Public Information Officer has been assigned to establish a communications link with the site media spokesperson (see Part 7 - Emergency Public Information).

- (k) Approve, in conjunction with the Mayor, all announcements and media releases prepared by the Public Information Officer, in consultation with the Emergency Operations Control Group.

- (l) Ensure a communications link is established between the Emergency Operations Control Group and the Site Command Post.

- (m) Call out additional Town staff to provide assistance, as required.

- (n) Maintain a regular *Operations Cycle* for the sharing of information, identifying emerging issues and problems to be resolved and approving the Incident Action Plan for the next operating period.

- (o) Maintain a personal log of all communications and actions taken.

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In addition, the Town of East Gwillimbury GMs or their alternates will support the EOC Director with the following:

- (a) Advise the EOC Director and Mayor on policies and procedures as appropriate.
- (b) Ensuring the functional sections are established, the Section Chiefs assigned, and ensuring the sections are staffed as required.
 - a. Operations Section Chief and additional members
 - b. Planning Section Chief and additional members
 - c. Logistics Section Chief and additional members
 - d. Finance & Administration Section Chief and additional members
- (c) Providing relief to the Command Team and Functional Section members as required.
- (d) Maintain a personal log of all communications and actions taken.

Note: The EOC Director will assess the need for the following assignments and implement as required:

6.5.3 Risk Management

A Risk Manager ensures that good risk management practices are applied throughout the response organization and that every function contributes to the management of risk; protects the interests of all EOC participants, agencies, and organizations by ensuring due diligence in information collection, decision-making, and implementation. Monitors situations for risk exposures and ascertains probabilities and potential consequences of future events.

6.5.4 Legal Services

The Town Solicitor or his/her designate, will be responsible for the following services:

- (a) Provide advice to the EOCG on matters of a legal nature, as they may apply to the actions of the Town in its response to the Emergency, as requested.
- (b) Work with and provide advice to Risk Management.
- (c) Liaise with representatives from Emergency Management Ontario and provide advice to the Mayor and the EOCG with respect to interpretation of legislation governing the control of response to an Emergency, by the EOCG.

6.5.5 Safety

If required, a Human Resources Advisor or his/her designate, will be assigned the role of Safety Officer and will provide advice on safety issues. Safety has the authority to halt or modify any and all unsafe operations within or outside the scope of the EOC Action Plan, notifying the EOC Director of actions taken. It is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.

6.5.6 Liaison

The Liaison Officer is responsible for assisting and advising the EOC Director.

The Community Emergency Management Coordinator or his/her designate, will:

- (a) Function as point of contact for, and interaction with, representatives from other agencies arriving in the EOC, and any organizations not represented in the EOC.
- (b) Assist and serve as an advisor to the EOC Director and EOCG as needed, providing information and guidance related to the external functions of the EOC.
- (c) Provide general advice and guidance to external agencies and EOC staff as required.

6.5.7 Emergency Public Information

Public Information Officer

Communications or his/her designate, will act as the Public Information Officer and report directly to the EOC Director and is responsible for:

- (a) Upon arrival at the EOC, reporting to the EOC Director to be briefed on the emergency situation and activating the Crisis Communication Plan as required.
- (b) Establishing a communications link with the Site Media Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s), i.e. provincial, federal, private industry, etc., involved in the incident and will ensure that all information released to the media and public is consistent and accurate.
- (c) Ensuring that the media centre is set up and staffed. The location of the media centre will be determined at the time of the emergency.
- (d) Liaison with the Emergency Operations Control Group to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
- (e) Ensuring that the following are advised of the telephone number of the media centre:
 - Media
 - Emergency Operations Control Group
 - Site Media Spokesperson
 - Police Public Relations Officer
 - Neighboring Municipalities
 - Citizen Inquiry Supervisor
 - Any other appropriate persons, agencies or businesses
- (f) 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.

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- (g) Ensuring that the media releases are approved by the EOC Director prior to dissemination and distributing of hard copies of the media releases to the Public Information Centre, the EOC, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
- (h) Monitoring news coverage and correcting any erroneous information.
- (i) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

Citizen Inquiry Supervisor (If Required)

Customer Services will be the Citizen Inquiry Supervisor or his/her designate, and is responsible for:

- (a) Establishing a Citizen Inquiry Service including the appointment of personnel and designation of telephone lines.
- (b) Informing the Public Information Officer of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- (c) Informing the effected emergency services and the Emergency Operations Control Group of the establishment of the Citizen Inquiry Service and telephone numbers.
- (d) Liaison with the Public Information Officer to obtain current information on the emergency.
- (e) Responding to and redirecting inquiries and reports from the public based upon information from the Public Information Officer.
- (f) 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) Redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone numbers.
- (h) Procuring staff to assist, as required.

6.5.8 Administrative Support

The Town Clerk or his/her designate, will be responsible for Administrative Support and will:

- (a) Maintain the Emergency Events Log.
- (b) Collect, organize and file all completed event or disaster related forms, including: all EOC Position Logs, Status Reports, EOC Action Plans and any other related information, just prior to the end of each operational period.
- (c) Provide document reproduction services to EOC staff.
- (d) Distribute the EOC Status Reports, EOC Action Plan, and other documents, as requested.
- (e) Maintain a permanent archive of all Status Reports and EOC Action Plans associated with the event or disaster.
- (f) Assist with preparation and distribution of the EOC After Action Report.

The **OPERATIONS SECTION** comprises the following positions:

- GM CIES
- ES (Fire Chief or alternate)
- Manager Water & Wastewater, or alternate
- Chief, York Region Police or alternate
- General Manager, York Region EMS or alternate
- York Region Medical Officer of Health or alternate
- York Region Emergency Social Services or alternate
- York Region Transit, Manager of Operations or alternate
- External Utilities (as required)
- External Agencies (as required)

6.5.9 General Manager, Community Infrastructure & Environmental Services ("CIES")

The GM CIES or his/her designate will:

As assigned by the EOC Director, act as the **Operations Section Chief** and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Ensure the Operations Section is adequately staffed.
- (b) Brief the section on the status of events.
- (c) Develop the initial action plan.
- (d) Liaise with the other sections.
- (e) Prepare status reports as required.
- (f) Brief the EOC Director as required.
- (g) Represent the Operations Section during the Operations Cycle meeting.

6.5.10 Fire Chief/General Manager, Emergency Services (“ES”)

ES / Fire Chief, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) On being informed or discovering that an emergency has occurred or is likely to occur in the Municipality, shall notify the Chief Administrative Officer, or his/her alternate. If requested to do so by the Chief Administrative, or his/her alternate, shall instruct Emergency Services (ES) staff to notify the Emergency Operations Control Group.
- (b) Attend at the Emergency Operations Centre, if activated, and coordinate the response of ES.
- (c) Liaise with other departments/agencies responding to the emergency.
- (d) Provide the Emergency Operations Control Group with advice on firefighting, rescue and emergency matters.
- (e) Establish an on-going link with the Emergency Services On-scene Commander.
- (f) Inform the York Region Fire Coordinator, or alternate, and initiate mutual aid arrangements for the provision of additional manpower and equipment if needed.
- (g) Determine if additional special equipment is needed and initiate its response.
- (h) Provide assistance to other municipal departments and agencies being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g. rescue, first aid, casualty collection, evacuation, etc.
- (i) Provide an Agency On-scene Commander and/or Emergency Site Manager if required.
- (j) Order all off duty personnel to be called to duty or to standby, if required.
- (k) Maintain a personal log of all communications and action taken.

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6.5.11 Manager Water & Wastewater

The Manager of Water & Wastewater, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Operations Department.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the Operations Department Emergency Plan and Notification System, as required.
- (d) Provide the Emergency Operations Control Group with information on public works and engineering matters.
- (e) Provide and repair water, sewer and road services in consultation with officials of the area municipalities, the Region of York and of the Province of Ontario, where required.
- (f) Provide equipment for emergency pumping operations.
- (g) Liaise with the Fire Chief concerning emergency water supplies for firefighting purposes.
- (h) Request that the York Region Transportation and Works Spill Control Contingency Plan is implemented, as required, to ensure that all hazardous or environmentally significant spills are contained and cleaned up, and all residues safely disposed.
- (i) Arrange for the provision of emergency supplies of potable water and emergency sanitary facilities, in consultation with the York Region Commissioner of Health Services Department and Medical Officer of Health.
- (j) Liaise with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions.
- (k) Provide Operations vehicles and equipment as required by other emergency services.
- (l) Maintain liaison with flood control conservation authorities, the Ministry of Natural Resources and environmental agencies.
- (m) Providing an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (n) Maintain a personal log of all communications and action taken.

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6.5.12 Chief, York Region Police

The York Regional Police Chief, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Police Force.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the York Regional Police Emergency Incident Management Plan and Notification System, if required.
- (d) Establish an on-going communications link with the Police On-scene Commander.
- (e) Provide Police Services where required.
- (f) Notify the Coroner of fatalities.
- (g) Liaise with other police agencies as required.
- (h) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (i) Request the assistance of the York Region EMCOMM in providing emergency and backup telecommunications links between the Emergency Operations Centre and any other locations, as required.
- (j) Maintain a personal log of all communications and actions taken.

6.5.13 General Manager, York Region Paramedic and Senior Services

The General Manager of the York Region Paramedic and Senior Services, or his/her designate, will:

As assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the York Region Paramedic Services.
- (b) Activate the Emergency Medical Services Contingency Plan, Notification System, and liaise with the Health Services Department Emergency Operations Centre, if required.

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- (c) Liaise with the Ontario Ministry of Health, the York Region Health Services Department and allied Emergency Medical Services agencies, as required.
- (d) Recommend specific responses to conditions that could affect the Emergency Medical Services interaction.
- (e) Liaise with the partner Paramedic and Senior Services agencies on areas of mutual concern which may include:
 - Triage
 - Stabilization of patients
 - Transport to hospitals
 - Any other issues needed in pre-hospital care
- (f) Liaise with St. John Ambulance and other voluntary and private agencies capable of patient transfer and care.
- (g) Liaise with other agencies as required to augment and coordinate Emergency Medical Services resources.
- (h) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (i) Maintain a personal log of all communications and actions taken.

6.5.14 York Region Medical Officer of Health

The Commissioner of Community and Health Services and/or Medical Officer of Health, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Will attend at the Emergency Operations Centre, if required, and coordinate the response of the Health Services Department and liaise with other departments/agencies responding to the emergency.
- (b) Activate the Health Services Department Emergency Plan, Notification System, and Health Services Emergency Operations Centre, if required.

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- (c) Liaise with the Ontario Ministry of Health and Long Term Care - Public Health Branch.
- (d) Recommend specific response to conditions that could affect the health of the community.
- (e) Liaise with the Commissioner of Community & Health Services Department on areas of mutual concern regarding health services in evacuee areas that include:
 - Food and water safety;
 - General safety and sanitation;
 - Disease control;
 - Accommodation standards; and
 - Health assessment needs and post traumatic stress management.
- (f) Liaise with agencies as required to augment and coordinate public health resources.
- (g) Provide instructions on health related matters to the public through the Public Information Officer.
- (h) Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- (i) Coordinate efforts to prevent and control the spread of disease during an emergency.
- (j) Notify the appropriate agencies regarding the need for potable water supplies and sanitation facilities.
- (k) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (l) Maintain a personal log of all communications and actions taken.

6.5.15 York Region Emergency Social Services

The Commissioner of Community & Health Services, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if required, and coordinate the response of the Emergency Social Services Department and associated agencies.

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- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the Emergency Social Services Department Emergency Plan, Notification System, and Emergency Social Services Department EOC, as required.
- (d) Open and operate temporary and/or long-term Evacuation Centres (with the assistance of the Canadian Red Cross Society and the GM CPRC), and ensure they are adequately staffed.
- (e) Ensure the well-being of inhabitants who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services - including financial aid, counseling and support, material assistance and the temporary care of dependent adults and unaccompanied children.
- (f) Liaise with the Emergency Operations Control Group with respect to the designation of Evacuation Centres which can be opened at short notice.
- (g) Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in Evacuation Centres which include:
 - Food and water safety;
 - General safety and sanitation;
 - Air monitoring;
 - Disease control;
 - Accommodation standards;
 - Counseling of victims; and
 - Ensuring that continuing home care as required is provided for those victims who are relocated to other areas and not the hospital.
- (h) Ensure that a representative of the York Region Board of Education and/or Community Hall representatives are notified when a facility is required as an evacuee reception centre and that staff and volunteers utilizing the facility take direction from the aforementioned representative with respect to its maintenance, use and operation.
- (i) Liaise with the Agency On-Scene Commanders of the social service agencies and provide the EOCG and the Chair with advice on social service related matters.
- (j) Provide an Agency On-Scene Commander from Emergency Social Services Department.
- (k) Determine the location of Evacuation Centres in coordination with CPRC and York Regional Police.
- (l) Notify the Executive Director of the Canadian Red Cross Society of the location of designated Evacuation Centres/Reception Centres.

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- (m) Liaise with the York Region Transit and the York Region Emergency Medical Services for the provision of transportation to Evacuation Centres/Reception Centres.
- (n) Activate the Call Centre.
- (o) Liaise with Public Information Officer on matters of public information directives, requests for resources, etc., and update the Call Centre.
- (p) Maintain a personal log of all communications and actions taken.

6.5.16 York Region Transit, Manager of Operations

The Manager of Operations for York Region Transit, or his/her designate, will:

If assigned by the EOC Director, act as the Operations Section Chief and ensure the operations function is carried out including coordination of response for all operational functions assigned to the EOC.

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of York Region Transit.
- (b) Activate the York Region Transit Emergency Plan and Notification System, as required.
- (c) Coordinate the provision of transportation when requested by other departments or the Emergency Site Manager.
- (d) Establish effective control over all public transportation.
- (e) Provide qualified personnel to operate the vehicles.
- (f) Reroute public transit if necessary.
- (g) Provide transportation for evacuees and special care persons.
- (h) Provide lists of vehicles and fuel resources.
- (i) Act as liaison with local transportation companies, taxi firms etc.
- (j) Maintain a personal log of all communications and actions taken.

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The **PLANNING SECTION** comprises the following positions:

- GM, Development Services
- Chief Building Official (CBO)
- GIS

6.5.17 General Manager, Development Services

The GM, Development Services, or his/her designate as the **Planning Section Chief**, will:

As assigned by the EOC Director, act as the Planning Section Chief and ensure the planning function is carried out.

- (a) Ensures that the following responsibilities of the Planning Section are addressed as required:
 - Collect, analyze, and display situation information.
 - Prepare periodic Status Reports.
 - Prepare and distribute EOC Action Plan and facilitate Action Planning process.
 - Track Resources.
 - Conduct Advance Planning activities and report.
 - Document and maintain files on all EOC activities.
 - Provide technical support services to the various EOC sections and branches.
- (b) Establishes the appropriate level of organization for the Planning Section.
- (c) Exercises overall responsibility for the coordination of activities within the section.
- (f) Keeps the EOC Director informed of significant issues affecting the Planning Section.
- (e) In coordination with the EOCG, ensures that Status Reports are completed and utilized as a basis for EOC Action Plans.
- (f) Provide staff to assist the Public Information Officer.

6.5.18 Chief Building Official (“CBO”)

The Chief Building Official or his/her designate as part of the Planning Section, will:

Be assigned by the EOC Director, act as the Planning Section Chief and ensure the planning function is carried out by:

- (a) Providing information to the EOCG pertaining to building conditions and enforcement issues;
- (b) Providing of engineering services/resources, mapping, plans and property information to assist in controlling the emergency;
- (c) Liaising with Operations on areas of mutual concern;
- (d) When required, assist the Emergency Site Manager as appointed by the Emergency Operations Control Group in fulfilling their responsibilities; and,
- (e) Providing inspection services to identify buildings damaged or uninhabitable.

6.5.19 Information Technology

Information Technology or his/her designate as part of the Logistics Section, will:

- (a) Ensuring administrative support services, i.e. telephone, word processing and access to the various data bases) are maintained and available during an emergency.
- (b) Providing and supporting all information and telecommunications requirements of the Town of East Gwillimbury including:
 - 1. Computer servers
 - 2. Local area network infrastructure
 - 3. Wide area network infrastructure
 - 4. Desktop computers & office automation software
 - 5. Telephones
 - 6. Telephone exchanges, and
 - 7. Corporate software applications.
- (c) Liaise with EOCG representatives and advise senior and user management on S&I efforts.
- (d) Anticipate Emergency Operations Centre GIS requirements.
- (e) Plan for provision of projected data.
- (f) Plan for provision of ad-hoc maps.
- (g) Provide information and support to the EOCG as requested.

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- (h) Prepare for anticipated network, voice, data and wireless service to locations.
- (i) Participate in Emergency Recovery Plan (Appendix F).
- (j) Coordinate with vendors and suppliers in providing, restoring, repairing or replacing salvageable hardware and equipment as required.

6.5.20 GIS

GIS or his/her designate, as part of the Planning Section will:

- (a) Provide and set-up GIS technology in the EOC.
- (b) Using the EOC resources, computers and LCD projectors to display relevant information.
- (c) Providing GIS/Mapping information to the EOCG pertaining to the emergency.
- (d) Create and maintain maps that were used during the emergency so that they could be used in a review of the event or response to it.
- (e) Providing an overview of the various data layers that are available to assist with emergency information, support queries, analysis and decision-making.
- (f) Assist the EOCG as required.

The **LOGISTICS SECTION** comprises the following positions:

- GM, CPRC
- Facilities
- Human Resources
- By-Laws

6.5.21 General Manager, Community Parks, Recreation and Culture (“CPRC”)

The GM, CPRC as the **Logistics Section Chief** will be responsible for the following duties:

- (a) Ensure the Logistics Section is adequately staffed.
- (b) Brief the section on the status of events.
- (c) Develop the Section’s action plan.
- (d) Liaise with the other sections.
- (e) Prepare status reports as required.
- (f) Brief the EOC Director as required.
- (g) Represent the Logistics Section during the Operations Cycle meeting.
- (h) Ensure the Logistics function is carried out in support of the EOC. This function includes providing telecommunication services and information technology, locating or acquiring equipment, supplies, personnel, facilities, and transportation as well as arranging for food, lodging, and other support services as required for the EOC, Call Centre and providing emergency site requirements.
- (i) Ensure that appropriate security measures have been established to allow for only authorized access to the EOC facility and documentation.

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- (j) Ensure section objectives as stated in the EOC Action Plan are accomplished within the operational period or within the estimated time frame.
- (k) Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.

6.5.22 Facility Assets

The Manager of Facility Assets or his/her designate, as part of Logistics will be responsible for the following duties:

- (a) Working in conjunction with the York Region Commissioner of Community & Health Services to coordinate the use of municipal facilities.
- (b) Activate the Emergency Plan and Notification System, as required.
- (c) Mobilize equipment and open buildings as required.
- (d) Open and operate temporary and/or long-term Evacuation Centres (see Appendix “B”) with the assistance of the Canadian Red Cross Society and the York Region Commissioner of Community & Health Services Department, and ensure they are adequately staffed.
- (e) Coordinate the allocation of new arrivals to the shelters.
- (f) Act as liaison to coordinate emergency feeding, sleeping, clothing, registration and inquiry, personal services and future lodging needs for shelter occupants.
- (g) Act as liaison with the representative from York Region Transit to coordinate the requirements for transportation of shelter occupants.
- (h) Act as liaison with Police to coordinate security for shelters and occupants personal possessions.
- (i) Provide status information for dissemination by the Public Information Officer.
- (j) Coordinate the cleaning and maintenance of all shelters.
- (k) Maintain a personal log of all communications and actions taken.

6.5.23 Human Resources

The Director, Human Resources or his/her designate, as part of Logistics will be responsible for the following duties:

- (a) Activating and terminating the Human Resources Plan as required.
- (b) Providing advice on significant human resources related matters, including, but not limited to, recruitment, labour relations and health and safety.
- (c) Coordinating and processing requests for Community Volunteers and Re-deployed Town of East Gwillimbury staff, under the direction of the Logistics Section Chief.
- (d) Directing appeals and offers for Community Volunteers to the HR Management Team, in conjunction with Public Information Officer and under the direction of the Logistics Section Chief.
- (e) In conjunction with EOCG, identifying the location of the volunteer registration centre.
- (f) In conjunction with the EOCG, ensure the appointment of a Volunteer Supervisor.
- (g) Ensuring records of human resources that may involve financial liability and workplace safety and insurance information are completed.

- (h) Ensuring identification cards are issued to Community Volunteers and Town employees, where practical and necessary.
- (i) Arranging for the transportation of re-deployed Town staff and Community Volunteers, through York Region Transit.
- (j) Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, agencies, public and private organizations, and volunteer groups.
- (k) Arranging for critical incident stress counseling for staff and Community Volunteers, as required.

6.5.24 By-laws

By-laws or his/her designate as part of Logistics, will:

- (a) Opening and maintaining the Town's Administration Building and arranging for the opening and maintenance of any other Town owned facility(s), as required.
- (b) Setting-up the EOC rooms according to the EOC Operating Procedure.
- (c) Providing security for the EOC or arranging for security at any other Town owned facility(s), as required.
- (d) Coordinating the maintenance and operation of feeding, sleeping and meeting areas at the EOC, as required.
- (e) Liaising with Purchasing for food and supplies, as required.
- (f) Procuring staff to assist, as required.
- (g) In the event of the use of the EOC by another Local Municipality, act as a point of contact with a designated member of municipal staff on issues relating to the EOC space and facilities.

The **FINANCE/ADMINISTRATION SECTION** comprises the following positions:

- General Manager, Corporate Services
- Deputy Treasurer
- Purchasing

6.5.25 General Manager, Corporate Services

The GM, Corporate Services or his/her designate as the **Finance/Administration Section Chief**, will be responsible for the following:

- (a) Ensure the Finance/Administration Section is adequately staffed.
- (b) Brief the section on the status of events.
- (c) Develop the Section's initial action plan.
- (d) Liaise with the other sections.
- (e) Prepare status reports as required.

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- (f) Brief the EOC Director as required.
- (g) Represent the Finance/Administration Section during the Operations Cycle meeting.

6.5.26 Deputy Treasurer

The Deputy Treasurer or his/her designate will be responsible for the following:

- (a) In consultation with the EOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy.
- (b) Ensure that financial records are maintained for claim purposes.
- (c) Ensure there is a continuum of payroll process for all employees.
- (d) Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during an Emergency.
- (e) Liaise, if necessary, with the Treasurer(s) and purchasing agents of the neighboring and Local Municipalities and the Region
- (f) Ensure all requirements under the Ontario Disaster Relief Assistance Program are met by the Town and submitted to the Minister of Municipal affairs and Housing within 14 days of the disaster.

6.5.27 Purchasing

Purchasing or his/her designate as part of the Finance/Administration Section, will:

- (a) Activate the Purchasing Department Emergency Plan as required.
- (b) Provide information and advice on matters as they relate to the emergency.
- (c) Ensure that records of expenses are maintained for future claim purposes.
- (d) Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during the emergency.
- (e) Provide and secure equipment and supplies not owned by the Town of East Gwillimbury.
- (f) Liaise with purchasing agents of the neighboring municipalities, if necessary.
- (g) Maintain and update a list of vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment.
- (h) Maintain a personal log of all communications and actions taken.

6.6 SUPPORTING AND OTHER AGENCIES

In the event that other agencies are needed to assist during an emergency, each such agency will be contacted through the Emergency Notification System upon the request of the Emergency Operations Control Group.

The representative or his/her alternate will be requested to report to the Emergency Operations Centre and become a member of the Emergency Operations Control Group.

Some of the agencies that may be required to assist during an emergency have their own "Emergency Plans" and may feel it advisable to put their own emergency plan into effect. Should they feel that implementation of their plan is necessary, they will advise the other members of the Emergency Operations Control Group who shall assist in implementation, if necessary.

6.6.1 Bell Canada

Bell provides telephone and telecommunication services throughout the Town of East Gwillimbury through a network of above and below ground cables. During an emergency, Bell Canada's response will be coordinated through the York Region Police Information Services - Communications Branch.

Bell Canada Area Manager

The Area Manager for Bell Canada, or his/her designate, will:

- (a) If requested, join the Emergency Operations Control Group and provide expertise to the EOCG and coordinate the response of Bell resources. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate the Bell Canada Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with Emergency Operations Control Group and Public Information Officer in the development of media information relating to telephone service interruption and restoration of services, etc.
- (d) Expedite the installation of emergency telephone lines, services, etc. to Site Command Posts, the Emergency Operation Centre and Evacuation Centres, if required.

Bell Canada general description of responsibilities:

- If possible, maintain telephone and telecommunications in stricken areas.
- Respond, as required, to restore service.
- Assist emergency response agencies in establishing telecommunications at Emergency Operations Centres, Command Posts, Media Centres, Evacuation Centres, etc.
- Ensure internal communications systems are operational, if owned/leased from Bell Canada.
- Work in conjunction with the Town of East Gwillimbury personnel in restoration procedures.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

6.6.2 Enbridge Gas

Enbridge Gas provides natural gas for heating and industrial use in the Town of East Gwillimbury through a network of underground pipes. During an emergency, the Enbridge Gas response will be coordinated through the Operations Section Chief.

Enbridge Gas - Operations Manager

The Operations Manager for Enbridge Gas, or his/her designate, will:

- (a) If requested, join the Emergency Operations Control Group and provide expertise to the GM CIES and coordinate the response of Enbridge Gas resources. Also liaise with other departments and agencies responding to the emergency.
- (b) Activate the Enbridge Gas Emergency Plan and Notification System if necessary.
- (c) Liaise closely with Emergency Operations Control Group and Public Information Officer in the development of media information relating to gas service interruption and restoration of services, etc.
- (d) If requested, attend at the Site Command Post (if activated), and provide natural gas related expertise.

Enbridge Consumers Gas general description of responsibilities:

- Maintain natural gas service, if possible, in stricken areas.
- Stop the flow of escaping gas.
- Conduct tests for gas indications, vent and render inactive, as required.
- Respond as required to restore service.
- Ensure internal communications systems are operational.
- Work in conjunction with the Town of East Gwillimbury personnel in restoration and emergency response procedures.

- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

6.6.3 Alectra / Hydro One

Alectra / Hydro One provides electrical energy to the inhabitants of the Town of East Gwillimbury through a complex grid system. Certain types of emergencies, such as adverse weather (storms, tornadoes, etc.) may have a serious impact on service. During an emergency Alectra / Hydro One response will be coordinated through the Operations Section Chief.

Alectra will:

- (a) If requested, join the Emergency Operations Control Group and provide expertise to the GM CIES and coordinate the response of Alectra resources. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate the Alectra Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with the Emergency Operations Control Group and Public Information Officer in the development of media information relating to power interruption and restoration of services, etc.

Alectra’s general description of responsibilities:

- Maintain electrical power to stricken areas, if possible.
- Respond, as required, to restore power.
- Ensure internal communications systems are operational.
- Work in conjunction with the Town of East Gwillimbury personnel in restoration procedures.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

6.6.4 School Boards

The York Region District School Board and the York Catholic District School Board are responsible for the operation of elementary and secondary schools within the Town of East Gwillimbury. Dependent upon the nature of the emergency, it may be necessary to evacuate schools and occupants and/or utilize school facilities as Evacuation Centres.

Senior Representative

A Senior Representative of the York Region District School Board and/or the York Catholic District School Board will:

- (a) If requested, join the Emergency Operations Control Group and coordinate the response of the School Board. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate School Board Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with Emergency Operations Control Group and Public Information Officer in the development of media information, evacuation instructions, etc.
- (d) Coordinate the use of contracted school buses, vehicles and personnel, as required.
- (e) In cooperation with the York Region Emergency Social Services Department, recommend and activate school facilities for use as Evacuation Centres.
- (f) If requested, attend at the Site Command Post and/or school facilities designated as Reception Centres (if activated), and coordinate the response of School Board personnel when involved in an Emergency response.

The School Boards general description of responsibilities:

- Will activate Board plans for the protection and maintenance of students within the buildings for the duration of the emergency, if evacuation is not required.
- Arrange for the transportation of students in the event of evacuation.
- Ensure internal communications systems are operational.
- Assist the York Region Emergency Social Services Department and the Red Cross with the use of schools as temporary evacuation centres, if required.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

6.6.5 Canadian Red Cross Society

The Red Cross will provide assistance to the Emergency Social Services Department during any evacuation. One of its main functions will be the establishment of a Registration and Inquiry service to provide information to the public regarding locations of Evacuation Centres and names of registered evacuees.

6.6.6 York Region EMCOMM (Emergency Communication)

York Region EMCOMM is part of the broader Amateur Radio Emergency Service which is made of volunteers licensed under Industry Canada. The York Region EMCOMM (Emergency Communication) will provide emergency radio communications at locations designated by the EOCG.

6.6.7 Toronto and/or South Lake Simcoe Region Conservation Authorities

Should a flood emergency situation develop in the Town of East Gwillimbury, not only must the Solicitor General be notified by the Mayor or alternate upon declaration of the emergency but the Ministry of Natural Resources must also be notified.

Request provincial assistance from the Ministry of Natural Resources by following the procedures outlined below:

- (a) The Head-of-Council contacts the local flood response coordinator. The local coordinator is the District Manager of the Ministry of Natural Resources for the area;*
- (b) If the coordinator of the affected area cannot be contacted, the request for assistance should be routed through the alternate Conservation Authority.*
- (c) Should you be unable to contact someone in authority, then request for assistance should be made through the Provincial Flood Emergency Coordinator (available on a 24-hour/365-day basis) through the Provincial EOC.*

6.6.8 York Region Critical Incident Stress Team

Critical Incident Stress counseling is available to Town staff during and following emergencies and major incidents. The CIS Team is a trained team of individuals available for stress debriefing during and/or after emergencies and major incidents. A request for the Regional CIS Team can be made through the dispatch centre.

The Provincial Critical Incident Stress Management (CISM) Program is coordinated through the Ministry of the Solicitor General and Correctional Services, Emergency Measures Ontario. For information on the Provincial CISM Program or to contact the Provincial CISM Team, contact Emergency Management Ontario.

6.6.9 Emergency Management Ontario

Once an Emergency has been declared by the Head of Council, Emergency Management Ontario will deploy a liaison team to the Emergency Operations Centre.

6.6.10 Provincial Ministries

Pursuant to subsection 6(1) of the Emergency Management & Civil Protection Act R.S.O. 1990, c. E.9, Ministers are assigned responsibility to formulate emergency plans for their ministry or branch of government, as the case may be, which will govern the provision of necessary services during an emergency and procedures under which and the manner in which Crown employees and other persons will respond to the emergency.

Emergency Management Ontario provides assistance in formulating and implementing emergency plans and coordinates provincial response and staff in emergency operations.

PART 7 EMERGENCY SITE MANAGER / INCIDENT COMMAND

7.1 EMERGENCY SITE MANAGEMENT TEAM

The Emergency Site Management Team is composed of persons holding the following positions:

- Emergency Site Manager / Incident Commander
- Agency On-Scene Commanders
- Site Media Spokesperson (See Part 8 - Media and Public Information)

Overall coordination at the emergency site will be under the control of the Emergency Site Manager, appointed by the EOCG. For most emergencies and/or until specified otherwise by the EOCG, the Emergency Site Manager will be the ranking on-scene member of the first responding emergency service with primary jurisdiction.

The EOCG in coordination with the Emergency Site Manager will define an Emergency area. Inner and outer perimeter zones will be determined by the Emergency Site Manager and established by York Regional Police.

All emergency site operations of appropriate agencies in response to an emergency will be performed within existing respective internal chains of command structures. Each department or agency may appoint an Agency On-Scene Commander. The ranking on-scene official for each agency reporting to the emergency will normally assume the role of Agency On-Scene Commander. Senior departmental officials may be sent to the emergency site, as required, to take over as the Agency On-Scene Commanders.

Each agency will have one Agency On-Scene Commander at each emergency site who is responsible for managing the agency's response operations, in consultation and coordination with the Emergency Site Manager, to facilitate an effective overall response to the Emergency.

Command posts will be established at each emergency site by the senior officers from each agency represented at the scene, immediately upon arriving at the emergency. The Emergency Site Manager will also establish a Command Post. All inter-agency communications will be channeled through the Emergency Site Manager's Command Post and direct on-line communication (radio or telephone) will be established with the EOC.

7.2 EMERGENCY SITE MANAGER / INCIDENT COMMAND

The Emergency Site Manager / Incident Command, appointed by the Emergency Operations Control Group will:

- (a) Organize and coordinate the on-scene response at the emergency site(s) with the various Agency On-Scene Commanders.
- (b) Assess the situation under existing and potential conditions by consulting with Agency On-Scene Commanders at the scene as well as outside expertise as required.
- (c) Prior to the declaration of an emergency by the Mayor and activation of the Emergency Operations Control Group, authorize the activation of all or parts of the Town of East Gwillimbury Emergency Plan and the Emergency Notification Procedure, if deemed necessary.
- (d) Coordinate with the Emergency Operations Control Group and Agency On-Scene Commanders to ensure that the necessary equipment, supplies, manpower and expertise are available on-scene.
- (e) Liaise with the Chief Administrative Officer at the Emergency Operations Centre to regularly inform him/her of the on-scene situation and provide him/her with detailed reports which will enable the Emergency Operations Control Group to make informed decisions. The Emergency Site Manager will assist in any manner in the decision-making process, as required.
- (f) Hold periodic briefings with individual and collective Agency On-Scene Commanders as to agency response status.
- (g) Activate or coordinate with agencies, a limited evacuation of the immediate area if warranted by conditions.
- (h) Consider response alternatives and determine appropriate response actions (i.e. evacuation, containment, etc.). Confer with the Control Group, Agency On-Scene Commanders and additional expertise as required, in the event that a large scale evacuation is deemed to be necessary.
- (i) Assess the potential number of evacuees affected by the emergency and advise the Emergency Operations Control Group.
- (j) Establish an on-site Command Post at an appropriate distance from the emergency area where a suitable vantage point can be obtained. Assemble the various Agency On-Scene Commanders at the Command Post to coordinate on-site decision-making and activities. Ensure adequate inter-agency communications capability is established from the Command Post.

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- (k) Brief agency representatives as they become involved with the on-site situation.
- (l) Obtain as much information as possible from those involved in the emergency (i.e. truck driver, train conductor, plant manager) concerning the identity of material(s) and hazardous properties, cause, etc. and consult with experts as required to gain a complete picture of the situation and aid in evaluation.
- (m) Develop a scene organization plan/layout with the assistance of police and fire department, establish an inner perimeter where only response personnel directly involved in controlling the emergency are allowed, and an outer perimeter where the staging area is established and good ingress and egress is maintained.
- (n) Initiate, if necessary, the appointment of a Site Media Spokesperson and periodically brief the Site Media Spokesperson of the emergency status and discuss what information will be distributed to the public and media.
- (o) Request logistical support services from the Emergency Operations Control Group, as required, for the emergency personnel at the scene.
- (p) Ensure the overall safety of the emergency site, in particular that strict safety precautions are adhered to with respect to wearing protective clothing and equipment. Assign a Safety Officer if appropriate and contact Federal or Provincial Labour Ministry officials for assistance as required.
- (q) Develop and approve a demobilization plan following the official termination of the emergency by the Mayor, if required. (i.e. demobilization of staging areas).
- (r) Maintain logs and prepare post emergency standard agency reports.
- (s) Participate in the Emergency Plan review following a major emergency.

7.3 AGENCY ON-SCENE COMMANDER

The On-Scene Commander for each agency at the emergency scene will:

- (a) Notify the agency dispatch to mobilize appropriate resources.
- (b) Implement his/her agency responsibilities with respect to the plan in coordination with the EOCG and the Emergency Site Manager.
- (c) Coordinate with other agencies via the Emergency Site Manager. Inform him/her of all pertinent actions.
- (d) Evaluate the situation, planning a methodology or strategy and developing an organizational structure. Modify the strategy as required.

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- (e) Take measures to secure additional resources (manpower, equipment, supplies) as required.
- (f) Monitor and review work progress of agency teams. Modify or reassign assignments as required.
- (g) Coordinate agency manpower and equipment, and assign teams or task forces, as required, to perform specific assignments.
- (h) Ensure all agency personnel report to his/her staging officer upon arrival at site.
- (i) Maintain an inventory of supplies and equipment and keep records of what is used, how much is used and the supply level i.e. use lists, charts, check-in/check-out procedures and record the services provided, repair, fuel costs and other costs in the event that costs incurred can be transferred to those responsible for the emergency.
- (j) Resolve any logistical problems.
- (k) Report to the appropriate Agency Chief/Director when the plan is modified, when additional resources are needed, when surplus resources are available, when hazardous situations or significant events occur and continually brief the Emergency Site Manager and Emergency Operations Control Group of the situation and status of resources.
- (l) Demobilize resources at the termination of the emergency, ensuring an orderly, safe and cost effective movement of personnel and equipment.
- (m) Complete standard agency reports.
- (n) Maintain logs and prepare post emergency standard agency reports.

PART 8 EMERGENCY PUBLIC INFORMATION

8.1 OVERVIEW

Upon implementation of the Emergency Plan, it will be essential to co-ordinate a professional, timely and accurate release of information to the 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) The Emergency Operations Centre **Public Information Officer**, Communications or his/her designate and report directly to the EOC Director (Chief Administrative Officer).
- (b) The **Site Media Spokesperson** will be appointed by the Emergency Site Manager.
- (c) The **Citizen Inquiry Supervisor** will be Customer Service staff or his/her designate.

Depending on the scope of the emergency, there will likely be a need to establish two media information centres - one near the scene (the Site Media Information Centre), and the other near the Emergency Operations Centre (EOC Media Information Centre). In some cases, however, a joint media information centre may be desirable. The Citizen Inquiry Service work area should also be located at or near the EOC Media Information Centre.

8.2 PUBLIC INFORMATION OFFICER

The Public Information Officer is responsible for:

- (a) Upon arrival at the EOC, reporting to the Chief Administrative Officer to be briefed on the emergency situation and activating the Crisis Communication Plan as required.
- (b) Establishing a communications link with the Site Media Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s), i.e. provincial, federal, private industry, etc., involved in the incident and will ensure that all information released to the media and public is consistent and accurate.
- (c) Ensuring that the media centre is set up and staffed. Location is TBD at the time of the emergency.
- (d) Liaison with the Emergency Operations Control Group to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.

- (e) Ensuring that the following are advised of the telephone number of the media centre:
- Media
 - Emergency Operations Control Group
 - Switchboard
 - Site Media Spokesperson
 - Police Public Relations Officer
 - Neighboring Municipalities
 - Citizen Inquiry Supervisor
 - Any other appropriate persons, agencies or businesses
- (f) 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.
- (g) Ensuring that the media releases are approved by the Chief Administrative Officer prior to dissemination and distributing of hard copies of the media releases to the Public Information Centre, the EOC, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
- (h) Monitoring news coverage and correcting any erroneous information.
- (i) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

8.3 SITE MEDIA SPOKESPERSON

The site media spokesperson will be appointed by the Emergency Site Manager and is responsible for:

- (a) Establishing and coordinating a media information centre in a safe, appropriate location, at or near the site for the media to assemble.
- (b) Establishing a communications link and liaison regularly with the Public Information Officer at the EOC.
- (c) Redirecting all inquiries regarding decisions made by the Emergency Operations Control Group and the emergency as a whole to the Public Information Officer.
- (d) Advising the following persons and agencies of the location and telephone number(s) of the Site Media Information Centre.
- Emergency Site Manager
 - Police Public Relations Officer
 - Emergency Services Personnel at the scene
 - Public Information Coordinator
 - Media
 - Any other appropriate personnel or agencies

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- (e) Ensuring that media arriving at the site are directed to the site information centre.
- (f) Where necessary and appropriate, coordinating media photograph sessions at the scene.
- (g) Coordinating on-scene interviews between the emergency services personnel and the media.

8.4 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 Public Information Officer of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- (c) Informing the effected emergency services and the Emergency Operations Control Group of the establishment of the Citizen Inquiry Service and telephone numbers.
- (d) Liaison with the Public Information Officer to obtain current information on the emergency.
- (e) Responding to and redirecting inquiries and reports from the public based upon information from the Public Information Officer.
- (f) 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) Redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone numbers.
- (h) Procuring staff to assist, as required.

PART 9 PLAN MAINTENANCE, REVISION and TESTING

9.1 Responsibilities of all Town Employees

Every employee of the Town of East Gwillimbury is expected to respond as required to an emergency situation and to carry out all lawful commands of the Emergency Operations Control Group or the Emergency Site Management Team to the best of their ability during the emergency.

Every employee is expected to direct all media inquiries concerning any aspect of the emergency to the media spokesperson to ensure that all information released to the media and public is consistent and accurate.

9.2 Plan Maintenance and Revision

The Town of East Gwillimbury Emergency Plan will be reviewed, revised and distributed annually by the Community Emergency Management Coordinator (CEMC). It is the responsibility of each person, agency, service or department named within this Emergency Plan to notify the Community Emergency Management Coordinator forthwith of any necessary revisions, i.e. administrative changes, telephone numbers, etc.

9.3 Testing of the Plan

An annual exercise should be conducted in order to test the overall effectiveness of the Emergency Plan and provide education and training to the Emergency Operations Control Group and other support staff. Revisions to this plan shall incorporate recommendations stemming from such exercises.

9.4 Internal Procedures

Each department or service involved with this Emergency Plan shall prepare and maintain functional alerting systems and emergency guidelines including lists outlining how it will fulfill its responsibilities during an emergency.

Each department or service shall designate a member of its staff to maintain and revise its own emergency procedures or guidelines. The Town of East Gwillimbury's Community Emergency Management Coordinator is available to assist with departmental plans and procedures.

PART 10 GLOSSARY and DEFINITIONS

Agency On-Scene Commander - OSC

The ranking on-scene official for each agency reporting to the emergency who is responsible for managing the agency’s response operations in consultation and co-ordination with the Emergency Site Manager and Emergency Operations Control Group.

Area Municipality

Area Municipality means any of the individual municipal corporations within the area of the Regional Municipality of York.

Chief Administrative Officer/CAO

Responsible for the overall administration of the municipality in accordance with policies and directives of Council. The Chief Administrative Officer or alternate senior municipal official is designated as the EOC Director and Chairs the Municipal Emergency Operations Control Group and is responsible for coordinating operations within the Emergency Operations Centre.

Citizen Inquiry Service

A service established by the GM of Corporate Services to respond to and redirect inquiries and reports from the public. Throughout this Emergency Plan, the Citizen Inquiry Service shall be referred to as the Call Centre.

Command Post

A mobile communications/central control centre from which the Emergency Site Manager and Agency On-Scene Commanders will manage on-site activities and communicate with the Regional Emergency Operations Centre and other operational communications centres.

(Municipal) Community Emergency Management Coordinator: The Fire Chief acts as the Community Emergency Management Coordinator and additionally acts as the Liason Officer for the Town of East Gwillimbury and serves as the primary contact for assisting and supporting organizations. Function as point of contact for, and interaction with, representatives from other agencies arriving in the EOC, and any organizations not represented in the EOC. Assist and serve as an advisor to the EOC Director and EOCG as needed, providing information and guidance related to the external functions of the EOC. Provide general advice and guidance to external agencies and EOC staff as required.

Critical Incident Stress Team

The CIS Team is a trained team of individuals available for stress debriefing during and/or after emergencies and major incidents. A request for the Regional CIS Team can be made through the fire department dispatch centre.

Disaster

A term which is used by the provincial and federal government to describe a major emergency which is governed by those levels of government.

Emergency

A situation or the threat of an impending situation abnormally affecting property and the health, safety and welfare of the community, which by its nature or magnitude requires a coordinated response by a number of agencies under the direction of the Emergency Operations Control Group. These are distinct from the normal, day to day operations carried out by the first response agencies.

Emergency Notification Procedure

The method by which members of the Town of East Gwillimbury Emergency Operations Control Group are notified of an emergency.

Emergency Area

The area in which the emergency exists and is controlled by the Emergency Site Management Team.

Emergency Operations Centre

The location from which the Municipal or Regional Emergency Operations Control Group operates. The Emergency Operations Centre may be referred to as either the Municipal EOC, Regional EOC, or EOC.

Emergency Operations Control Group

The group of individuals, chaired by the Chief Administrative Officer, responsible for coordinating all emergency operations required to minimize the effects of a declared emergency. The Emergency Operations Control Group may be referred to as the EOCG or the ECG.

Emergency Planning Coordinator

The Fire Chief acts as the Emergency Planning Coordinator for the Town of East Gwillimbury and is responsible for the maintenance, revision and distribution of this plan as well as coordinating municipal emergency exercises and related emergency preparedness matters.

Emergency Site Management Team

The Emergency Site Management Team consists of agency commanders involved in the emergency, the Emergency Site Manager (when appointed) and the On-Scene Media Spokesperson.

Emergency Site Manager

Appointed by the Emergency Operations Control Group to ensure the agencies responding to the emergency site are coordinated in their response. The Emergency Site Manager communicates directly with the Chief Administrative Officer at the Emergency Operations Centre.

Evacuation Centre

A location used during an Emergency situation to provide temporary refuge for evacuees and a staging area for deployment of evacuees to Emergency Shelters or Reception Centres.

Full Alert

The Emergency Alert level utilized when all members of the Emergency Operations Control Group are contacted and advised to report to the Emergency Operations Centre.

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Head of Council

The Head of Council is the Mayor. In the event that the Mayor is unavailable, the powers and duties of the Head of Council granted under the *Emergency Management & Civil Protection Act* or the Emergency Plan shall be exercised by the Acting Mayor or another designated alternate.

Inner Perimeter

A restricted area in the immediate vicinity of the Emergency Area as defined by the first on-scene agency, the Emergency Site Management Team or the Emergency Site Manager. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

Manager, Emergency Planning

The Manager, Emergency Planning for the Regional Municipality of York is responsible for the maintenance, revision and distribution of the Regional Emergency Plan as well as coordinating regional emergency exercises with the Regional CEMC.

Mayor

The Head of Council or alternate for the Town of East Gwillimbury.

Municipal EOC Media Information Area

The location at or near the Emergency Operations Centre from which the media may gather for updated media releases and press conferences. This location will be determined by the Media Coordinator.

On-Scene Media Information Area

The location at or near the emergency scene from which the media may gather for updated media releases and press conferences. This location will be determined by the designated On-Scene Media Spokesperson, with the approval of the Emergency Site Manager.

On-Scene Media Spokesperson

Appointed by the Emergency Site Manager in consultation with EOC Chairperson, this person is responsible for coordinating the fast accurate dissemination of information to the media from the On-Scene Media Information Centre. The OSMS will also work closely with the Public Information Officer to ensure that information released to the media from the scene is consistent with information being released from the EOC Media Information Centre.

Outer Perimeter

The geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel and equipment. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Management Team.

Public Health Emergency Response Team

This initial response group is comprised of representatives from the Regional Health Services Department charged with the responsibility of providing public health services during the emergency, working in association with the Social Services Support Group for the co-ordination of Reception/Evacuation Centre operations.

Reception/Evacuation Centre

A reception/evacuation centre is the site where Emergency Social Services (food, clothing, referral to shelter, referral to social services, registration and inquiry) are offered to persons displaced by the emergency.

Recovery Phase

The Recovery Phase begins immediately following an emergency response with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs as described in the Recovery Phase Section of this Plan.

Regional Chair

The Head of Council, or alternate, for the Regional Municipality of York.

(Regional) Chief Administrative Officer

The Chief Administrative Officer, or alternate, for the Regional Municipality of York.

(Regional) Commissioner of Community & Health Services

The Commissioner of Community & Health Services, or alternate, for the Regional Municipality of York.

(Regional) Medical Officer of Health

The Medical Officer of Health, or alternate, for the Regional Municipality of York.

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Regional Fire Coordinator

The Fire Coordinator, or alternate, for the Regional Municipality of York.

Regional Police Chief

The Chief of the York Regional Police, or alternate.

Triage

The sorting and allocation of treatment to patients or victims according to a system of priorities designed to maximize the number of survivors.