



## Useful Information

### Guide to emergency responses

**Death or injury**

police, fire, ambulance, coroner

**Fire**

fire, police, ambulance

**Floods**

Conservation Authority  
Ministry of Natural Resources  
Town Engineer/Public Works

**Evacuation**

police, ambulance

**Care of evacuees**

social services

**Explosives**

police, fire, ambulance

**Transportation of Dangerous Goods**

police, fire, ambulance  
CANUTEC (call collect 613-996-6666)  
(24 hours)  
Ministry of the Environment and Energy  
Spills Action Centre (SAC)  
1-800-268-6060 (24 hours)

**Contamination of the atmosphere,  
environment, water supply**

public health,  
Ministry of Environment and Energy's  
Spills Action Centre, Ministry of Labour

**Declaring an Emergency**

Emergency Measures Ontario  
During business hours: (416) 314-3723  
After hours OPP Duty officer (416) 314-0751

**Discharge of pollutants from ships**

Canadian Coast Guard

**Pesticides**

Spills Action Centre of the Ministry of the  
Environment and Energy

**Rail accidents**

CNR, VIA or GO  
Operations Control

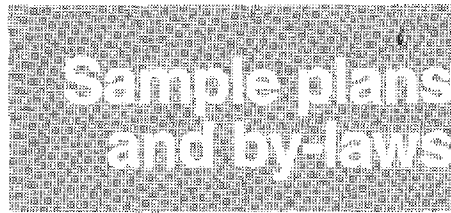
CP Rail Emergency Centre

**Civilian aircraft crash**

Toronto Flight Information  
police, fire, ambulance,  
hospital, coroner

**Military aircraft crash or vessels in distress**

Rescue Co-ordination Centre  
Canadian Forces Base Trenton



# The Town of Trillium

The Town of Trillium does not exist. But it has an emergency plan, a generic example of what such a plan might contain, and a by-law which implements it.

The Trillium by-law and plan are intended to be used as guides. They indicate how a plan might read, and what the material could cover.

As you study the plan and the by-law, be flexible; your community structure may be different, you may use different terminology.

For instance — Trillium falls within a County, which is headed by a Warden. Other communities fall within a Region, headed by a Regional Chairperson.

For this sample plan, the term “Chief Administrative Officer” is used to describe the senior non-elected staff person in the town. Other communities use the term Clerk or Clerk-Treasurer.

Trillium’s Head of Council is the mayor. In other communities, the Head of Council is the reeve.

But the sample by-law and plan should give you the basic structure for a plan of your own.

## Town of Trillium By-Law Number 2-1991

A by-law formulating a plan for protecting property and the health, safety and welfare of the inhabitants of an emergency area.

**WHEREAS**, the Province of Ontario has passed an Act which provides for the formulation and implementation of emergency plans (short title — The Emergency Plans Act, 1983) by the Council of a Community;

**AND WHEREAS**, this Act makes provision for the Head of Council to declare that an emergency exists in the community or in any part thereof and also provides the Head of Council with authority to take such action or deliver such orders as he considers necessary and are not contrary to law to implement the emergency plan of the community and to protect property and the health, safety and welfare of the inhabitants of an emergency area;

**AND WHEREAS**, the Act provides for the designation of one or more members of council who may exercise the powers and perform the duties of the Head of Council during his absence or his inability to act;

**AND WHEREAS**, the Act authorizes employees of a community to take action under the emergency plan where an emergency exists but has not yet been declared to exist;

**NOW THEREFORE**, the Council of the Corporation of Trillium enacts as follows:

1. That the Emergency Plan attached hereto as Schedule "A" of this By-law is hereby adopted,
2. That the Head of Council or designated alternate as provided in the plan is empowered to declare an emergency and implement the plan;
3. That certain appointed officials or their designated alternates as provided in the Schedule A plan are empowered to cause an emergency alert to be issued to members of the Community Control Group and to take action under the emergency plan where an emergency exists but has not yet been declared to exist; and
4. That annually, the Community Control Group will cause the emergency plan to be reviewed and to make such changes to its appendices as are considered appropriate while referring all other changes to Council for further review and approval.

**Read** a first, second and third time and finally passed this \_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_.

## Trillium Emergency Plan

This plan has been prepared to provide key officials, agencies and departments within the Town of Trillium with a general guideline to the initial response to an emergency and an overview of their responsibilities during an emergency.

For this plan to be effective, it is important that all concerned be made aware of its provisions and that every official, agency and department be prepared to carry out their assigned functions and responsibilities in an emergency.

*The Emergency Plans Act, 1983* is the legal authority for this plan. It states that the "Head of Council may declare that an emergency exists in the community or in any part thereof and may take such action and may make such orders as he considers necessary and are not contrary to law to implement the emergency plan of the community and to protect property and the health, safety and welfare of the inhabitants of the emergency area"

Emergencies are defined as situations or the threat of impending situations abnormally affecting property and the health, safety and welfare of the community, which by their nature or magnitude require a co-ordinated response by a number of agencies under the direction of the Community Control Group. These are distinct from the normal, day-to-day operations carried out by the first response agencies.

While many emergencies could occur within the Town of Trillium,

those most likely to occur are: floods, tornadoes, blizzards, transportation accidents involving hazardous materials, air or rail crashes, toxic or flammable gas leaks, electrical power blackouts, building or structural collapse, uncontrollable fires, explosions, or any combination thereof.

### Requests for Assistance

Assistance may be requested from the county at any time by contacting the County Warden. The request shall not be deemed to be a request that the county assume authority and control of the emergency.

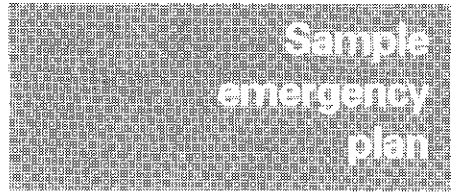
Assistance may also be requested from the Province of Ontario at anytime without any loss of control or authority. Such request can be done by contacting the local office of the appropriate provincial ministry or by contacting Emergency Measures Ontario at (416) 314-3723 during working hours. At night or on weekends, Emergency Measures Ontario can be reached through the local OPP. Office or the Duty Officer at OPP General H.Q. in Toronto at (416) 314-0751.

### Aim

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety and welfare of the inhabitants of the Town of Trillium when faced with an emergency.

### Emergency Notification System

Upon receipt of a warning of a real or



potential emergency, the responding department will immediately contact the Trillium Police Force, to request that the notification system be activated.

Upon receipt of the warning, the Trillium Police will notify all members of the Community Control Group (CCG).

Upon being notified, it is the responsibility of all CCG officials to notify their staff and volunteer organizations.

Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.

The emergency notification list is attached as Annex A.

### **Action Prior to Declaration**

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency plan as may be required to protect lives and property in the Town of Trillium.

### **Declaration of a Community Emergency**

The Mayor or Acting Mayor of the Town of Trillium, as the Head of Council, is responsible for declaring that a community emergency exists. This decision is usually made in consultation with other members of the CCG.

Upon such declaration, the Mayor will notify:

- (a) the Solicitor General of Ontario
- (b) the Town Council
- (c) the County Warden, as

- appropriate
- (d) the public
- (e) neighbouring community officials, as required.

A community emergency may be declared terminated at any time by:

- (a) the Mayor or Acting Mayor, or
- (b) the Town Council, or
- (c) the Premier of Ontario.

Upon termination of a community emergency the Mayor will notify:

- (a) the Solicitor General of Ontario
- (b) the Town Council
- (c) the County Warden, as appropriate
- (d) the public
- (e) neighbouring community officials, as required.

### **Emergency Operations Centre (EOC)**

The CCG will report to the Emergency Operations Centre located at the Trillium Community Office on 10 Church Street. In the event this operation centre cannot be used, then the secondary location will be the Trillium Fire Department at 9 Tower Road.

The layout and equipment of the Emergency Operations Centre are detailed at Annex\_\_.

### **Community Control Group (CCG)**

The emergency response will be directed and controlled by officials who are responsible for providing the essential services necessary to minimize the effects of an emergency on the community.

This group is known as the CCG which consists of the following officials:

- (a) Mayor of the Town of Trillium, or alternate
- (b) Chief Administrative Officer, or alternate (Operations Officer)
- (c) Chief of Police, or alternate
- (d) Fire Chief, or alternate
- (e) Senior Public Works Officer, or alternate
- (f) Senior Health Officer, or alternate
- (g) Social Services Officer, or alternate
- (h) The Emergency Planning Co-ordinator <sup>1</sup>
- (i) Public Information Co-ordinator

Additional personnel called or added to the CCG may include:

- (a) an Ontario Provincial Police representative
- (b) a representative of the Conservation Authority(s)
- (c) liaison staff from provincial ministries
- (d) any other officials, experts or representatives deemed necessary by the CCG

The Control Group may function with only a limited number of

<sup>1</sup> In many communities, the position of Emergency Planning Co-ordinator is a secondary duty for a community staff member, or a police or fire official. In that case, they would most likely be a member of the CCG by virtue of their primary job. A full-time Emergency Planning Co-ordinator would be a member of the CCG, working as Operations Officer or Assistant Operations Officer.

persons depending upon the emergency. While the CCG may not require the presence of all the people listed as members of the control group, *all* members of the CCG must be notified.

### Business Cycle

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items will be established by the Operations Officer. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. Maps and status boards will be prominently displayed and kept up to date by the Operations Officer.

## Responsibilities

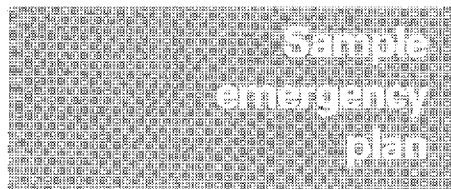
### Group Responsibilities

The actions or decisions which the members of the CCG are likely to be responsible for are:

- (a) Calling out and mobilizing their emergency service, agency and equipment.
- (b) Co-ordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law.
- (c) determining if the location and composition of the CCG are appropriate.
- (d) Advising the mayor as to whether

the declaration of an emergency is recommended.

- (e) Advising the Mayor on the need to designate all or part of the town as an emergency area.
- (f) Ensuring that an Emergency Site Manager (ESM) is appointed.
- (g) Ordering, co-ordinating and/or overseeing the evacuation of inhabitants considered to be in danger.
- (h) Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall.
- (i) Arranging for services and equipment from local agencies *not* under community control i.e. private contractors, volunteer agencies, service clubs.
- (j) Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies *not* under community control, as considered necessary.
- (k) Determining if additional volunteers are required and if appeals for volunteers are warranted.
- (l) Determining if additional transport is required for evacuation or transport of persons and/or supplies.
- (m) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Public Information Co-ordinator and Citizen Inquiry Supervisor, for dissemination to the media and public.
- (n) Determining the need to establish advisory group(s) and/or sub-



## Group responsibilities (cont'd)

- committees.
- (o) Authorizing expenditure of money required to deal with the emergency.
- (p) Notifying the service, agency or group under their direction, of the *termination* of the emergency.
- (q) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required.
- (r) Participating in the debriefing following the emergency.

### Mayor or Acting Mayor

The Mayor or Acting Mayor is responsible for:

- (a) declaring an emergency to exist within the designated area
- (b) declaring that the emergency has terminated (Note: Council may also terminate the emergency)
- (c) notifying the Solicitor General of Ontario of the declaration of the emergency, and termination of the emergency
- (d) chairing meetings of the Community Control Group
- (e) ensuring the members of council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation.

### Chief Administrative Officer

The Chief Administrative Officer for the Town of Trillium is responsible for:

- (a) Activating the emergency notifi-

cation system through the Trillium Police Force.

- (b) As the Operations Officer, co-ordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- (c) Advising the mayor on policies and procedures, as appropriate.
- (d) Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Public Information Co-ordinator, in consultation with the CCG.
- (e) Ensuring that a communication link is established between the CCG and the ESM.
- (f) Calling out additional town staff to provide assistance, as required.

### Police Chief

The Police Chief is responsible for:

- (a) Activating the emergency notification system, and ensuring all members of the CCG are notified.
- (b) Notification of necessary emergency and community services, as required.
- (c) The establishment of a site command post with communications to the EOC.
- (d) Establishing an ongoing communications link with the senior police official at the scene of the emergency
- (e) The establishment of an inner perimeter within the emergency area.
- (f) The establishment of an outer perimeter in the vicinity of the emergency to facilitate the

movement of emergency vehicles and restrict access to all but essential emergency personnel.

- (g) The provision of traffic control to facilitate the movement of emergency vehicles.
- (h) alerting persons endangered by the emergency and co-ordinating evacuation procedures.
- (i) The designation and opening of evacuee centres, as required <sup>2</sup>
- (j) Liaison with the Social Services Officer regarding the establishment and operation of evacuation and reception centres.
- (k) The protection of life and property and the provision of law and order.
- (l) The provision of police service in evacuee centres, morgues, and other facilities, as required.
- (m) Notifying the coroner of fatalities.
- (n) Liaison with other community, provincial and federal police agencies, as required.
- (o) Providing an Emergency Site Manager if required.

### Fire Chief

The Fire Chief is responsible for:

- (a) Activating the emergency notification system through the

<sup>2</sup> While evacuation centres are usually a social services responsibility, prior liaison between police and social services can result in an agreement which provides police access to suitable evacuation centre facilities on short notice and/or in the middle of the night. If this is the case, this paragraph is appropriate

Trillium Police Force

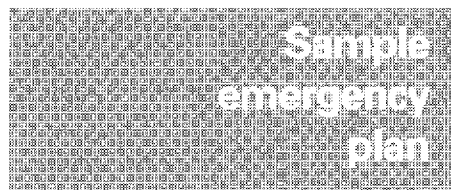
- (b) Providing the MCG with information and advice on firefighting and rescue matters;
- (c) Establishing an ongoing communications link with the senior fire official at the scene of the emergency;
- (d) Informing the Mutual Aid Fire Co-ordinators and/or initiating mutual aid arrangements for the provision of additional firefighting manpower and equipment, if needed;
- (e) Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., breathing apparatus, protective clothing, etc.;
- (f) Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation, etc.
- (g) Providing an Emergency Site Manager if required.

### Senior Public Works Officer

The Senior Public Works Officer is responsible for:

- (a) Activating the emergency notification system through the Trillium Police Force
- (b) Providing the CCG with information and advice on engineering matters.
- (c) Liaison with the senior public works officer from the neighbouring community(s) to ensure a co-ordinated response.

- (d) The provision of engineering assistance.
- (e) The construction, maintenance and repair of town roads.
- (f) The maintenance of sanitary sewage and water systems.
- (g) The provision of equipment for emergency pumping operations.
- (h) Liaison with the fire chief concerning emergency water supplies for fire fighting purposes.
- (i) The provision of emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health.
- (j) Discontinuing any public works service or utility to any consumer, as required, and restoring these services when appropriate.
- (k) Liaison with public utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions.
- (l) Providing public works vehicles and equipment as required by any other emergency services.
- (m) Maintaining liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- (n) Providing an Emergency Site Manager if required.



## **Emergency Health Services Representative**

The Emergency Health Services Representative <sup>3</sup> is responsible for:

- (a) Acting as a co-ordinating link for all emergency health services at the CCG.
- (b) Liaison with the Ontario Ministry of Health, Public Health Branch.
- (c) Liaison with the ambulance service representatives.
- (d) Providing advice on any matters which may adversely affect public health.
- (e) Providing authoritative instructions on health and safety matters to the public through the Public Information Co-ordinator.
- (f) Co-ordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- (g) Ensuring co-ordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency.
- (h) Ensuring liaison with voluntary and private agencies, as required, for augmenting and co-ordinating public health resources.
- (i) Ensuring co-ordination of all

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<sup>3</sup> The selection of the Emergency Health Services Representative will vary between communities. Normally only one health representative is a member of the CCG, and it can be the Medical Officer of Health, a hospital administrator, or someone from the ambulance service. The Town of Trillium has selected the Medical Officer of Health for this role.

efforts to prevent and control the spread of disease during an emergency.

- (j) Notifying the Senior Public Works Officer regarding the need for potable water supplies and sanitation facilities.
- (k) Liaison with senior Social Services officers on areas of mutual concern regarding health services in evacuee centres.

## **Senior Social Services Officer**

The Senior Social Services Officer is responsible for:

- (a) Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services.
- (b) Supervising the opening and operation of temporary and/or long term evacuee centres, and ensuring they are adequately staffed.
- (c) Liaison with the police chief with respect to the predesignation of evacuee centres which can be opened on short notice.
- (d) Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres.
- (e) Ensuring that a representative of the Trillium Board of Education and/or Roman Catholic Separate School Board is/are notified when a facility(s) is/are required as evacuee reception centre(s), and that staff and volunteers utilizing the school facility(s) take direction from the Board



representative(s) with respect to its/their maintenance, use and operation.

- (f) Liaison with Trillium Home for the Aged and Acme Nursing Home as required.

### Support and Advisory Staff

The following staff may be required to provide support, logistics and advice to the CCG:<sup>4</sup>

- (a) Deputy/Assistant Administrative Officer
- (b) Property Manager
- (c) Legal Services Officer
- (d) Treasurer
- (e) Purchasing Officer
- (f) Human Resources Officer
- (g) Transportation Co-ordinator
- (h) Telecommunications Co-ordinator
- (i) Representatives of business and industry

<sup>4</sup> Many communities do not have staff members in these positions on a full-time basis. In that case, provision should be made within the emergency plan to ensure that the functions are assigned to someone.

## Individual Responsibilities

### Assistant Administrative Officer

The Assistant Administrative Officer is responsible for:

- (a) Assisting the Senior Administrative Officer, as required.
- (b) Ensuring all important decisions made and actions taken by the CCG are recorded.
- (c) Upon direction from the Senior Administrative Officer, notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre.
- (d) Initiating the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC.
- (e) Assuming the responsibilities of the Citizen Inquiry Supervisor.
- (f) Arranging for printing of material, as required.
- (g) Co-ordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- (h) Upon direction by the mayor, ensuring that all council are advised of the declaration and termination of declaration of the emergency.
- (i) Upon direction by the mayor, arranging a special meeting(s) of council, as required, and advising members of council of the time, date, and location of the meeting.

- (j) Procuring staff to assist, as required.

### Property Manager

The Property Manager is responsible for:

- (a) Opening and maintaining the community offices.
- (b) Providing security for the community offices, as required.
- (c) Providing identification cards to CCG members and support staff
- (d) Co-ordinating the maintenance and operation of feeding, sleeping and meeting areas at the CCG, as required.
- (e) Procuring staff to assist, as required.

### Legal Services Officer

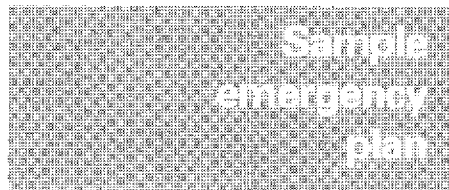
The Legal Services Officer is responsible for:

- (a) The provision of advice to any member of the Community Control Group on matters of a legal nature as they may apply to the actions of the Town of Trillium in its response to the emergency, as requested.

### Treasurer

The Treasurer is responsible for:

- (a) The provision of information and advice on financial matters as they relate to the emergency.
- (b) Liaison, if necessary, with the Treasurer(s) of neighbouring communities.
- (c) Ensuring that records of expenses are maintained for future claim purposes.
- (e) Ensuring the prompt payment



and settlement of all the legitimate invoices and claims incurred during an emergency.

#### **Purchasing Officer**

The Purchasing Officer is responsible for:

- (a) The provision and securing of equipment and supplies not owned by the Town of Trillium.
- (b) Liaison with purchasing agents of the neighbouring communities, if necessary.
- (c) Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.

#### **Human Resources Officer**

The Human Resources Officer is responsible for:

- (a) Co-ordinating and processing requests for human resources.
- (b) Under the direction of the CCG, co-ordinating offers of, and appeals for, volunteers.
- (c) Selecting the most appropriate site(s) for the registration of human resources.
- (d) Ensuring records of human resources and administrative detail, that may involve financial liability, are completed.
- (e) When volunteers are involved, ensuring that a Volunteer Registration Form is completed, and a copy of the form is retained for town records.
- (f) Ensuring identification cards are issued to volunteers and temporary employees, where practical.

- (g) Arranging for transportation of human resources to and from site(s).
- (h) Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other government departments, public and private agencies and volunteer groups.

#### **Transportation Co-ordinator**

The Transportation Co-ordinator is responsible for:

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

#### **Telecommunications Co-ordinator**

The Telecommunications Co-ordinator is responsible for:

- (a) Activating the emergency notification system of the local amateur radio operators group.
- (b) Initiating the necessary action to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates.
- (c) Ensuring that the emergency telecommunications centre is properly equipped and staffed, and working to correct any

problems which may arise.

- (d) Maintaining an inventory of community and private sector communications equipment and facilities within the community which could, in an emergency, be used to augment existing communications systems
- (e) Making arrangements to acquire additional communications resources during an emergency.

### Public Information Co-ordinator

The Town's Business Development Officer will act as the Public Information Co-ordinator during an emergency.<sup>5</sup> The Public Information Co-ordinator is responsible for the dissemination of news and information to the media and the public. A detailed public information plan is attached at Annex B.

<sup>5</sup> Few communities have a full-time public information co-ordinator, someone must be selected in advance to fill this role in an emergency. This person can be a community employee or an elected official. They can be from the police or fire department, but in this case it must be clear that their only emergency responsibility is public information.

### Other Agencies

In an emergency, many agencies may be required to work with the Community Control Group. Two such agencies are detailed below. Others might include the OPP, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities, and provincial ministries. Detail on the arrangements made in advance with such agencies should be included in this section of the plan.

### County Board of Education and Roman Catholic Separate School Board

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

- (a) The provision of any school (as appropriate and available) for use as an evacuation or reception centre.
- (b) Upon being contacted by the Senior Social Services Officer or designate, providing a County Board of Education/Roman Catholic Separate School Board representative(s) to co-ordinate and provide direction with respect to the maintenance, use and operation of the facilities being utilized as evacuation or reception centres.
- (c) In the event of an emergency during normal school hours, the principal(s) of the affected school(s) (until directed otherwise) is/are responsible for:
  - (i) implementing the school "Stay-Put" Emergency Plan, or

- (ii) implementing the school "Evacuation" Plan, as advised by the CCG, depending on the nature and scope of the emergency.

### Trillium Hospital Administrator

The Trillium Hospital Administrator is responsible for:

- (a) Implementing the hospital emergency plan.
- (b) Liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required.
- (c) Evaluating requests for the provision of medical site teams/medical triage teams.
- (d) Liaison with the Ministry of Health, as appropriate.

## **Plan Maintenance and Revision**

### **Annual Review**

This plan will be reviewed annually and, where necessary, revised by a meeting(s) of the CCG.

Each time this plan is revised, it must be forwarded to council for approval. However, revisions to the annexes and minor administrative changes can be made without resubmitting the plan to council each time.

It is the responsibility of each person, agency, service or department named within this emergency plan to notify the Chief Administrative Officer forthwith, of any revisions to the annexes, or administrative changes.

### **Testing of Plan**

An annual exercise will be conducted in order to test the overall effectiveness of this emergency plan and provide training to the CCG. Revisions to this plan should incorporate recommendations stemming from such exercises.

### **Internal Procedures**

Each service involved with this emergency plan will prepare functional emergency procedures or guidelines outlining how it will fulfil its responsibilities during an emergency.

Each service will ensure that it designates a member of its staff to maintain and revise its own emergency procedures or guidelines.

# Annex A

## Emergency notification list

**Mayor:** Joe Bloggs  
(O) 123-4567  
(R) 123-8910  
**Alternate:** Susy Smith  
(O) 123-2748  
(R) 123-8731  
Car 345-2286

**Chief Administrative Officer:**

Jane Brown 567-8910

**Alternate:**

Tom Jones 998-7654

(The list continues, listing all members of the Community Control Group and their alternates. All telephone numbers should be included — home, work, cottage, car, pager, etc.)

1. The notification may be activated by the Chief Administrative Officer, The Fire Chief, The Police Chief or the Senior Public Works Officer
2. Upon activation, the notification process will be carried out at once by the police dispatcher, who will note the detail of the message to be passed (eg. description of the emergency, instructions to remain on stand by or assemble at the EOC, etc). This dispatcher will ensure this information is passed to and understood by each person called.
3. Persons on the notification list

will be called in order, starting with the Mayor.

4. If the primary person cannot be reached at any of the listed numbers, telephone the alternate.
5. If neither can be reached, go on to the next appointment on the list.
6. Once the end of the list has been reached, try again to reach those who were not available on the first attempt.
7. Note the exact time each person was reached.

# Annex B

## Emergency public information plan

1. Upon implementation of this emergency plan, it will be very important to co-ordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.
2. In order to fulfil these functions during an emergency, the following positions will be established:
  - a. a Public Information Co-ordinator,
  - b. an On-Scene Media Spokesperson, and
  - c. a Citizen Inquiry Supervisor.
3. The media information centre will be located in the Trillium Recreation Centre, 12 Church Street. In the event that this centre cannot be used, the secondary location will be the Oddfellows Hall, 11 Tower Road.<sup>6</sup>
4. Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency

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<sup>6</sup> These locations are next door to the primary and alternate EOC locations. Both locations have been equipped with extra telephone jacks for emergency use.

## Annex B (cont'd)

site. This area, if established, will be staffed by a site media spokesperson appointed by the Emergency Site Manager

- 5 . The Citizen Inquiry Section is located in the Trillium Town Hall, under the supervision of the Assistant Administration Officer.

### Public Information Co-ordinator

The Public Information Co-ordinator reports to the Chief Administrative Officer and is responsible for:

- (a) Upon arrival at the EOC, reporting to the Chief Administrative Officer to be briefed on the emergency situation
- (b) Establishing a communication link with the site media spokesperson, the Citizen Inquiry Supervisor and any other media co-ordinator(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.
- (d) Liaison with the CCG to obtain up-to-date information for media releases, co-ordinate individual interviews and organize press conferences.
- (e) Ensuring that the following are advised of the telephone number of the media centre:
  - Media
  - Community Control Group
  - Switchboard (Town and Emergency Services)
  - Site Media Spokesperson

- Police Public Relations Officer
- Neighbouring Communities
- Citizen Inquiry Supervisor
- Any other appropriate persons, agencies or businesses

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

### Site Media Spokesperson

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

- (a) Establishing and co-ordinating a media information centre in a safe, appropriate location, at or near the site, for the media to assemble.
- (b) Establishing a communication link and regular liaison with the Public Information Co-ordinator at the EOC

- (c) Redirecting all inquiries regarding decisions made by the CCG and the emergency as a whole, to the Public Information Co-ordinator
- (d) Advising the following persons and agencies of the location and telephone number(s) (as available) of the Site Media Information Centre:
  - Emergency Site Manager
  - Police Public Relations Officer
  - emergency services personnel at scene (where possible)
  - Public Information Co-ordinator(s)
  - media
  - Any other appropriate personnel or agencies
- (e) Ensuring that media arriving at the site are directed to the site information centre.
- (f) Where necessary and appropriate, co-ordinating media photograph sessions at the scene.
- (g) Co-ordinating on-scene interviews between the emergency services personnel and the media.

### **Citizen Inquiry Supervisor**

The Citizen Inquiry Supervisor is responsible for:

- (a) Establishing a Citizen Inquiry Services, including the appointment of personnel and designation of telephone lines.
- (b) Informing the Public Information Co-ordinator of the establishment of the Citizen Inquiry Service and designated telephone number(s).

- (c) Apprising the affected emergency services, the CCG and Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- (d) Liaison with the Public Information Co-ordinator to obtain current information on the emergency.
- (e) Responding to, and re-directing inquiries and reports from the public based upon information from the Public Information Co-ordinator. (Such information may be related to school closings, access routes or the location of evacuee centres.)
- (f) Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- (g) Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s).
- (h) Procuring staff to assist, as required.

## **Annex C**

### **Emergency Resource List**

#### **Airport**

Manager: Tom Green  
(O) 123-5743  
(H) 123-6834

#### **Airlines**

Air One.  
Manager: Joe Snooks  
(O) 123-5683  
(H) 123-3249

#### **Auxiliary lighting**

Bob's Generator Company  
Manager: Bob Brown  
(O) 123-3212  
(H) 1-519-223-5867

#### **Province of Ontario**

**Emergency Measures Ontario**  
day · (416) 314-3723  
night: through OPP duty officer  
(416) 314-0751

#### **Spills Action Centre**

1-800-268-6060

...and so it continues, down to  
Welding Services...

The resource list should also include the county or region, and any other agency or service you might need to contact during an emergency. It is probably better to include too many numbers than too few.

# Other Annexes

A plan can have as many annexes as necessary. For example, you might wish to include (each as a separate annex, and noted in the relevant section of the main plan) information on:

- evacuee centres (locations, facilities, etc)
- evacuation plan (map, traffic control arrangements, etc)
- police, fire and/or ambulance plans
- plans for institutions such as hospitals, homes, schools
- contingency plans for special risks such as floods
- sample of various forms (volunteer registration forms, logs, etc)



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Every city, every town and every community in Ontario is susceptible to the risk of accidents involving hazardous substances.

The areas which present risk are not always as obvious as the large industrial activities manufacturing, using, storing, distributing, transporting or disposing of such substances, or throughout the major transportation routes. Corner stores or local supermarkets, gas stations, trucks en-route to refill storage tanks, local swimming pools, schools, airports, hospitals, municipal garages and sheds - these and many more facilities all use, handle or store hazardous substances in varying quantities. Under certain circumstances, the substances can be a danger to people, property and the environment.

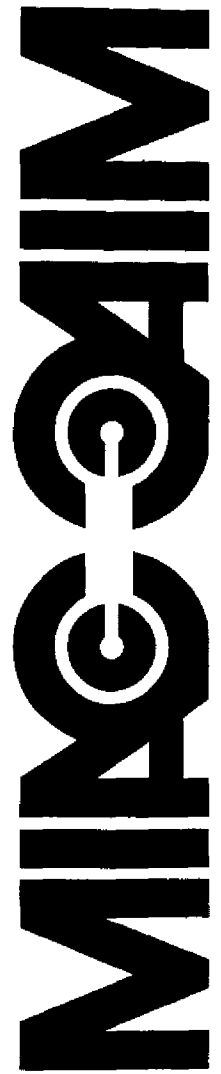
The Major Industrial Accidents Council of Canada (MIACC) helps communities prepare for such eventualities. Dedicated to reducing the frequency and severity of industrial accidents involving hazardous substances, MIACC develops high quality, low cost tools and information for prevention, preparedness and response measures. These measures provide an alternative for unilateral legislation and government enforcement in many aspects of industrial and public safety. They also complement the safety and community awareness programs being carried out by industry.

For example, MIACC has introduced Guiding Principles for joint municipal and industrial emergency preparedness, risk assessment guidelines and lists of hazardous substances to identify areas of risk, a national standard on emergency planning for industry, and a model by-law to establish appropriate land use planning and control. Work in emergency response training and certification to nation-wide standards is being followed by a project that will define what the ideal emergency response management network should be in the future. As well, MIACC organizes conferences, courses, meetings, and workshops to foster the exchange of information, experiences and techniques.

MIACC was formed in 1987 as a non-profit, voluntary alliance. Its members and stakeholders include federal, provincial and municipal governments, industry, labour, emergency response groups, public interest groups and academia. These organizations put forward experts who work together in solving the public safety issues. Everyone has the right to voice concerns and views and to contribute to the solutions developed in MIACC's neutral and non-confrontational forum. The MIACC process is one of consultation and consensus.

Supporting the MIACC process gains a voice in this decision-making and access to a professional network that extends through all levels of government and industry. For more information about MIACC products and its technical programs, or how to become a member, please contact MIACC at:

265 Carling Ave., Suite 600  
Ottawa, Ontario K1S 2E1  
Tel: (613) 232-4435 Fax: (613) 232-4915



**Major  
Industrial  
Accidents  
Council  
of Canada**

**Conseil  
canadien  
des accidents  
industriels  
majeurs**

