

THE REGIONAL MUNICIPALITY OF YORK

BILL NO. 80

BY-LAW NO. 2010-80

A by-law to adopt an Emergency Management Program

WHEREAS the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9 (the “Act”), provides that Regional Council shall develop and implement an emergency management program;

AND WHEREAS the Act provides that Regional Council shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees and other persons will respond to the emergency, and that Regional Council shall by by-law adopt the emergency plan;

AND WHEREAS on December 16, 2010 by the adoption of Clause 1 of Report 3 of the Chief Administrative Officer, Regional Council approved a revised Emergency Management Program;

NOW, THEREFORE, the Council of The Regional Municipality of York hereby enacts as follows:

1. That The Regional Municipality of York Emergency Management Program as set out in Clause 1 of Report 3 of the Chief Administrative Officer is hereby adopted.
2. That The Regional Municipality of York Emergency Plan and Annexes attached as Schedule “A” is hereby adopted.
3. That Schedule “A” attached shall form part of this by-law.
4. That By-law No. 2010-4 is hereby repealed.

ENACTED AND PASSED this 16th day of December, 2010.

Denis Kelly
Regional Clerk

Bill Fisch
Regional Chair

Authorized by Clause 1, Report 3 of the Chief Administrative Officer, adopted by Regional Council at its meeting on December 16, 2010.



SCHEDULE A

THE REGIONAL MUNICIPALITY OF YORK

Emergency Plan

AND

Annexes




York Region

2010

TABLE OF CONTENTS

RECORD OF AMENDMENTS	2
CHAPTER 1 INTRODUCTION.....	3
CHAPTER 2 DEFINITIONS	6
CHAPTER 3 HAZARD IDENTIFICATION AND RISK.....	11
CHAPTER 4 IMPLEMENTATION OF THE EMERGENCY PLAN	12
CHAPTER 5 REGIONAL EMERGENCY CONTROL GROUP AND REGIONAL OPERATIONS CENTER (REOC) STAFFING AND RESPONSIBILITIES.....	14
CHAPTER 6 REQUESTS FOR ASSISTANCE.....	31
CHAPTER 7 BUSINESS CONTINUITY AND PANDEMIC PREPAREDNESS.....	33
 <u>ANNEX</u>	
ANNEX 1 CORPORATE INCIDENT NOTIFICATION.....	35
ANNEX 2 EMERGENCY DECLARATION	45
ANNEX 3 REGION EMERGENCY OPERATIONS CENTER.....	52
ANNEX 4 PLANNING	62
ANNEX 5 LOGISTICS.....	66
ANNEX 6 FINANCE	70
ANNEX 7 EMERGENCY SOCIAL SERVICES.....	73
ANNEX 8 EMERGENCY PUBLIC HEALTH SERVICES	85
ANNEX 9 ENVIRONMENTAL SERVICES	90
ANNEX 10 TRANSPORTATION SERVICES.....	93
ANNEX 11 POLICE SERVICES	97
ANNEX 12 EMERGENCY MEDICAL SERVICES.....	100
ANNEX 13 MUTUAL AND AUTOMATIC AID PLAN AND PROGRAM.....	105
ANNEX 14 EVACUATION	128

RECORD OF AMENDMENTS

[illegible]

CHAPTER 1 INTRODUCTION

Introduction

The *Emergency Management and Civil Protection Act* 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”

Aim

The aim of the Region’s Emergency Plan is to:

- Protect public safety
- Create disaster resilient communities
- Promote public confidence in the Region’s ability to manage a major emergency or disaster

Purpose

The purpose of the Region’s Emergency Plan is as follows:

- identify the roles, responsibilities and actions required of Regional Departments and York Regional Police in mitigating, preventing, preparing for, responding to and recovering from major emergencies and disasters;
- ensure a co-ordinated response by the Region, local municipalities, and other agencies in managing emergencies or disasters; to save lives, prevent injuries, protect property and the environment;
- enable decision makers to efficiently and effectively deploy available resources, and
- provide a means to identify, request and procure additional resources

The response to emergencies will be managed using the Regional Emergency Plan – Basic Plan (this document), and the functional responses organized in Annexes to this plan. This plan may be used in conjunction with business resumption plans.

Legal Authorities

The legislation under which the Region and its employees are authorized to respond to an emergency are:

- The *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9
- *Ontario Regulation 380/04*
- *York Region By-Law 2009-4*

Provincial *Emergency Management and Civil Protection Act*

Section 2.1 of the Act requires municipalities to develop and implement an emergency management program and adopt a by-law. An emergency management program must consist of:

- an emergency plan;
- training programs and exercises for employees of municipalities and other persons with respect to the provision of required services and procedures to be followed in emergency response and recovery activities;
- public education on risks to public safety and on public preparedness for emergencies; and
- any other element required by standards for emergency management programs that may be developed by the Minister of Community Safety and Correctional Services.

In developing the emergency management program, the municipality must identify and assess various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

Ontario Regulation 380/04

Regulation 380/04 came into force on December 31, 2004 and describes the essential level emergency management standards for Ontario Ministries and Municipalities. The specific municipal requirements are described below.

- Every municipality shall designate an employee or a member of Council as its Community Emergency Management program Co-ordinator (CEMC) who shall complete training, as required by the Chief, Emergency Management Ontario.
- The CEMC shall co-ordinate the development and implementation of the emergency management program within the Region and in so far as possible with the emergency management programs of other municipalities, Ontario ministries and organizations outside government that are involved in emergency management.
- The CEMC shall report to the Region's Emergency Management Program Committee on the above program.
- Every municipality shall have an Emergency Management Program Committee composed of: the CEMC, a senior municipal official appointed by Council; and such other persons that may be appointed by council.
- The group shall direct the municipality's response in an emergency, including the implementation of the municipality's emergency response plan.
- The group shall develop procedures to govern its responsibilities in an emergency.
- The members of the group shall complete the annual training that is required by the Chief, Emergency Management Ontario
- Every municipality shall have an annual practice exercise for simulated emergency incident training.
- Every municipality must have an emergency operations centre with appropriate communications systems.
- Every municipality shall designate an employee of the municipality as its Emergency Information Officer to act as the primary media and public contact in an emergency.

York Region By-law

Council approved the Emergency Management Program and the Emergency Operations Plan with the enactment and of *By-Law No. 2009-4* on January 22, 2009.

Regional Emergency Management Program Committee

This mandatory committee advises Council on the development and implementation of the Region's emergency management program and conducts an annual review of the Region's emergency management program with recommendations to Council for its revision, if necessary.

Incident Management System

The Incident Management System (IMS) has been adopted in this plan to define the basic command structure and to identify roles and responsibilities to ensure effective management of the emergency.

Plan Distribution and Maintenance

Distribution of the Region Emergency Plan and Annexes will be in hard copy to Departments and available electronically in Adobe Portable Document Format (PDF).

A copy of the Emergency Plan and Annexes will be available on the Region's website.

The Manager of Emergency Management maintains the master copy of the Region's Emergency Plan. Amendments to Annexes will be forwarded to Emergency Management.

CHAPTER 2 DEFINITIONS

1. Action Plan

“The Action Plan contains objectives, reflecting the overall strategy and specific tactical actions and supporting information for the next operational period. The plan may be oral or written. When written, the Action Plan may have a number of attachments (evacuation plan, map, etc.)

2. Agency

A division of government with a specific function offering a particular kind of assistance. In IMS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources for other assistance).

3. Area Municipality

The municipality or corporation of the Town of Aurora, Town of Markham, Town of Newmarket, Town of Richmond Hill, City of Vaughan, Town of Whitchurch-Stouffville, Town of East Gwillimbury, Town of Georgina, and the Township of King.

4. Chair

The Head of Council or his/her designate for the Regional Municipality of York.

5. Chief Administrative Officer (CAO)

The Chief Administrative Officer of The Regional Municipality of York or designate. The CAO is the Chair of the Regional Emergency Control Group and REOC Director responsible for overall command within the Regional Emergency Operations Centre.

6. Community Emergency Management Co-coordinator (CEMC)

The Manager of Emergency Management or the alternate CEMC acts as the Community Emergency Management Co-coordinator for York Region. This person is responsible and accountable for the Region’s Emergency Management program and is a member of the Regional Emergency Control Group.

7. 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 applicable Regional Emergency Operations Centre and other communications centres.

8. **Corporate Notification System**
A method of alerting key personnel in the Regional Emergency Control Group or a department to advise them of an emergency situation.
9. **Emergency**
“Emergency” means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.
10. **Emergency Plan**
A written plan, based on a hazards identification and risk assessment, which is maintained by various jurisdictions for responding to a wide variety of potential threats.
11. **Emergency Management and Civil Protection Act**
The Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9, as amended.
12. **Emergency Management Program**
A program that is based on a hazard identification and risk assessment process and leads to a comprehensive program that includes the five core components of mitigation, prevention, preparedness, response and recovery. The program will consist of a risk analysis, a current emergency response plan based on that analysis, the operation of an Emergency Management Program Committee, an Emergency Operations Centre, a formalized training and exercise program, a Community Emergency Information Plan, a Community Public Awareness Program, and will be reviewed annually.
13. **Emergency Operations Centre**
A designated facility established by an agency or jurisdiction to coordinate the overall agency or jurisdictional response and support to the emergency.
14. **Emergency Lodging Service**
Emergency Lodging Service arranges for safe, temporary lodging for homeless or evacuated people.
15. **Emergency Site (Emergency Area)**
The area in which an Emergency exists.
16. **Emergency Site Management Team**
The Emergency Site Management Team consists of the Incident Commander/Unified Command, On-Scene Commanders representing the responding agencies involved in the Emergency, and the On-Scene Media Spokesperson.

- 17. Emergency Social Services**
Emergency Social Services (ESS) is a planned emergency response organization designed to provide those basic services considered essential for the immediate and continuing well-being of persons affected by an emergency. Six emergency social services are considered essential: emergency food, lodging, clothing, registration and inquiry, personal services, and reception centres. In York Region, the Community Services and Health Department is responsible for coordinating these services, in collaboration with community agencies.
- 18. Fire Service**
The Fire Department of an Area Municipality or a combined Fire Department of one or more area municipalities.
- 19. Full Alert**
The Emergency Alert level utilized when all members of the Regional Emergency Control Group and Regional Support Group are contacted and advised to report to the Regional Emergency Operations Centre.
- 20. Functional Emergency Plan**
A written plan describing the functions in an Emergency of each Regional Department or service, and any agency with a designated emergency function.
- 21. Incident Commander**
The person at the Emergency Site from the lead agency who coordinates and manages the response to the Emergency.
- 22. Incident Management System (IMS)**
A standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation.
- 23. Inner Perimeter**
A restricted area in the immediate vicinity of the Emergency Site as initially established by the Agency On-Scene Commander from a responding emergency service. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the Emergency. This perimeter will be confirmed by the Incident Commander when so appointed.
- 24. Municipal Emergency Plan**
An Emergency Plan prepared by one of the area municipalities.
- 25. Mutual Assistance Agreement**
Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

- 26. Non-governmental Organization**
Non-governmental organization (NGO) is an organization that is not part of a government and was not founded or funded by the Province. NGO's are usually non-profit organizations and are generally restricted to advocacy groups having goals that are primarily noncommercial.
- 27. Operational Period**
The period of time scheduled for execution of a given set of operational actions as specified in the action plan. Operational periods can be of various lengths, although usually not over 24 hours.
- 28. Outer Perimeter**
A geographic area selected by the Incident Commander and surrounding the inner perimeter. This area serves as a coordination and assembly area for essential emergency personnel. Access to the outer perimeter is restricted to essential personnel as determined by the Incident Commander.
- 29. Provincial Emergency Operations Centre (PEOC)**
Is the designated facility established to manage the response to and recovery from the emergency or disaster for the Province of Ontario.
- 30. Public Information Officer (PIO)**
The individual responsible for coordinating emergency information with the media, the public, and employees.
- 31. Reception Centre Services**
Reception Center Services sets up and operates Reception centers, a one-stop service site, where evacuees are received and in which the five Emergency Social Services are provided: clothing, lodging, food, registration and inquiry, and personal services.
- 32. Recovery**
Activities and programs designed to return conditions to a level that is acceptable to the Region.
- 33. Region**
The Regional Municipality of York.
- 34. Regional Council**
The Council of The Regional Municipality of York.
- 35. Regional Emergency Control Group (RECG)**
A group of Regional Department Heads and other key personnel chaired by the CAO, which is responsible for directing all Emergency operations and providing the personnel and resources needed to effectively manage the

Emergency within the Region.

- 36. Regional Emergency Management Program Committee**
Mandatory committee which advises council on the development and implementation of the Region's emergency management program, and conducts an annual review of the Region's emergency management program with recommendations to Council for its revision, if necessary.
- 37. Regional Emergency Operations Centre (REOC)**
The location from which staff manage the Regional response to and recovery from the emergency or disaster.
- 38. Regional Emergency Public Information Centre (EPIC)**
A call centre established during an Emergency to respond to and redirect inquiries and reports from the public.
- 39. Regional Fire Coordinator (or Alternate)**
A Fire Chief from one of the fire departments in the Region, appointed by Regional Council, to serve as coordinator of the Region's Mutual Aid Fire Plan.
- 40. Response**
In emergency management applications, activities designed to address the immediate and short-term effects of the emergency.
- 41. Stand-by Alert**
The Emergency Alert level utilized when some or all members of the Regional Emergency Control Group and Regional Emergency Operations Centre (REOC) staffs are contacted and instructed to "stand-by" for further information or instructions.
- 42. Unified Command**
In IMS, unified command is a unified team effort, which allows all agencies with jurisdictional responsibility for the incident, either geographical or functional, to manage the response/recovery by establishing a common set of incident objectives, strategies and action plans.

CHAPTER 3 HAZARD IDENTIFICATION AND RISK ASSESSMENT (HIRA)

HIRA Overview

The *Emergency Management and Civil Protection Act* requires every municipality to identify and assess the various hazards and risks to public safety that could give rise to emergencies and to identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.

In 2008, York Region, in conjunction with the nine area municipalities, retained the services of a consultant to perform a Region-wide hazard identification and risk assessment.

A “hazard” is defined as a product, situation or location which contains an inherent danger which has a threat or threats to life, property or the environment associated with it.

A “threat” is the way in which the danger inherent in the hazard could manifest itself, given certain conditions, creating an emergency or disaster.

The consultant adopted an “all hazards approach” which resulted in a final listing of 13 hazards and costing evaluated for the top 4 threats.

According to the study, the top threats faced by the Region are:

- Widespread, epidemic disease in humans
- Widespread, multi-day power outages from severe winter storms
- Slow onset floods from heavy sustained rainfall
- Widespread property damage from severe summer storms
- Transportation-Hazardous Material Incidents

Critical Infrastructure is that infrastructure which, if destroyed, degraded or rendered unavailable for some period of time, would significantly impact life/health, safety, security, social or economic well being.

The Region and its municipal partners review and update the HIRA and Critical Infrastructure database annually.

For further information contact Emergency Management, Office of the CAO.

CHAPTER 4 IMPLEMENTATION OF THE EMERGENCY PLAN

At the threat of an impending Emergency and/or at the scene of an emergency, the first responders will assess the situation to determine if this is an event that exceeds the capability of the area municipality and may require extraordinary measures to contain, respond to, and recover from the situation.

1.0 Action Prior to Declaration of an Emergency

When an Emergency appears imminent but has not yet been declared, members of the Regional Emergency Control Group (RECG) may take necessary action under the Emergency Plan to protect the lives and property of the inhabitants of the Region. When such actions are undertaken, they shall be reported as soon as practicable to the CAO, who shall in turn advise the Head of Council and Members of Regional Council of the actions taken and the circumstances under which they were taken.

The Chief of Police, Regional Fire Coordinator, or any other member of the RECG may request that the RECG assemble at the REOC or other specified location, or be placed on Standby Alert.

2.0 Municipal Emergencies

Response to Emergencies within the Province of Ontario is based on a "tiered" approach, with the area municipalities responsible for providing the first level of response. The Region automatically provides assistance to the affected municipality through the provision of support from York Regional Police and Emergency Medical Services. Municipalities may request the services of the Department of Community and Health Services. During a local emergency each of these agencies may provide personnel who serve as members of the Area Municipality Emergency Control Groups.

On declaration of a municipal emergency in one of the area municipalities, the Region will normally implement its own Emergency Plan by opening up the REOC with a skeletal staff. In addition to the support noted above, the Region will be prepared to provide additional support as requested by the Mayor of the affected municipality. This request would be made to the Head of Regional Council.

3.0 Declaration or Termination of a Regional Emergency

The decision to declare or terminate a Regional Emergency in all or in part of the Region is made by the Head of Council, following a recommendation from the RECG. The factors affecting this decision are:

- Response coordination required because of: significant number of people at risk, large widespread event, multiple emergency sites and multiple municipality's involved.

- Resource coordination required because of: limited municipal resources, significant need for outside resources, need to coordinate Regional resources.
- Declaration of a Local Emergency or Provincial Emergency is made

Should the Head of Council decide that a Regional emergency declaration is warranted, based on the advice of the CAO and the RECG, the he shall sign the Declaration of Regional Emergency form.

Upon activation of the York Emergency Plan, York Regional Police will immediately notify the members of the RECG (beginning with the CAO) that a Standby Alert has been issued, or that the RECG is to assemble at the REOC, or other specified location.

4.0 York Region's Emergency Notification System

The York Regional Police - Communications Branch has been assigned the function of alerting and calling out members of the RECG. At the request of the Police Chief, Regional Fire Coordinator, or a member of the RECG, the York Regional Police Communications Supervisor will immediately notify the members (beginning with the CAO) that a Standby Alert has been issued, or that the RECG are to assemble at the REOC or other specified location.

The Notification Annex describes the Notification criteria and process.

CHAPTER 5 REGIONAL EMERGENCY CONTROL GROUP AND REGIONAL OPERATIONS CENTER (REOC) STAFFING AND RESPONSIBILITIES

The Regional Emergency Control Group is responsible for exercising overall management responsibility for the corporation's business continuity and coordination of emergency response and recovery operations.

Ontario Regulation 380/04 requires all municipalities to have a municipal control group to direct the respective municipalities response in an emergency, including the implementation of the municipality's emergency plan, and the development of procedures to govern its responsibilities in an emergency.

The Regional Emergency Control Group (RECG) is composed of:

- Regional Chairman and Chief Executive Officer
- Director of Government Relations and Executive Assistant to the Chairman and CEO
- Chief Administrative Officer
- Executive Director of Strategic Initiatives and Administration
- Commissioner of Community and Health Services
- Commissioner of Transportation Services
- Commissioner of Environmental Services
- Commissioner of Finance and Regional Treasurer
- Commissioner of Corporate Services
- Commissioner of Planning and Development Services
- Chief of York Regional Police
- Regional Fire Coordinator
- Regional Solicitor
- Medical Officer of Health
- General Manager of Emergency Medical Services
- Director of Corporate Communications
- Manager of Emergency Management

Head of Council (Policy Group)

Responsibilities:

The Regional Chair as Head of Council is authorized to declare an Emergency in all or in any part of York Region. The Head of Council may take any action and issue orders as necessary 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 RECG.

In addition to these general responsibilities, the Head of Council shall be responsible for the following:

- Provides overall emergency policy and direction to the EOC Director (CAO)
- Notify the Minister of Community Safety and Correctional Services, through Emergency Management Ontario, (416) 314-0472.
- Notify the Mayors of the area municipalities, Members of Regional Council, and neighbouring municipal officials (as required)
- Notify the public of the declaration of an Emergency.
- Notify the Region's Members of Parliament and Members of Provincial Parliament.
- Keep Members of Regional Council apprised of the Emergency situation.
- Formally request Provincial and/or Federal government assistance (through the Provincial Ministry of the Community Safety and Correctional Services), as required.
- Act as the primary spokesperson for the Region, authorize the release of information on behalf of the Region or delegate that authority to the CAO and/or the Public Information Officer.
- Issue authoritative instructions, information and warnings to the general public via the media as authorized and requested by various agencies.
- Officially declare that the Emergency has terminated and notify the Ministry of Community Safety and Correctional Services, the public, the Area Municipal Mayors, Regional Council, MPs and MPPs of the said termination.

Regional Emergency Operations Center Staffing

The CAO shall be the EOC Director and in that capacity shall oversee the activities of the staff in the REOC.

The CAO may add or remove members and assign staff depending on the nature of the emergency. The REOC may be staffed by the following persons or their designates:

- Command
 - EOC Director- Chief Administrative Officer or Executive Director, Strategic Initiatives and Administration
 - Liaison - Manager, Emergency Management
 - Public Information Officer- Director, Corporate Communications

- o Risk Management – Regional Solicitor, Risk Manager, Occupational Health and Safety Manager
- Operations
 - o Chief, York Regional Police
 - o Regional Fire Coordinator or Alternate
 - o Commissioner of Community Services and Health
 - o Medical Officer of Health or Associate Medical Officer of Health
 - o General Manager of Emergency Medical Services
 - o Commissioner of Transportation Services
 - o Commissioner of Environmental Services
- Planning
 - o Commissioner, Planning and Development Services
 - o Regional Clerk
 - o Director, Geomatics
 - o Program Manager, Emergency Plans and Operations
 - o Program Manager, Emergency Exercises, Training and Public Education
- Logistics/Finance
 - o Commissioner of Corporate Services
 - o Commissioner, Finance Department and Treasurer
 - o General Manager, Transit
 - o Director of Human Resources
 - o Director, Property Services
 - o Director, Supplies and Services
 - o Director, IT Services

Regional Emergency Operation Center Staff Responsibilities

The primary responsibilities of the REOC staff is to implement the Emergency Plan and appropriate Departmental Annexes or business resumption plans during an emergency and to provide advice and assistance to the Head of Council.

During an emergency, REOC staff are responsible for directing and coordinating all emergency operations and providing personnel and resources needed by municipalities or first responders to effectively manage the emergency within the Region.

Individual Responsibilities

The EOC Director will be responsible for the following duties:

- Exercise overall management responsibility for the coordination between response and supporting agencies in the REOC. Set priorities for response efforts in the affected areas.

- Establish the appropriate staffing level for the REOC and continuously monitor organizational effectiveness to ensure that appropriate modifications occur as required.
- Ensure interagency coordination is established between the RECG and first responders and municipal EOC's.
- Confirm the adequacy of the expenditure limits as identified in the purchasing by-law.
- Advise the Head of Council on Regional policies and procedures as appropriate.
- Determine the need to activate an Emergency Public Information Center (EPIC) or hotline and assign responsibility.
- Ensure risk management principles and procedures are applied to all REOC activities
- Determine what sections are needed, assign section chiefs as appropriate and ensure they are staffing their sections as required.
 1. Operations Section Chief
 2. Logistics Section Chief
 3. Planning Section Chief
 4. Finance Section Chief
- Determine which management staff positions are required and ensure they are filled as soon as possible
 1. Information Officer
 2. Liaison Officer
 3. Risk Manager
 4. Legal Advisor
- Establish initial priorities for the REOC based on current status and information from municipal EOC or site commander.
- Schedule the initial REOC Action Planning meeting and have Planning Chief prepare the agenda
- Ensure that operational periods are established and that initial REOC response priorities and objectives are decided and communicated to all involved parties.
- In conjunction with the Emergency Information Officer, conduct news conferences and review media releases for final approval.
- In coordination with management staff, identify priorities and management function objectives for the initial REOC Action Planning meeting.

- Convene the initial REOC Action Planning meeting and ensure the Planning Section facilitates the meeting appropriately.
- Once the Action Plan is completed by the Planning section, review, approve and authorize its implementation.
- Conduct periodic briefing with the REOC Management Team to ensure response priorities and objectives are current and appropriate.
- Document all decisions/approvals.
- Approve resource requests not included in Action Plan, as required.
- Formally request assistance from neighbouring regional governments and the City of Toronto (in accordance with the various Mutual Assistance Agreements), as required.

Executive Director, Strategic Initiatives and Administration will assume the role of REOC Deputy Director or REOC Director in the absence of the CAO as a member of the RECG in the REOC.

- Undertake special assignments at the request of the CAO.

The Liaison Officer is responsible for assisting and advising the EOC Director. The Manager of Emergency Management, will:

- Function as point of contact for, and interaction with, representatives from other agencies arriving in the REOC, and any organizations not represented in the REOC.
- Assist and serve as an advisor to the REOC Director and Control Group as needed, providing information and guidance related to the external functions of the REOC.
- Provide general advice and guidance to external agencies and REOC staff as required.
- Supervise the set-up of the REOC.
- Assist REOC Director in determining appropriate staffing for the REOC.
- Ensure a REOC organization and staffing chart is posted and updated.
- Ensure access control to the REOC is established immediately.
- Carry out the detailed liaison with the Emergency Management Ontario (EMO) Provincial Emergency Operations Centre (PEOC) and various municipal Emergency Operations Centres.

- Assist the REOC Director in developing overall REOC priorities as well as priorities for the initial Action Plan.
- Prepare external non-represented agency information for briefings with the REOC Management Team.
- Ensure that operational priorities and objectives identified in the REOC Action Plans are communicated to external non represented agencies.
- Ensure any EPIC established by the RECG is provided with the most current information.
- Request the assistance of York Amateur Radio Emergency Services in providing emergency and backup telecommunications links between the REOC and any other locations, as required.

The Public Information Officer (PIO) will:

- Serve as the coordination point for all public information, media relations and internal information sources for the REOC.
- Ensure that any Toll-Free Public Information Service (hotline or call center) established for the public to access helpful information or advice is provided with timely and accurate messaging sheets so they can offer only confirmed and approved information.
- Ensure the public within the affected area receives complete, accurate and consistent information about life safety procedure, public health advisories, relief and assistance programs, and other vital information.
- Provide communications advice to the Head of Council, REOC Director and RECG.
- Coordinate and supervise writers assigned to communications tasks.
- Maintain the website and intranet for REOC information, as appropriate.
- Review all communications including EPIC messages and gain approval for release by the Regional Chair or the CAO.
- Forward all communications approved by the Head of Council or the REOC Director to the Emergency Public Information Center (EPIC).
- Liaise with Public Information Officers at site(s) and municipal EOC's.

Legal Services will be responsible for the following services:

- Provide advice to the RECG on matters of a legal nature, as they may apply to the actions of the Region in its response to the Emergency, as requested.
- Work with and provide advice to Risk Management.
- Liaise with representatives from the Ontario Ministry of Community Safety and Correctional Services and provide advice to the Chair and the RECG with respect to interpretation of legislation governing the control of response to an Emergency, by the RECG.
- Assess and provide advice with respect to any right of action pursuant to Section 12 of the *Emergency Management and Civil Protection Act* against any person(s) causing an Emergency, to recover expenses incurred by the Region, and to ensure that necessary evidence is preserved to assert such action at a later date.

Insurance and Risk will be responsible for the following services:

- **Risk Management** – 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 REOC 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.
- **Safety** – Risk Management provides advice on safety issues. Risk Management has the authority to halt or modify any and all unsafe operations within or outside the scope of the REOC Action Plan, notifying the REOC Director of actions taken. It should be noted that while Risk Management has responsibility for safety, it is recommended that a safety specialist be appointed who is familiar with all aspects of safety and relevant legislation.

York Regional Police as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to public safety are carried out effectively.
- Establish a site command post with communications to the REOC.
- Provide the RECG with advice on public safety matters.
- Provide an Incident Commander, if required.

- Establish an ongoing communications link with the Incident Commander.
- Establish an inner perimeter within the Emergency area.
- Establish an outer perimeter in the vicinity of the Emergency in order to facilitate the access/egress of emergency vehicles and to restrict the movement of non-essential personnel.
- Provide traffic control to facilitate the movement of emergency vehicles.
- Alert persons endangered by the Emergency and coordinate evacuation procedures, including traffic control on evacuation route.
- In cooperation with the Community and Health Services Department and community partners ensure public safety is protected, and the safe and orderly flow of traffic is maintained at Reception Centers.

Regional Fire Coordinator as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments in the REOC Action Plan related to fire safety are carried out effectively.
- Provide the RECG with advice on firefighting matters.
- Establish an ongoing communications link with the Fire Incident Commander.
- Inform the Mutual Aid Fire Coordinators and/or initiate mutual aid arrangements for the provision of additional personnel and equipment, if needed.
- Determine and arrange for additional specialized equipment, if required.
- Provide an Incident Commander, if required.
- Provide assistance to other municipal departments and agencies by being prepared to take charge of, or contribute to, non-firefighting operations, if necessary (e.g., rescue, first aid, casualty collection, evacuation, etc.).

Medical Officer of Health or Associate Medical Officer of Health as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to public health are carried out effectively.
- Liaise with the Ontario Ministry of Health and Long Term Care - Public Health Branch.
- Provide advice to the RECG on Public Health issues and recommend specific response to conditions that could affect the health of the community.
- Liaise with the Commissioner of Community Services and Health on areas of mutual concern regarding health services in emergency facilities that include:
 - Food and water safety
 - General safety and sanitation
 - Disease control
 - Accommodation standards
 - Health assessment needs and post traumatic stress management
- Liaise with agencies as required to augment and coordinate public health resources.
- Provide an Incident Commander, if required.

General Manager of Emergency Medical Services as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to emergency medical services are carried out effectively.
- Liaise with the Ontario Ministry of Health and allied Emergency Medical Services agencies.
- Recommend specific responses to conditions that could affect the Emergency Medical Services interaction.

- Liaise with the allied Emergency Medical 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
- Liaise with other agencies as required to augment and coordinate Emergency Medical Services resources.
- Provide an Incident Commander, if required.

Commissioner of Transportation Services as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to transportation services are carried out effectively.
- Provide emergency traffic detour plans in coordination with York Regional Police.
- Provide the RECG with information and advice on roads or transit matters.
- Implement the Transportation Services Spill Control Contingency Plan, as required, to ensure that all hazardous or environmentally significant spills are contained and cleaned up, and all residues safely disposed of.
- Liaise with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions.
- Coordinate transportation requirements (requested by the REOC, a municipality or site incident commander) and contact the contracted operators to make requests for emergency operations support as needed.
- Administer Memorandum of Understanding (MOU) agreements with other jurisdictions, public agencies and private industry for use of their transportation assets, where appropriate, during emergency situations.

- Ensure the Transit Operations Centre (TOC) is established, if required
- Ensure the Roads Operations Centre is activated, if required.
- Ensure that selected YRT staff and the Emergency Information Officer are provided with timely information on emergency transportation arrangements that can be disseminated to the public.
- Provide Transportation Services vehicles and equipment as required for emergency services.
- Provide an Incident Commander, if required.

Commissioner of Environmental Services as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to water/wastewater or solid waste infrastructure are carried out effectively.
- Provide and repair water, sewer services in consultation with officials of the area municipalities and of the Province of Ontario, where required.
- Provide the RECG with information and advice on public works and engineering matters.
- Arrange for the provision of emergency supplies of potable water and emergency sanitary facilities, in consultation with the Medical Officer of Health.
- Assist the Area Municipal Fire Services with the provision of equipment and resources for pumping operations and emergency water supplies for firefighting.
- Maintain communications with flood control conservation authorities, the Ontario Ministry of Natural Resources and environmental agencies.
- Provide an Incident Commander, if required.

Commissioner of Community and Health Services, as part of Operations will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure any operational objectives and assignments identified in the REOC Action Plan related to community services or emergency social services are carried out effectively.
- Liaise with the municipalities and school boards to determine requirements for Emergency Social Services.
- At the discretion of the Commissioner or if requested by a municipality, open and operate temporary and/or long-term Reception Centres and/or evacuation centers and ensure they are adequately staffed.
- Establish the Departmental Operation Center as required.
- Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in Reception Centres that include:
 - Food and water safety
 - General safety and sanitation
 - Disease control
 - Accommodation standards
 - Health Assessment needs and post traumatic stress management
- Ensure that a representative of the York Region District School Board, and/or York Catholic District School Board, and/or Community Hall and/or shopping mall representatives are notified when a facility is required as a Reception Centre, and that staff and volunteers utilizing the facility take direction from the aforementioned representative with respect to its maintenance, use and operation.
- Liaise with the Agency On-Scene Commanders of the social service agencies and provide the RECG and the Chair with advice on social service related matters.
- Provide an Incident Commander, if required
- Notify the Executive Director of the Canadian Red Cross of the location of designated Reception Centres/Emergency Lodging Facilities.
- Liaise with York Region Transit for the provision of transportation to Reception Centres.
- Work with the Public Information Officer regarding information required by the Emergency Public Information Center.

Commissioner of Planning and Development Services Department as Planning Section Chief will be responsible for the following duties:

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

Regional Clerk as part of the Planning Section will:

- Collect, organize and file all completed event or disaster related forms, including: all REOC position logs, Situation Reports, REOC Action Plans and any other related information, just prior to the end of each operational period.
- Provide document reproduction services to REOC staff.
- Distribute the REOC Situation Reports, REOC Action Plan, and other documents, as requested.
- Maintain a permanent archive of all Situation Reports and REOC Action Plans associated with the event or disaster.
- Assist with preparation and distribution of the REOC After Action Report.

- Supervise the Documentation Unit.

Director of Geomatics Division is part of Planning is responsible for the provision of all Geomatics services to the REOC. On notification that the REOC is to be opened, the Director, as a member of the Regional Emergency Control Group will:

- Provide and set-up GIS technology in the REOC.
- Provide current quality information to support REOC.
- Provide products and services to support queries, analysis and decision-making.
- Provide electronic map display for the REOC.
- 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.

Program Managers, Emergency Management are part of Planning Section responsible the Situation Unit and Advance Planning. The Managers will:

- Assist with the setup and activation of the REOC
- Maintain the Incident/Event Logs
- Provide advice and support to the Planning Section Chief

Commissioner of Corporate Services as Logistics Section Chief will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Ensure the Logistics function is carried out in support of the REOC. 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 both for the REOC, DOC's, Call Centres and site requirements.
- Ensure that appropriate security measures have been established to allow for only authorized access to the REOC facility and documentation.
- Ensure section objectives as stated in the REOC Action Plan are accomplished within the operational period or within the estimated time frame.

- Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
- Keep the REOC Director informed of all significant issues relating to the Logistics Section.
- Ensure critical resources are allocated according to REOC Action Plan policy, priorities and direction.
- Coordinate the provision of food and lodging for REOC and Site Personnel.

Director of Supplies and Services is part of Logistics and is responsible for ensuring required logistical support is available in the REOC, Departmental Operations Centres, Reception Centers, and any Call Centres, including:

- Meals
- Accommodations
- Assist in purchases under Clause 10 of *By-law A-0207-2000-041*, To Provide For The Purchase of Goods and Services
- Ensure that operators are provided to staff the Region's switchboard on a 24 hour 7 day basis
- Printing requirements

Director of Information Technology Services is part of Logistics and is responsible for the provision of all Information Technology (IT) services to REOC. On notification that the REOC is to be opened, the Director will:

- Supervise the set-up and take down of the telephone and IT system in the primary or alternate REOC.
- Ensure that an IT technician is available on a 24 hour 7 day basis to the REOC.
- Ensure the physical set-up the Emergency Public Information Centre, as directed by the EOC Director.
- Ensure that telephone support is available on a 24/7 basis to support the REOC and any Emergency Public Information Centre that is established.

Director of Property Services as part of Logistics will be responsible for the following services:

- Security and parking at the REOC and associated functions, e.g., media, EPIC.

- Continuity of REOC facility services, i.e. maintenance, access, power, HVAC, audio-visual
- Implementation of facility emergency plans, Fire Safety, suspicious packages, bomb threats
- Contract and lease administration for additional resources, e.g. snowplowing,
- Provision of space and furniture requirements for REOC and associated functions.

Director of Human Resource Services Department as part of Logistics will be responsible for the following duties:

- Provide advice to the RECG on Human Resource Policies
- Coordinate volunteers from community agencies and the public to assist in providing services to the public, as required.
- Provide advice regarding the employment and/or redeployment of the Region's employees, including those at the scene.

Commissioner of Finance as Finance Section Chief will be responsible for the following duties:

- If assigned by the REOC 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 REOC.
- Activate units within the Finance Section as required.
- In consultation with the REOC Director, confirm adequacy of expenditure limits as identified in the Purchasing Policy
- Ensure that financial records are maintained for claim purposes.
- Ensure there is a continuum of payroll process for all employees.
- Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during an Emergency.
- Liaise, if necessary, with the Treasurer(s) and purchasing agents of the neighbouring regions and area municipalities.

- Ensure all requirements under the Ontario Disaster Relief Assistance Program are met by the Region and affected municipalities and submitted to the Minister of Municipal affairs and Housing within 14 days of the disaster.

CHAPTER 6 REQUESTS FOR ASSISTANCE

Mutual Assistance Agreements

General

The *Emergency Management and Civil Protection Act* authorizes municipalities to enter into agreements wherein each party may provide assistance, in the form of personnel, services, equipment and material, if called upon to do so by a requesting municipality in times of Emergency.

Mutual Assistance Agreements enable municipalities, in advance of an Emergency, to set the terms and conditions of the assistance which may be requested or provided. Municipalities requesting and providing assistance are therefore not required to negotiate the basic terms and conditions under stressful conditions and may request, offer and receive assistance according to predetermined and mutually agreeable relationships.

Current Agreements

York Region has Mutual Assistance Agreements with Toronto, Halton, Durham and Peel Regions and a Facilities Use Agreement with the York Region District School Board.

Execution of Mutual Assistance Agreements

The request or response to a request is made by the CAO.

The CAO, on advice from the RECG, makes the final determination to ask for assistance from a neighbouring municipality. The CAO also makes the decision to provide assistance to a neighbouring municipality under a Mutual Assistance Agreement.

Assistance from the Province of Ontario

Emergency Management Ontario

On the declaration of an Emergency by the Head of Council, Emergency Management Ontario may deploy a liaison team to the REOC. This team will provide advice and assistance to the RECG.

Ontario Disaster Relief Assistance Program

The Ontario Disaster Relief Assistance Program (ODRAP) is intended to alleviate the hardship suffered by private homeowners, farmers, small business enterprises and non-profit

organizations, whose essential property has been damaged in a sudden and unexpected natural disaster, such as a severe windstorm, tornado, flood, forest fire or ice storm. The ODRAP provides funds to those who have sustained heavy losses for essential items such as shelter and the “necessities of life”. ODRAP does not provide full cost recovery for all damages resulting from a disaster; it only helps eligible recipients restore essential furnishings and property to pre-disaster condition.

The ODRAP provides assistance when damages are so extensive that they exceed the financial resources of the affected individuals, the municipality and community at large. This program does not cover damages to privately-owned, non-essential property, nor to essential property where private insurance is normally available.

If the disaster is of such size and extent that damages are widespread, similar to that experienced during the 1998 Eastern Ontario ice storm, the Province of Ontario, in conjunction with the Federal Government, would initiate the Disaster Financial Assistance Arrangements (DFAA).

The Minister of Municipal Affairs and Housing is authorized to declare a “disaster area” for the purposes of the ODRAP program. The Regional Council, when asking for assistance under the ODRAP program, must adopt a resolution outlining the following:

- the Region's request for disaster assistance and declaration
- whether all or a specified portion of the Region is to be declared a “disaster area”

The Province will contribute up to \$2.00 for every local dollar raised, to an amount necessary to settle all the eligible claims, up to 90 per cent of all eligible costs. Thus, no surplus funds are created.

Regional property damaged by natural disasters may also be eligible for financial assistance under ODRAP.

The Program may be viewed and downloaded from the Province of Ontario web site at <http://www.mah.gov.on.ca/Page238.aspx>

Assistance from the Federal Government

Requests for personnel or resources from the Federal Government must be submitted through the Province of Ontario. Federal assistance will only be provided once the resources of the Region and Province have been exhausted.

Financial assistance for natural disasters is available through the Federal Government’s Disaster Financial Assistance Fund. This assistance is initiated by the Province.

CHAPTER 7 BUSINESS CONTINUITY AND PANDEMIC PREPAREDNESS

The primary risks identified to the Region during an influenza pandemic outbreak are staff shortages, supply shortages and external dependencies.

The strategy York Region has adopted in preparation for influenza pandemic is two pronged. Firstly, maintain the critical business functions (continuity of operations) as identified in the Business Continuity Program and secondly, support the efforts of the Public Health Branch in its response to an outbreak.

The 32 Business Resumption Plans recently developed under the Business Continuity Program can be utilized by the senior management to identify the essential services that must be maintained and staffed, and to help identify which businesses can be reduced, or temporarily suspended. Staff with transferable skills from those operations that have been reduced or suspended can be redeployed to support either Health Services or other critical Regional operations.

The Community and Health Services Department have developed a Pandemic Response plan to assist Health staff in their response should an influenza pandemic occur.

As identified in the interim pandemic influenza guidelines from Emergency Management Ontario, July 2006 “Municipalities may also anticipate that during a pandemic, Provincial orders will be made under the *Emergency Management and Civil Protection Act* and the *Health Protection and Promotion Act* that will compel certain municipal actions under the direction of the local medical officers of health”. These municipal actions may include opening of influenza assessment, treatment or referral centers, and the compliance of public health measures such as restricting public gathering, closing schools, etc.

During an influenza pandemic, the provision of key public information and direction to municipalities will originate with the Provincial Emergency Operations Center.



ANNEX 1

Corporate Incident Notification

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 1: CORPORATE INCIDENT NOTIFICATION

Annex 1 CORPORATE INCIDENT NOTIFICATION

Purpose

The purpose of this Annex is to provide the framework and management guidance for Departmental notification procedures.

General

Situations or events that have the potential to cause damage to the integrity of the Corporation and loss of confidence by key players – elected officials, taxpayers, employees, contractors, partners, etc. are notifiable incidents. They need to be reported in a timely manner so that they can be effectively managed. However, this guidance does not describe the ongoing process to manage the incident or respond to the media.

Definitions

Notification is the process of initially providing information concerning an incident or emergency event to the appropriate internal and external organizations.

An **incident** is a situation, which will not significantly affect Regional delivered services, infrastructure, or public confidence in the Regional Municipality of York. However, these incidents have the potential to become the subject of media or political inquiries.

A **major incident** is a situation which will seriously affect a Regional delivered Service, an external agency, cause damage to infrastructure or have an impact on public health. Major incidents have the potential to become emergency events. Examples are water source contamination, construction failures and environmental incidents.

An **emergency event** is an ongoing or imminent situation which can not be managed by police, fire, EMS or a department in accordance with their operational procedures and will require corporate coordination of several departments and other external agency resources. The duration of the response typically exceeds 24 hours, likely affect several area municipalities and will have an impact on corporate business continuity. Examples of such situations are a major power blackout, a severe storm which has caused widespread damage to critical infrastructure or a large infectious disease outbreak.

Incident management is the subsequent process of managing the Region's response, which includes all operational and communications aspects. The Department Head and, if appropriate the CAO will assign management responsibility.

Staff recall/fan-out is the process of informing employees after normal working hours that there is a requirement for them to report to their place of employment or emergency organization.

Corporate Incident Notification Criteria:

The following table summarizes Corporate guidance for the reporting of incidents and emergency events.

Classification	Criteria	Immediate Notification	Reporting Actions
Incident	- Will not significantly affect a Region delivered service, Region infrastructure, public health, or have an impact on the operations of any external organization. - Will not likely be perceived as caused by the Region's inappropriate response or lack of action. - Department staff can manage and respond to the incident as per their operational procedures. - May have the potential to become the subject of a media/ political inquiry.	No	- Mandated notifications completed, as soon as possible, as per Departmental criteria and procedures. - Department designated manager(s) is to consult with Director Corporate Communications next working day. - Department designated manager and Director Corporate Communications to determine the need for a briefing note.
Major Incident	- Will seriously affect a Regional delivered service(s), an external agency, cause damage to infrastructure, or have an impact on public health. - May be perceived as caused by the Region's inappropriate response or lack of action. "Lead" Department staff will be able to respond to the incident with corporate support. - Will be the subject of a media/political inquiry.	Yes	- Mandated notifications completed, as soon as possible, as per Departmental procedures. - The Department Head/alternate will immediately notify the CAO/alternate and Director Corporate Communications. - Appropriate internal/external notifications will be completed by Department and CAO's Office. - Director Corporate Communications will contact Manager, Emergency Management.

Classification	Criteria	Immediate Notification	Reporting Actions
Emergency Event	- Will seriously affect public safety or health in all or a part of the Region. - The duration of event may not be clear, but sustaining the response can be expected to have a major impact on more than one Regional department. “Lead” Department staff will be unable to respond to the incident without corporate coordination and/or external resources. - Response to the event and continuity of business for the corporation will require central coordination.	Yes	- Mandated notifications completed as soon as possible. - The Manager, Emergency Management/alternate will immediately notify the CAO and Director Corporate Communications. - Appropriate internal/external notifications will be completed by Department and CAO’s Office staff.

Notification Process

An overview of the corporate notification process is shown in **Figure 1**, with the numbers denoting the sequence of actions. If the incident is “Immediately Dangerous to Life or Health,” the employee shall call 9-1-1. When an incident is recognized as one requiring notification, the employee will follow their specific departmental procedure. If the designated contact manager is not available, the employee will continue the departmental contact process until a member of management is notified.

a. Reporting Process for Incidents/Major Incidents

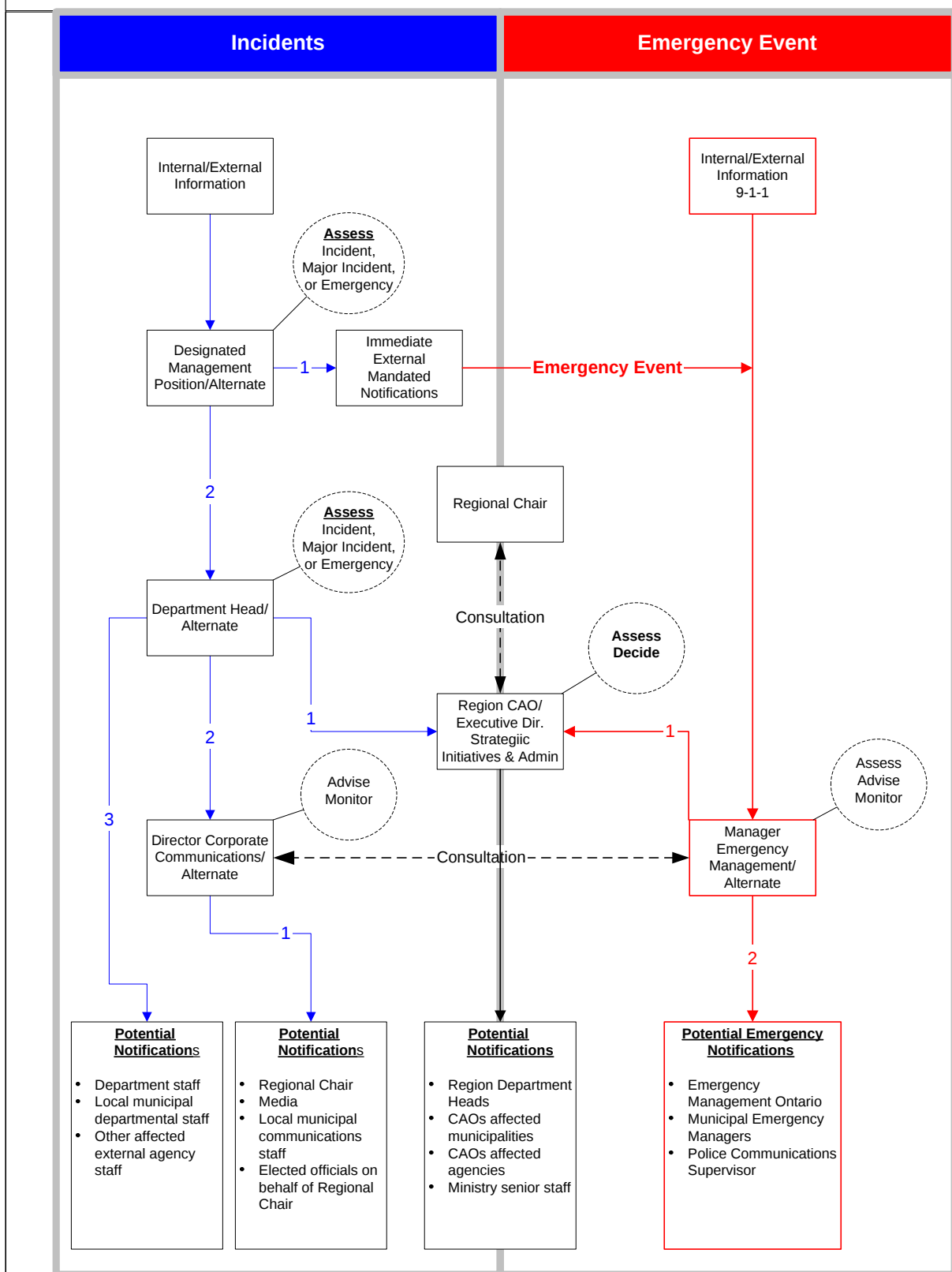
- The Department designated manager will determine, using the Department incident notification matrix, if the incident requires an immediate telephone call, or a report by the start of next day.
- Department Heads or their designate shall assess the situation and if appropriate contact the CAO. If the CAO or designated acting CAO is not available, contact the Executive Director Strategic Initiatives and Administration.
- Department Heads or their designate shall contact the Director of Corporate Communications Services. If the Director Corporate Communications Services is not available, contact the Senior Media Relations Specialist.
- The CAO will decide on the requirement for further notifications. If required, the CAO will confer with the Regional Chair.
- The Department Head and the Director Corporate Communications will consult and if required, the Department will prepare, in collaboration with Corporate Communications, an initial “Briefing Note”.
- If further notifications are required, the CAO shall notify Department Heads and the CAOs of the affected municipalities and other external agencies.
- The Regional Chair’s Office will contact the appropriate Mayor(s) and Regional Councillors.
- Department Heads will ensure their department staff contact (peer-to-peer) the affected external organizations.

b. Reporting Process for Emergency Events

- Department Heads or their designated manager(s) will assess the situation and if appropriate shall immediately contact the Manager, Emergency Management. If the Manager, Emergency Management is unavailable, contact either Emergency Program Manager.
- The Manager Emergency Management will verify if possible, the basis for the notification, contact the CAO, provide advice to Regional Chair and notify the Director of Corporate Communications Services.
- The CAO will determine if further notifications are required and if necessary, notify Department Heads, the CAOs of the affected municipalities and other external agencies.

- The Regional Chair's Office will notify the appropriate Mayors, Regional Councillors and members of parliament, if required.
- The Manager Emergency Management will notify the area municipal Community Emergency Management Coordinators, the York Regional Police Communications Centre, Emergency Management Ontario and other emergency management agencies as required.
- The Director Corporate Communications Services will contact area municipal and other affected external agencies' communications staff.

Figure 1: Corporate Incident Notification Flowchart



Responsibilities

a. Department Heads

- Develop and ensure Department incident notification procedures are put in place, which are consistent with the Corporate Incident Criteria and notification process described in paragraphs four and five and meet all external mandated reporting requirements
- Develop a department incident notification matrix (see 4. Corporate Incident Notification Criteria)
- Designate a department management contact point(s) for notifications
- Develop and maintain staff checklists as appropriate (see Annex A)
- Maintain department essential telephone number contact lists
- Provide employee awareness for department incident/emergency event notification procedures

b. Manager, Emergency Management

- Reviews and makes recommendations for changes to the management of incident notifications
- Ensures department incident notification procedures are consistent with the Corporate management guidance
- Maintains and distributes corporate emergency telephone contact lists (internal/external)
- Acts as a corporate notification contact for emergency/disaster events
- Provides advice to the CAO and makes external notifications for emergency events

c. Director, Corporate Communication Services

- Acts as a corporate notification contact
- Advises Regional Chair and CAO on the management of information to the media, affected organizations and Regional employees
- Assists departments with preparation of briefing notes
- Co-ordinates incident and emergency event media communications plan
- Co-ordinates internal information process
- Provides external peer-to-peer notifications

Media Requests for Information

All media requests for information concerning notifiable events or situations shall be referred to the Director of Corporate Communications Services, who will arrange all media opportunities with the designated spokesperson(s).

When other jurisdictions and agencies are involved in the event or situation, the Director of Corporate Communications Services will ensure there is joint coordination of media releases and press conferences

Administration

Emergency Management, Office of the CAO will review the Incident Notification Procedure and update and distribute on a semi-annual basis two “*emergency contact lists*.”

- a. The York Region Emergency Internal Contacts list contains key York Region managers and York Region Police personnel telephone numbers. Due to the nature of this information, this contact list is only provided to the Chair’s Office, York Region senior managers and those staff whose names are on this list.
- b. The York Region Emergency Contacts (Elected Officials and Other Agencies) List contains contact information for the Mayors and CAOs of local area municipal and adjacent municipalities, MPs, MPPs, senior staff of the district school boards, hospitals and conservation authorities. This list is only distributed internally to the Chair’s Office, the CAO, the Commissioners (who may be designated as Acting CAO), the Director of Corporate Communications Services and the Director Emergency Management.
- c. All changes in contact information should be forwarded to the Emergency Management Manager’s Administrative Assistant.

Maintain a personal record of telephone conversations, requests and decisions on this page. This information may become part of public record.

Refer to Corporate Contact Lists (wallet card) for telephone numbers.

Obtain an assessment of the situation by asking the employee(s) the following questions.

ASSESSMENT

- ☐ Is this incident “Immediately Dangerous to Life or Health” of our employees, our contractors or potentially life threatening to the public or has it caused loss of life or injury? If yes, has 9-1-1, Health & Safety been contacted?

- ☐ Is this incident ongoing, imminent or will have it have a delayed impact?

- ☐ What impact will this incident have on your primary business, other Regional services, Region infrastructure, local municipalities, external organizations, public confidence?

- ☐ What department/corporate resources have been assigned to respond e.g. staff, equipment, or contractors? Are more resources required (internal / external)?

- ☐ Are department incident response procedures in place because of ISO requirements or federal/provincial regulations and are they being followed? If no, determine why not.

- ☐ Is the media aware of this incident/situation and if so what type of information have they requested?

- ☐ *To ensure the appropriate parties are aware of the situation, consider the following questions.*

NOTIFICATION

- ☐ Have all mandatory notifications been made, e.g. 9-1-1, MOHLTC, Spills Action Centre?

- ☐ Is there a requirement to immediately inform the Department Head, CAO, Director Corporate Communications Services, Manager Emergency Management, Regional Solicitor?

- ☐ Are affected or potentially affected departments or external agencies aware of the situation (peer-to-peer notifications)?

- ☐ If an immediate notification is not required but a report is required by next working day, has someone been assigned this task?



ANNEX 2

Emergency Declaration



Checklist in Consideration of a Declaration of Emergency

(Note: All references in this document refer to the *Emergency Management and Civil Protection Act*, R.S.O. 1990, Chapter E.9, as amended 2006)

** This checklist is for use by municipal heads of council considering the declaration of an emergency within their municipality. This checklist is not intended to provide any sort of legal advice – it is merely a reference tool.*

An emergency is defined under the *Emergency Management and Civil Protection Act* 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” [Section 1, definition of an emergency].

Under the *Emergency Management and Civil Protection Act*, only the head of council of a municipality (or his or her designate) and the Lieutenant Governor in Council or the Premier have the authority to declare an emergency. The Premier, the head of council, as well as a municipal council, have the authority to terminate an emergency declaration [Sections 4 (1), (2), (4)].

An emergency declaration may extend to all, or any part of the geographical area under the jurisdiction of the municipality [Section 4 (1)].

If the decision is made to declare an emergency, the municipality must notify Emergency Management Ontario (on behalf of the Minister of Community Safety and Correctional Services) as soon as possible [Section 4 (3)]. Although a verbal declaration of emergency is permitted, all declarations should ultimately be made in writing to ensure proper documentation is maintained. Written declarations should be made on municipal letterhead, using the template provided by Emergency Management Ontario, and should be faxed to (416) 314-0474. When declaring an emergency, please notify the Provincial Emergency Operations Centre at 1-866-314-0472.

When considering whether to declare an emergency, a positive response to one or more of the following criteria **may** indicate that a situation, whether actual or anticipated, warrants the declaration of an emergency:

General and Government:

- ☐ **Is the situation an extraordinary event requiring extraordinary measures?**
[Section 4 (1) permits a head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law” during an emergency.]
- ☐ **Does the situation pose a danger of major proportions to life or property?** [Section 1, definition of an emergency]

- ❑ **Does the situation pose a threat to the provision of essential services (e.g., energy, potable water, sewage treatment/containment, supply of goods or medical care)?** [Some situations may require extraordinary measures be taken or expenditures be made to maintain or restore essential services. A declaration of emergency may allow a head of council to expend funds outside of his or her spending resolutions and/or the regular approval process of the municipality.]
- ❑ **Does the situation threaten social order and the ability to govern?** [Whether due to a loss of infrastructure or social unrest (e.g., a riot), a crisis situation has the potential to threaten a council's ability to govern. In such cases, extraordinary measures may need to be taken. Section 4 (1) provides for extraordinary measures, not contrary to law. Section 55 (1) of the *Police Services Act* provides for the creation of special policing arrangements during an emergency.]
- ❑ **Is the event attracting significant media and/or public interest?** [Experience demonstrates that the media and public often view the declaration of an emergency as a decisive action toward addressing a crisis. It must be made clear that an "emergency" is a legal declaration and does not indicate that the municipality has lost control. An emergency declaration provides an opportunity to highlight action being taken under your municipal emergency response plan.]
- ❑ **Has there been a declaration of emergency by another level of government?** [A declaration of emergency on the part of another level of government (e.g., lower-tier, upper-tier, provincial, federal) may indicate that you should declare an emergency within your municipality. For example, in the event of a widespread disaster affecting numerous lower-tier municipalities within a county, the county will likely need to enact its emergency response plan and should strongly consider the declaration of an emergency. In some cases, however, a declaration of emergency by a higher level of government may provide sufficient authorities to the lower-tier communities involved (e.g., municipalities operating under the authority of a provincial or federal declaration).]

Legal:

- ❑ **Might legal action be taken against municipal employees or councilors related to their actions during the current crisis?** [Section 11 (1) states that "no action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty." Section 11 (3), however, states "subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality...."]
- ❑ **Are volunteers assisting?** [The *Workplace Safety and Insurance Act* provides that persons who assist in connection with a declared emergency are considered "workers" under the Act and are eligible for benefits if they become injured or ill as a result of the assistance they are providing. This is in addition to workers already covered by the Act.]

Operational:

- ❑ **Does the situation require a response that exceeds, or threatens to exceed the capabilities of the municipality for either resources or deployment of personnel?** [Section 4 (1) permits the head of council to “take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan.” Section 13 (3) empowers a municipal council to “make an agreement with the council of any other municipality or with any person for the provision of any personnel, service, equipment or material during an emergency.”]
- ❑ **Does the situation create sufficient strain on the municipal response capability that areas within the municipality may be impacted by a lack of services, thereby further endangering life and property outside areas directly affected by the current crisis?** [Some situations may require the creation of special response agreements between the municipality and other jurisdictions, private industry, non-government organizations, etc. Section 13 (3) states that the “council of a municipality may make an agreement with the council of any other municipality or with any person for the provision of personnel, service, equipment or material during an emergency.”]
- ❑ **Is it a consideration that the municipal response may be of such duration that additional personnel and resources may be required to maintain the continuity of operations?** [In the event of a large-scale crisis, such as an epidemic or prolonged natural disaster, municipal resources may not be able to sustain an increased operational tempo for more than a few days. This is particularly true if emergency workers are injured or become ill as a result of the crisis. In such a case, the municipality may need to utilize outside emergency response personnel. Section 13 (3) provides for mutual assistance agreements between municipalities.]
- ❑ **Does, or might, the situation require provincial support or resources?** [Provincial response (e.g., air quality monitoring, scientific advice, airlift capabilities, material resources, etc.) may involve numerous ministries and personnel. Activation of the municipal emergency response plan, including the opening of the Emergency Operations Centre and meeting of the Community Control Group, can greatly facilitate multi-agency and multi-government response.]
- ❑ **Does, or might, the situation require assistance from the federal government (e.g., military equipment)?** [Section 13 (2) authorizes the Solicitor General, with the approval of the Lieutenant Governor in Council, to make agreements with the federal government. In Canada, federal emergency assistance is accessed through, and coordinated by, the province. The declaration of an emergency may assist a municipality in obtaining federal assistance.]
- ❑ **Does the situation involve a structural collapse?** [Structural collapses involving the entrapment of persons *may* require the deployment of one or more Heavy Urban Search and Rescue (HUSAR) teams. Ontario has a HUSAR team. This team is specially equipped and trained to rescue persons trapped as a result of a structural collapse. Any municipality in the province can request a HUSAR deployment to a declared emergency. Requests for HUSAR resources should be made through your local mutual aid fire coordinator. Approval for the dispatch of the HUSAR team comes from the Commissioner of Emergency Management.]
- ❑ **Is the situation a large-scale or complex chemical, biological, radiological, or nuclear (CBRN) incident?** [Response to CBRN incidents requires specialized resources and training. Ontario is developing three CBRN teams to respond to incidents throughout the province. CBRN teams are only dispatched to declared emergencies. Requests for a CBRN deployment should be made through your local mutual aid fire coordinator. Approval for the dispatch of CBRN teams comes from the Commissioner of Emergency Management.]

- ❑ **Does the situation require, or have the potential to require the evacuation and/or shelter of people or animals [livestock] from your municipality?** [Evacuee and reception centres often use volunteers as staff. As noted above, the declaration of an emergency enacts certain parts of the *Workplace Insurance and Safety Act* related to volunteer workers. Secondly, an evacuation or sheltering of citizens has the potential to generate issues pertaining to liability. Section 11 of the *Emergency Management and Civil Protection Act* may provide municipal councilors and employees with certain protections against personal liability.]
- ❑ **Will your municipality be receiving evacuees from another community?** [The issues discussed in the previous bullet may apply equally to municipalities accepting evacuees.]

Economic and Financial:

- ❑ **Does the situation pose a large-scale disruption to routine patterns of transportation, or re-routing of large numbers of people and vehicles?** [The rerouting of people and vehicles poses a potential liability risk. Keeping persons from their homes and delaying commercial traffic are both sensitive issues. Section 11 of the Act may provide certain protection from liability. Section 4 (1) allows for extraordinary measures to be taken, providing they are not contrary to law.]
- ❑ **Is an event likely to have a long term negative impact on a community's economic viability/sustainability, including resulting unemployment, lack of available banking services and restorative measures necessary to re-establish commercial activity?** [The declaration of an emergency may facilitate the ability of the municipality to respond to economic losses.]
- ❑ **Is it possible that a specific person, corporation, or other party has caused the situation?** [Section 12 states that “where money is expended or cost is incurred by a municipality or the Crown in the implementation of an emergency plan or in connection with an emergency, the municipality or the Crown, as the case may be, has a right of action against any person who caused the emergency for the recovery of such money or cost....”]

BILL FISCH, B.COM., LLB.
Regional Chair & CEO



The Regional Municipality of York
17250 Yonge Street, Box 147
Newmarket, Ontario
L3Y 6Z1
Tel: (905) 830-4444, 1-877 464-9675
Fax: (905) 895-0847

REGIONAL MUNICIPALITY OF YORK

DECLARATION OF AN EMERGENCY

I, _____,
(insert name) _____,
(insert title)

of **THE REGIONAL MUNICIPALITY OF YORK** declare that an
emergency exists in the area of

(define using street names and/or boundaries)

due to

(explain the emergency situation)

DATED this _____ day of _____, _____.

Signature of Head of Council

Name of Head of Council

BILL FISCH, B.COM., LLB.
Regional Chair & CEO



The Regional Municipality of York
17250 Yonge Street, Box 147
Newmarket, Ontario
L3Y 6Z1
Tel: (905) 830-4444, 1-877 464-9675
Fax: (905) 895-0847

REGIONAL MUNICIPALITY OF YORK

TERMINATION OF AN EMERGENCY

I, _____,
(insert name) _____,
(insert title)

of **THE REGIONAL MUNICIPALITY OF YORK** declare that the
emergency which existed in the area of

_____ has been terminated.

(define using street names and/or boundaries)

DATED this _____ day of _____, _____.

Signature of Head of Council

Name of Head of Council



ANNEX 3

Regional Emergency Operations Center (REOC)

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 3 REGIONAL EMERGENCY OPERATIONS CENTER

Annex 3 REGION EMERGENCY OPERATIONS CENTER

Purpose

The purpose of this annex is to provide guidelines for the direction and control of activities essential to save lives, protect property and the environment, and maintain and restore facilities and services during and following major emergencies and disasters.

Situation

The Regional Emergency Operations Centre (REOC) may be activated when:

- an incident is beyond the capabilities and resources of a single municipality and the Mayor or his designate of an affected Municipality requests that the York Region Emergency Plan be implemented; or
- The emergency affects a large portion of the population of one or more area municipality within York Region; or
- The emergency requires extraordinary actions or expenditure of monies by one or more York Region services for the protection of life and property; or
- The Province requests the Region to activate its REOC.

The REOC is located in the Seminar Room at the Regional Administrative Centre, 17250 Yonge Street in the Town of Newmarket.

Should the situation dictate that the Regional Administrative Centre cannot be used for the REOC, the alternate location will be 90 Bales Road East, Town of East Gwillimbury.

Assumptions

Major emergencies or disasters can occur with little or no warning. If warning is available, alerting the public, recommending suitable protective actions, taking protective measures, and increasing the readiness of and deploying emergency response services may lessen the impact of some emergency situations.

Effective direction and control requires suitable facilities, equipment, procedures, and personnel. These capabilities will be activated and staffed as needed to respond to the needs of specific situations.

Once the York Region Emergency Plan is implemented, a municipal Mayor or his designate, or a designated Senior Municipal Official and any other appropriate officials, may then be requested to attend to the York Region Emergency Operations Centre and if appropriate participate as members of the York Region Control Group.

PHASES OF EMERGENCY MANAGEMENT

Mitigation

- Establish, equip, and maintain the REOC (and an alternate REOC).
- Identify required REOC staff.
- Maintain maps, displays, databases, reference material, and other information needed to support the REOC Director and RECG during a major emergency or disaster.
- Develop and maintain procedures for activating, operating, and deactivating the REOC.

Preparedness

- Identify department representatives who will serve as REOC staff and are qualified to serve in various REOC positions.
- Conduct REOC training for department representatives who will staff the REOC.
- Test and maintain REOC equipment to ensure operational readiness.
- Provide REOC exercises as required.

Response

- Activate the REOC as required.
- Conduct response operations.
- Deactivate the REOC when no longer needed.

Recovery

- If necessary, continue REOC activation to support recovery operations.
- Deactivate the REOC when the situation permits.
- Conduct a review of emergency operations for major emergencies and disaster as a basis for updating plans, procedures, and training requirements.

CONCEPT OF OPERATIONS

General

The direction and control structure for emergency operations utilizes a centralized direction and control system, the Incident Management System (IMS)

The Incident Management System is a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation.

IMS consists of five key functions: Command, Operations, Planning, Logistics, and Finance/Administration. All functions implement decisions made by command, and communicate between other functions, as required.

Command has overall authority for the control and direction of the emergency response and resources for which they are responsible. Command is supported by three functions: Safety/Legal/Risk Management, Liaison, and Information.

Operations coordinate the operational requirements of the response, direct resources and equipment, as required, to fulfill emergency management requirements

Planning gathers information critical to the incident in order to develop, disseminate and evaluate incident action plans.

Logistics arranges for and coordinates all material, services, equipment and resources required to manage and resolve the emergency. Logistics track usage and current locations of these same items.

Finance and Administration perform administrative, financial and staffing duties specific to the emergency. This will include capture of incident-related costs,

The REOC will mobilize and deploy resources to support a municipal EOC or emergency site operations, coordinate external resources and technical support and provide emergency information to the public.

Emergency Site Support

The REOC may be activated, or partially activated, in response to a real or perceived emergency requiring coordination across departments and municipalities.

The level of activation may range from a situation requiring monitoring with minimal staff; to a limited activation involving selected departmental and external agency representatives; to a full activation involving all departments, agencies, and liaison personnel.

Activating the REOC is based on the operational needs of the first responders or municipality, the nature of the event and the response capabilities of the Region.

REOC Response Goals

The REOC's response goals set out in priority are include the following:

1. Provide for the safety and health of all responders
2. Save lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. protect the environment
8. reduce economic and social losses

REOC Activation and Termination

Any one of the following may activate the REOC:

- Regional Chair
- Chief Administrative Officer, (REOC Director),
- York Region Police Chief in consultation with the Chief Administrative Officer,
- Regional Fire Coordinator in consultation with the Chief Administrative Officer,
- Any Department Head in consultation with the Chief administrative Officer

Note: REOC activation may occur with or without a Declaration of Emergency.

Activation Criteria

Criteria for the activation of the REOC include:

- Significant number of people at risk.

Response coordination required because of:

- large widespread event,
- multiple emergency sites,
- multiple municipalities involved.

Resource coordination required because of:

- limited municipal resources,
- significant need for outside resources.
- Need to coordinate Regional resources

Uncertain conditions:

- possibility of escalation of the event,
- unknown extent of damage.

Potential threat to people, property and/or environment.

Declaration of a Local Emergency or Provincial Emergency is made.

REOC Activation

The magnitude, scope and stage of the event determine REOC activation. Only those REOC functions and positions that are required to meet current response objectives will be activated.

The REOC organizational structure is flexible enough to expand and contract as the needs of the various functions require. REOC staff may be required to taken on more than one position, as determined by the nature of the emergency event, availability of resources and/or as assigned by the REOC Director.

Termination of EOC Activation

The REOC Director will terminate the REOC activity for the current incident and notify all participating departments, assisting agencies and the Province. This decision will be based on the following criteria:

- individual REOC functions are no longer required,
- The Local Emergency or Provincial emergency is terminated,
- coordination of response activities and/or resources is no longer required,
- event has been contained and emergency personnel have returned to regular duties.

Assessment Process

Prior to a decision to activate the REOC, the CAO, Department Heads, Medical Officer of Health, Corporate Communications and Emergency Management should assess the situation using:

- the assessment criteria identified in the Corporate Incident Notification (Annex 1)
- the Checklist in Consideration of a Declaration of emergency (Annex 2)

Notification Process

The York Regional Police - Communications Branch has been assigned the function of alerting and calling out members of the RECG. At the request of the Police Chief, Regional Fire Coordinator, or a member of the RECG, the York Regional Police Communications Supervisor will immediately notify the members (beginning with the CAO) that a Standby Alert has been issued, or that the RECG are to assemble at the REOC or other specified location.

The REOC, under any activation, will be configured according to function (see attachment 2) with number of workstations and specific resources determined by the magnitude of the incident.

REOC Staffing Structure (See REOC Organizational Chart- Attachment 1))	
Management	➤ REOC Director (CAO)
Management Staff	➤ Liaison Officer (Emergency Management) ➤ Public Information Officer (Corporate Communications) ➤ Legal and Risk Management (Regional Solicitor/Risk Manager/Health and Safety)
General Staff	➤ Chief of Operations ➤ Chief of Planning ➤ Chief of Logistics ➤ Chief of Finance
REOC Management Team	➤ REOC Director ➤ Management Staff ➤ General Staff ➤ Commissioners and MOH/AMOH

Action Planning

It is essential that the REOC Management Team meet on a regular basis during emergencies to:

- Share current information.

- Establish priorities and objectives.
- Develop response strategies/tactics
- Create an Action Plan for the next operational period.
- Evaluate effectiveness of the Action Plan.

These meetings shall be scheduled by the CAO on a regular schedule, allowing time between meetings for the RECG members to deal with their individual responsibilities.

Resources and Contact List

REOC Call out List- updated quarterly (Confidential)

References and Authorities

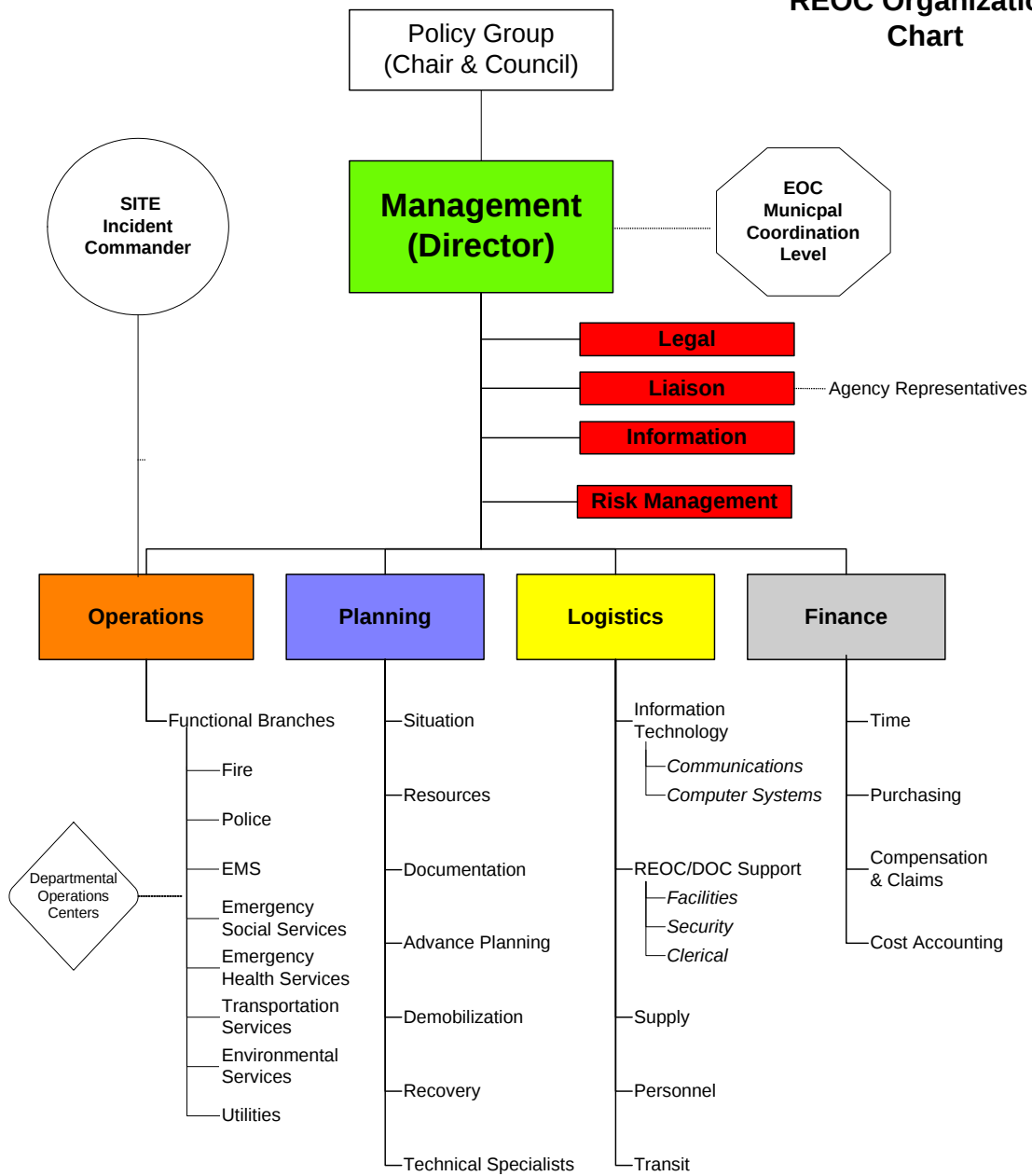
The Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9
Ontario Regulation 380/04
York Region By-Law 2009-4

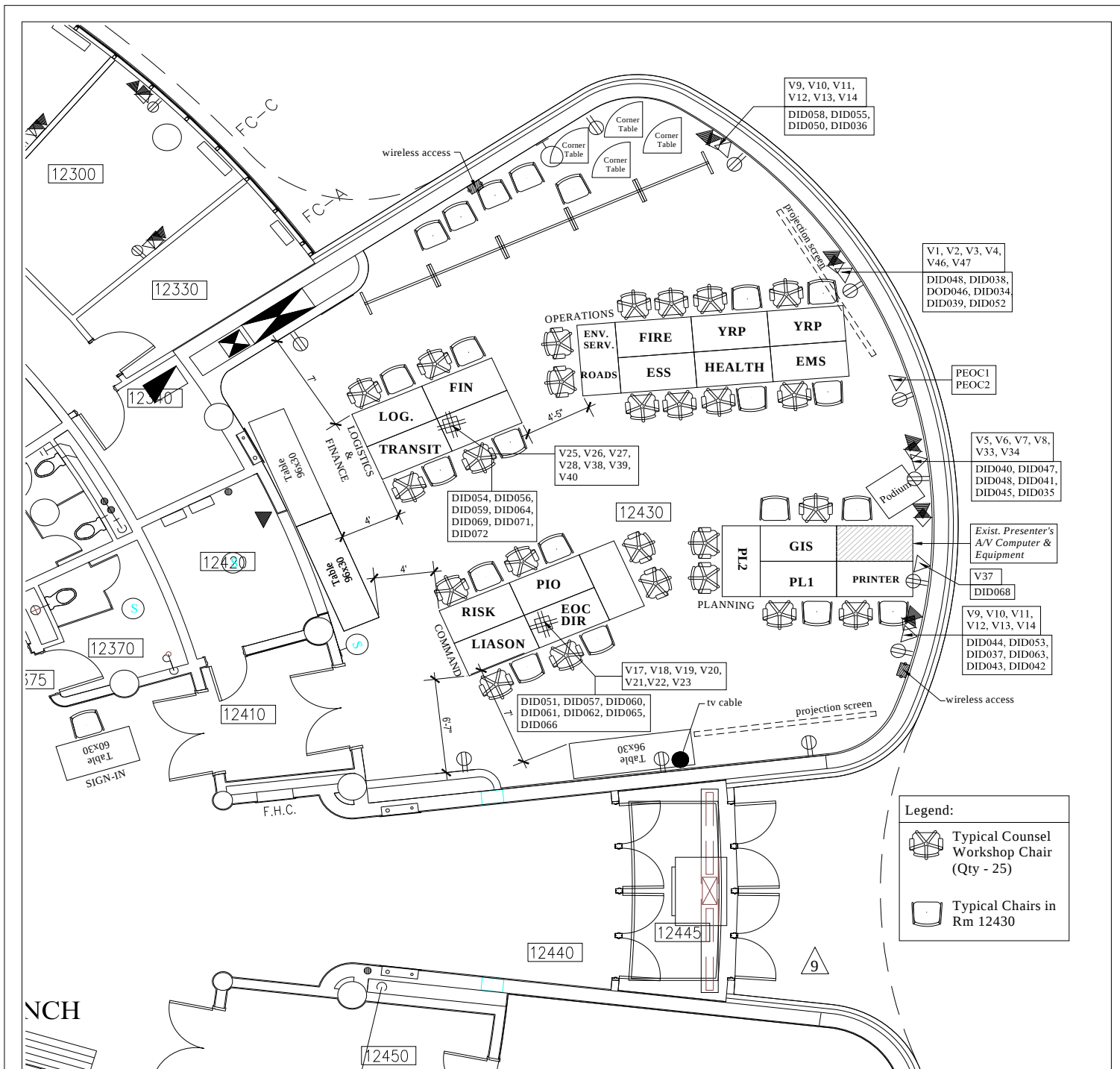
Attachments

1. REOC Organizational Chart.
2. REOC Floor Plan.

Attachment 1

REOC Organization Chart





NOTES:

- 1) SECURITY - Please "daisy-chain" the power supply of the tables to each other during set-up so that the power source on tables are easily accessible.

Date:				
Sign off:				
No.	DATE	REVISIONS	BY	
1	04-JUN-08	Issued to client for review	AJ	
2	11-JUN-08	Rev. as per meeting 11-JUN-08	AJ	
3	11-JUN-08	Issued to REOC Team Leads	AJ	

York Region
Property Services

REOC LAYOUT

LOCATION: 17250 Yonge Street - Admin Building - 1ST FLR		DRAWN BY: AJ		PAGE: 1
DEPT: CAO		DATE: 04-JUN-08	SCALE: NTS	PROJECT NO. 1481091-AJ
DWG NAME: RM 12430 REOC		SUBMITTED TO: Guy Hall		



ANNEX 4

Planning

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 4 PLANNING

Annex 4 PLANNING

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing information on an emergency situation and conducting advance planning for the Region's response to the event as it evolves.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public, private property and the environment. The Planning Section collects, analyzes, processes, and disseminates information about a potential or actual emergency to help facilitate the overall activities of the Region in responding to the emergency.

Throughout a response to a disaster, the Planning Section will provide reports on the current situation, project potential developments, and plan for post-disaster recovery of the event.

Authority/Policies

The *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, Chapter M.56, provides York Region with the right of access to information, and protects the privacy of individuals with respect to personal information about themselves held by institutions and to provide individuals with a right of access to that information. This information may be used by the Region in the mapping required to respond to an emergency.

The *Personal Health Information Protection Act*, S.O. 2004, Chapter 3, establishes the rules for the collection, use and disclosure of personal health information about individuals that protect the confidentiality of that information and the privacy of individuals with respect to the information. This information may be used by the Region in the mapping of vulnerable populations that may require assistance during an emergency.

Records Retention By-law, A-0381-2006-062, determines the length of time both paper and electronic records should be kept, including documentation of an emergency, and authorizes

the legal destruction of information which no longer has any administrative, financial, legal, operational, or historical value.

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

Concept of Operations

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. The Planning Section will make initial assessments of developing situations and provide timely and appropriate information to support a Regional response and recovery.

Organization

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Administration/Finance, and Command (which includes Liaison, Communications, and Health and Safety).

The Planning Section draws staff from the Regional Planning and Development Services, Corporate Services Departments and Emergency Management.

Responsibilities

In the event of an emergency requiring the opening of the REOC, the Planning Section will:

General

- Collect, analyze, and display situation information.
- Prepare periodic Situation Reports
- Prepare and distribute REOC Action Plans and facilitate the action planning process
- Conduct Advance Planning activities and report.
- In coordination with the RECG, ensure Status Reports are completed and utilized as a basis for REOC Situation Reports, and REOC Action Plans.
- Document and maintain files on all REOC activities.
- Provide technical support services to the various REOC sections and branches.

Situation Assessment

- Oversee the collection, organization, and analysis of disaster situation information, including damage assessments.
- Ensure information collected from all sources is validated.

- Ensure Situation Reports are developed for dissemination to REOC staff and to the PEOC.
- Ensure an REOC Action Plan is developed for each operational period based on objectives developed by each REOC section.
- Ensure an ongoing link is established with the Operations Section for the purpose of collecting accurate situation information in a timely manner.
- Ensure all maps, status boards and other displays contain current and accurate information.

Documentation

- Collect, organize and file all completed event-related forms, including: all REOC position logs, Situation Reports, REOC Action Plans, and any other related information, just prior to the end of each operational period.
- Provide document reproduction services to REOC staff.
- Distribute the REOC Situation Reports, REOC Action Plan, and other documents, as requested.
- Maintain a permanent archive of all Situation Reports and REOC Action Plans associated with the event.
- Assist with preparation and distribution of the REOC After-Action Report.

External organizations

The Planning Section works with external organizations during an emergency response and recovery. These may include:

- Lake Simcoe and Toronto Region Conservation Authorities
- PowerStream
- Hydro-One
- Newmarket Hydro
- Bell
- Enbridge



ANNEX 5

Logistics

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 5 LOGISTICS

Annex 5 LOGISTICS

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing the logistics function – obtaining, managing, allocating, and monitoring the use of resources – during emergency situations, or when such situations appear imminent.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public, private property and the environment. Emergencies that occur due to these hazards may require the commitment of local resources to contain, control or resolve them. The Logistics Section is responsible for meeting resource needs, including telecommunication services and information technology, equipment, supplies, personnel, facilities, and transportation, as well as arranging for food, lodging, and other support services as required for both the REOC and the site.

Resource management planning during mitigation activities is designed to lessen the effects of known hazards. During preparedness activities, resource management planning is designed to enhance the local capability to respond to a disaster. Throughout an actual response to a disaster or during the post-disaster recovery process, resource management is essential to support required operations.

Authority/Policies

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

This emergency plan has been developed under the authority of By-Law No. A-0353-2004-089, Section 9, which identifies the Regional employees awarded emergency purchasing power, the corresponding limits, and the related purchasing terms.

Concept of Operations

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. In the event of resource

shortfalls during emergency situations, the Operations Section is responsible for establishing priorities for the use of available resources and identifying the need for additional resources, and for requesting these resources from the Logistics Section.

The ability to employ resources to their greatest capability during emergency situations requires the maintenance of a current inventory by the Logistics Section.

In the event that all local resources have been committed and are insufficient, assistance may be sought from surrounding jurisdictions through mutual aid agreements.

Some resources may be available only from businesses, and emergency purchasing and contracting procedures will have to be activated.

The Finance and Administration Section will maintain detailed records of resources expended in support of emergency operations. This is important, first, for documentation purposes – costs may be recoverable from the responsible party for the incident, insurers, or from the provincial and federal governments; and for future budget planning purposes.

Organization

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Administration/Finance, and Command (including Liaison, Health and Safety, and Communications).

The Logistics Section draws staff from several York Region branches/departments: ITS, Transit, Human Resources, Supplies & Services, and Property Services.

Responsibilities

In the event of an emergency requiring the opening of the REOC, the Logistics Section will:

General

- Establish the appropriate level of branch and/or unit staffing within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying as required.
- Ensure section objectives as stated in the REOC Action Plan are accomplished within the operational period or within the estimated time frame.
- Coordinate closely with the Operations Section to establish priorities for resource allocation within the operational area.
- Keep the REOC Director informed of all significant issues relating to the Logistics Section.

- Ensure critical resources are allocated according to REOC Action Plan policy, priorities and direction.
- Arrange for the provision of food and lodging for REOC, DOC's, Reception Center, Call Center and site personnel as directed in the Action Plan.

Supplies and Services

- Oversee the acquisition and allocation of supplies and materials not normally provided through mutual aid or normal agency channels.
- Coordinate actions with the Finance/Administration Section.
- Coordinate delivery of supplies and materials as required.
- Allocate critical resources as required and directed.

Human Resources

- Provide personnel resources as requested in support of the REOC and site operations.
- Identify, recruit and register staff and volunteers as required.
- Develop an REOC organization chart.

Property Services

- Ensure that facilities are provided for the response effort, including securing access to the facilities and providing staff, furniture, supplies, and materials necessary to configure the facilities in a manner adequate to accomplish the mission.
- Ensure security measures are taken to secure all facilities from access by unauthorized people.
- Ensure acquired buildings, building floors, and/or workspaces are returned to their original state when no longer needed.

Information Technology

- Ensure telephone and computer resources and services are provided to REOC staff as required.
- Oversee the installation of communications resources within the REOC; ensure that a communications link is established with Incident Commander(s), DOC's, municipal EOC's and the Provincial EOC, if established.
- Implement available computer systems for internal information management and include message and email systems as available.

Transit

- In coordination with the Planning Section, develop a Transportation Plan to support the REOC Action Plan.
- Arrange for the acquisition or use of required transit resources.

External organizations

The Logistics Section may be required to secure supplies and materials from external vendors.



ANNEX 6

Finance

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 6 FINANCE

Annex 6 FINANCE

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing the administrative and financial practices that will be followed to support the Region's response to an emergency or disaster.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public and private property. Emergencies that occur due to these hazards may require the commitment of local resources to contain, control or resolve them. The Finance/Administration Section is responsible for ensuring all financial needs are met and records maintained throughout an event.

During an event, financial and administrative duties include the tracking of all expenses and worker time attributed to the emergency response, and the administration of vendor procurement contracts and worker compensation claims. Throughout a response to a disaster and during the post-disaster recovery process, the Finance Section must ensure all requirements under the Ontario Disaster Relief Assistance Program (ODRAP) are met by the Region.

Authority/Policies

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

Funds expended during an emergency are authorized under By-Law No. A-0353-2004-089, Section 9, which identifies the Regional employees awarded emergency purchasing power, the corresponding limits, and the related purchasing terms. The Finance Section, in coordination with the Logistics Section, ensures adherence to expenditure control.

Concept of Operations

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. In the event of resource shortfalls during emergency situations, the Operations Section identifies additional resources needed to meet the response, the Logistics Section secures these resources, and the Finance Section tracks all monies expended.

The Finance Section will maintain detailed records of resources expended in support of emergency operations. This is important, first, for documentation purposes – costs may be recoverable from the responsible party for the incident, insurers, or from the provincial and federal governments; and for future budget planning purposes.

Organization

York Region's REOC is structured upon the Incident Management System (IMS), a management response guideline that correlates with the organization of responders at the site when responding to significant events and emergencies. This system can adapt to any sized incident, and is divided into five sections: Planning, Operations, Logistics, Finance, and Command (including Liaison, Health and Safety, and Communications).

The Finance Section draws staff from the Finance Department.

Responsibilities

In the event of an emergency requiring the opening of the REOC, the Finance Section will:

General

- Ensure all financial records are maintained throughout the event.
- Ensure all on-duty time is recorded and collected for all personnel.
- Ensure there is a continuum of the payroll process for all employees responding to the event.
- In consultation with the REOC Director, determine adequacy of spending limits as described in the Purchasing By-law
- Ensure workers' compensation claims, resulting from the response are processed within a reasonable time, given the nature of the situation.
- Ensure all travel and expense claims are processed within a reasonable time, given the nature of the situation.
- Ensure all requirements under the ODRAP are met by the Region and affected municipalities and submitted to the Minister of Municipal Affairs and Housing within 14 days of the beginning of the disaster.

Cost Accounting

- Collect and maintain documentation of all disaster information for reimbursement through the Province.

- Gather fiscal recovery information from agencies providing emergency response, support and assistance.
- Prepare and maintain a cumulative cost report for the event.
- Prepare and coordinate disaster financial assistance documents and claims with Ministry of Municipal Affairs & Housing or the PEOC.

Compensation and Claims

- Oversee the investigation of injuries and property / equipment damage claims arising out of the emergency.
- Complete all forms required by Workers Compensation Act.
- Maintain a file of injuries and illnesses associated with the event, including results of investigations.
- Liaise and consult with the Risk Management Officer on all injury claims.

Procurement

- Coordinate vendor contracts not previously addressed by existing approved vendor lists.
- Coordinate with Logistics and Operations Sections on all matters involving the purchase, hire, contracting, rental and lease of supplies, materials or equipment.

Time

- Track, record and report all on-duty time for personnel, including hired and contracted, working during the event.
- Ensure hired and contracted personnel time records, travel expense claims and other related forms are prepared and submitted to budget and payroll office.

External organizations

The Finance Section works with external organizations during an emergency response and recovery. These may include:

- Banking institutions – The Region may be required to draw cash to meet procurement needs.
- Workers Compensation – Claims may be made in response to injuries suffered by workers during the event.
- Ministry of Municipal Affairs & Housing – Disaster financial assistance may be required for those affected by the event (ODRAP).
- Insurance companies – Disaster financial assistance claims may only be made after all insured claims have been made.



ANNEX 7

Emergency Social Services

Table of Contents

PURPOSE	75
DEFINITIONS	75
COMMISSIONER	76
EVACUATION	76
EVACUATION ALERT	76
EVACUATION ORDER	76
EMERGENCY CLOTHING SERVICE	76
EMERGENCY LODGING SERVICE	76
EMERGENCY FOOD SERVICE	76
REGISTRATION AND INQUIRY SERVICE (R&I)	77
PERSONAL SERVICES	77
RECEPTION CENTRE SERVICES	77
SHELTER-IN- PLACE	77
 SCOPE	 76
AUTHORITY	76
CONCEPT OF OPERATIONS	77
PRE-INCIDENT PLANNING	77
THREAT OF AN EMERGENCY	77
ACTIVATION	77
IMPLEMENTATION	77
POST EMERGENCY	78
ORGANIZATION	79
<i>The Regional Emergency Operations Centre (REOC) Level</i>	79
<i>The Department Emergency Operations Centre (DEOC) Level</i>	79
<i>Reception Centre Level</i>	79
CHAIN OF COMMUNICATION	80
 RESPONSIBILITIES	 80
EMERGENCY CLOTHING	80
EMERGENCY FOOD	81
EMERGENCY LODGING	81
PERSONAL SERVICES	81
REGISTRATION AND INQUIRY (R&I)	81
RECEPTION CENTRES	81
 MEDIA AND PUBLIC INQUIRIES	 82
MMEDIA	82
PUBLIC INQUIRIES	82
 SUPPORT AGENCIES, BRANCHES AND DEPARTMENTS	 82
ARES ONTARIO (AMATEUR RADIO EMERGENCY SERVICE - ONTARIO SECTION)	82
CANADIAN RED CROSS	82
PUBLIC HEALTH BRANCH	82
LOCAL MUNICIPALITIES	83
ST. JOHN AMBULANCE	83
TRANSPORTATION SERVICES DEPARTMENT	83
YORK REGION DISTRICT SCHOOL BOARD (YRDSB)	83

Purpose

This document serves as a public record of the Community and Health Services Department Emergency Social Services Plan and details how Emergency Social Services will be implemented in the Regional Municipality of York's Emergency Plan.

The Community and Health Services Department is designated by the Regional Municipality of York's Emergency Plan as the department responsible for the delivery of Emergency Social Services in York Region.

The purpose of this document is to outline a controlled and coordinated emergency plan for the preparation and efficient deployment, of these services through the co-ordination of Regional resources and support agencies.

Definitions

Commissioner

The Commissioner refers to the Commissioner of Community and Health Services or designate.

Evacuation

An evacuation occurs when there is a potential for loss of life or property from unstable conditions. People in the area affected by the unstable conditions are asked to leave the affected area.

Evacuation Alert

An evacuation alert is an advisory to people in the affected area of the potential for loss of life or property from unstable conditions. When an evacuation alert is issued, people are asked to prepare to evacuate (leave the area) as they have to evacuate with little advance notice.

Evacuation Order

An evacuation Order recommends that people in the affected area leave immediately.

Emergency Clothing Service

Emergency Clothing Service is the supply of clothing or emergency covering provided until regular sources of supply are available.

Emergency Lodging Service

Emergency Lodging Service arranges for safe, temporary lodging for homeless or evacuated people.

Emergency Food Service

Emergency Food Service provides food or meals to those persons without food or food preparation facilities.

Registration and Inquiry Service (R&I)

Registration and Inquiry Service assists in reuniting families, collects information and answers inquiries regarding the condition and whereabouts of missing persons.

Personal Services

Personal Services provide for the initial reception of disaster victims arriving at reception centres; inform them of immediate emergency help available; offer temporary care for unattended children and dependent elderly; assist with the temporary care of residents from special care facilities; provide or arrange for provision of financial and/or material assistance; and offer immediate and long-term emotional support to people with personal problems and needs created or aggravated by a disaster.

Reception Centre Services

Reception Centre Services sets up and operates Reception Centres, a one-stop service site, where evacuees are received and in which the five Emergency Social Services are provided: clothing, lodging, food, registration and inquiry, and personal services.

Shelter-in- Place

Shelter-in-place is an advisory to people in the affected area of the potential for loss of life from unstable conditions should they exit the building they are currently inside. When an alert is issued, people are asked to stay inside and reduce their exposure to the outside by, for example, shutting doors and windows and switching ventilation systems to recirculation mode. When a shelter-in-place order is issued, emergency responders and support workers may be able to provide limited support to people in the area, however, people are advised to utilize their emergency kits to support themselves for the duration of the event.

Scope

The role of Emergency Social Services as provided by the Community and Health Services Department in an emergency situation is to meet the essential needs of people impacted by the emergency.

The Community and Health Services Department is responsible for the coordination and delivery of Emergency Social Services in York Region in collaboration with both governmental and non-governmental agencies.

Notification of personnel and agencies to support the provision of emergency Social Services is included in this document.

Authority

This plan is maintained under the authority of By-Law 2010-4: A By-Law to adopt an Emergency Management Program *January 21, 2010* which identifies the authority of the Community and Health Services Department to develop a plan regarding the delivery of Emergency Social Services.

Evacuations may be ordered under the *Ontario Emergency Management and Civil Protection Act, R.S.O. 1990 c.E.9* Section 7.02 Emergency Powers and Orders Subsection (4) item 3.

An overview of evacuation coordination is found in Annex 14 Evacuation.

Emergency spending authority is afforded to the Commissioner under 2009-41: a By-Law to provide for the procurement of goods and services, *October 22, 2009*.

When an emergency exists but has not yet been declared, Region employees may take such action(s), under this emergency plan, as may be required to protect the health, safety, and welfare of people in York Region. Plans may be implemented, in whole or in part, in the absence of a formal declaration.

Concept of Operations

Pre-Incident Planning

Prior to the onset of an emergency, the Community and Health Services Department will prepare for the delivery of Emergency Social Services through: staff education and training; identification and coordination of shared areas of concern with other regional departments, local municipalities, community agencies, non-governmental agencies, support agencies and community members; inventorying applicable resources; and other preparatory steps deemed reasonable.

Threat of an Emergency

Where the threat of an impending emergency is present and the Commissioner deems it reasonable, the Emergency Social Services Operations Centre (ESSOC) may be activated. Upon activation of the ESSOC, staff will be notified and placed on standby or asked to report to the ESSOC immediately.

Activation

In the event that the Regional Emergency Operations Centre has been activated and / or an emergency has been declared, the Commissioner will be notified and will activate the Emergency Social Services Plan.

The Commissioner may activate the Emergency Social Services Plan whenever the need for assistance is real and present; even if a Regional Emergency has not been declared.

Implementation

At the discretion of the Commissioner or when requested by a local municipality, Regional Council or the Regional Emergency Control Group, the Commissioner, will:

- Assess the scope of the emergency and discuss the resources needed to best provide Emergency Social Services
 - The scope of the emergency will be determined based on an evaluation of the ability of local resources to respond, the size of

- Provide reasonable assistance to people affected by the emergency. Assistance may include one or more Emergency Social Services.

Based on the assessment of the emergency situation the Commissioner may:

- Activate the internal staff notification plan and establish the ESSOC.
- Activate the Community and Health Services Department's Business Continuity and Resumption Plan (BCRP).
- Identify and arrange for appropriate facilities for use as Reception Centre and/or Lodging Centres.

If a Reception Centre with or without lodging is opened, the Community and Health Services Department will liaise with the Regional Emergency Operations Centre and / or Corporate Communications and York Regional Police to implement a public notification strategy; which includes advising the media and public of the location of the Reception Centre(s), the services provided therein, and any other information deemed relevant in the circumstance.

Post Emergency

Upon notification that the emergency declaration has been terminated the Commissioner will assess the need to continue Emergency Social Service delivery. Termination of Emergency Social Service delivery will be at the discretion of the Commissioner in consultation with the local municipality, the ESSOC and REOC members.

Once the Commissioner, in consultation with the local municipality, the ESSOC and REOC members, has determined there no longer is a need to continue delivery of Emergency Social Services the Commissioner will:

- Notify staff, volunteers, and evacuees at the Reception Centre(s) of the termination of delivery of Emergency Social Services and coordinate the closure of Reception Centre(s).
- Commence operations which enable and support community and departmental recovery. These procedures shall include, but not be limited to:
 - Assessment of community requirements for recovery and required resources to support recovery operations.
 - Restock and re-supply of items utilized during implementation.
 - Termination of Business Continuity and Resumption Plans within the department which may have been activated to support the redeployment of staff or resources to the emergency response.
 - Return to normal business practices.
 - Examination of opportunities to implement mitigation measures and/or improve community resiliency.

All Community and Health Services Department staff involved in the implementation of Emergency Social Services will participate in a post emergency evaluation including debriefings

regarding successes and possible areas of improvement, review of log sheets, financial matters, and any other relevant information determined to be of value. Results of the debriefings and reviews will be summarized in an After Action Report for the emergency incident.

The Commissioner will consider and commence implementation of the recommendations included in the After Action Report as appropriate.

Organization

The Regional Emergency Operations Centre (REOC) Level

Commissioner

The Commissioner provides overall management of the Department's Emergency Social Services response to and recovery from an emergency as outlined in this Annex 7 Emergency Social Services. The Commissioner's responsibilities include assessing all available information to determine needs, validate resource requests, and forecasts response and recovery needs.

The Commissioner confers with REOC members to ensure the Emergency Social Services delivery is meeting the needs of those affected by the emergency.

REOC Technical Support

The REOC Technical Support staff member provides ongoing interpretation and advice to the Commissioner regarding emergency management plans, practices, and protocols, as well as available resources. The REOC Technical Support will compile external operational information (e.g. operational situational reports) from the ESSOC and prepare briefing notes for the Commissioner.

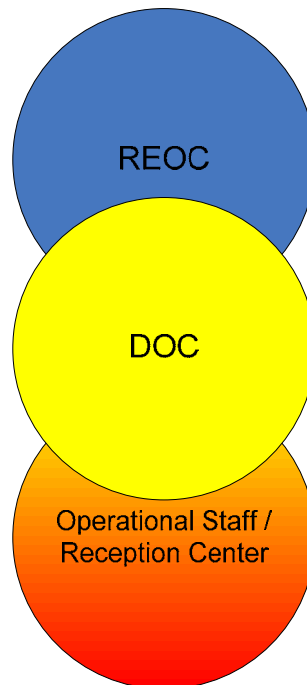
The Emergency Social Services Operations Centre (ESSOC) Level

An Emergency Social Services Operations Centre (ESSOC) Director will be assigned to establish the ESSOC which will serve as an operational command and control centre for the delivery of emergency social services. ESSOC staff will implement action plans from the Regional Emergency Control Group (RECG); liaise with the REOC, liaise with the Reception Centres and coordinate the implementation of this plan with support agencies.

Reception Centre Level

The Reception Centre Manager will ensure the delivery of Emergency Social Services at Reception Centre(s) by establishing a management team to supervise administer, schedule, and coordinate operations. The Reception Center Manager will also provide regular reports and updates to the ESSOC with information regarding service delivery, resource allocation, current issues and other needs.

Chain of Communication



Responsibilities

The Community and Health Services Department is responsible for coordinating Emergency Social Services which meet the Sphere Project Humanitarian Charter and Minimum Standards in Disaster Response and Ontario Regulation 429/07 Accessibility Standards for Customer Service in collaboration with support agencies.

The Community and Health Services Department will coordinate regional resources and collaborate with other levels of government to ensure the delivery of Emergency Social Services.

Community and Health Services Department supports evacuation and shelter-in-place actions initiated by York Region Police, other York Region Departments, local fire services or other levels of government by providing emergency social services to people impacted by the emergency.

Community and Health Services will ensure the continuity of essential Department programs and services throughout the emergency as outlined in the department's Business Continuity and Resumption Plans.

Emergency Clothing

The Community and Health Services Department will coordinate the provision of Emergency Clothing to those affected by an emergency until regular sources of supply are available.

The Community and Health Services Department will coordinate long-term clothing needs (e.g. the acquisition of a basic wardrobe when possessions have been destroyed) in cooperation with support agencies and insurance agencies.

Emergency Food

The Community and Health Services Department will coordinate the provision of Emergency Food for all people impacted by the emergency, in cooperation with support agencies.

The Community and Health Services Department will coordinate the provision of safe and nutritious food and drink, both light, fast, immediate sustenance (Immediate Needs Feeding) and longer-term meal service to people affected by an emergency, in cooperation with support agencies.

In cooperation with support agencies the Community and Health Services Department may aid in arranging food for emergency workers and volunteers.

Emergency Lodging

Emergency Lodging will be assigned through the ESSOC or through Emergency Lodging referral desks at Reception Centres.

In cooperation with support agencies the Community and Health Services Department may aid in arranging lodging for emergency workers and volunteers.

Personal Services

Community and Health Services Department will help those affected by an emergency from their initial contact to navigate the system and secure the essential services they need, including counseling, financial help, goods, assistance with care of dependants, etc.

Community and Health Services Department will assist in the care and placement of vulnerable people in cooperation with support agencies.

Registration and Inquiry (R&I)

As per their agreement with the federal government the Canadian Red Cross Society will provide Registration and Inquiry services under the direction of the Community and Health Services Department.

Reception Centres

The Community and Health Services Department will open and operate temporary and/or long-term Reception Centres and work with support agencies to ensure they are adequately staffed.

Community and Health Services Department staff will manage the Reception Centres and coordinate the delivery of Emergency Social Services.

Services may be provided on-site or through referral desks at the Reception Centres that arrange for clients to be fed, housed, and/or clothed, at another location.

Media and Public Inquiries

Media

All media contact will be coordinated through the Region's Corporate Communications Branch.

Public Inquiries

Public warning, notification and messaging will be conducted in consultation with the Region's Corporate Communications Branch.

The Community and Health Services Department will address public inquiries through the existing Community and Health Services Department public call support centres.

Support Agencies, Branches and Departments

Community and Health Services Department works with agencies and regional departments during emergency response and recovery as described below. (Listed in alphabetical order.)

During the implementation of this plan Community and Health Services Department may work with other departments, local communities, community agencies, non-governmental agencies, other support agencies and community members as required to deliver Emergency Social Services.

ARES Ontario (Amateur Radio Emergency Service - Ontario Section)

The Amateur Ham and C.B. Radio Operators Club will assist with implementing a communications plan by providing alternate communications systems; this will augment existing communications equipment to ensure emergency communications. Requests to utilize ARES services will be made through York Region Emergency Management Branch of the Office of the Chief Administrative Officer.

Canadian Red Cross

The Canadian Red Cross will provide trained volunteers to coordinate a central registry of people impacted by the emergency through Registration and Inquiry hubs located within Reception Centre(s) or at alternate sites.

Public Health Branch

The Community and Health Services Department Public Health Branch will be responsible for prioritizing health needs and monitoring health status of evacuees in coordination with community partners. Public Health Branch responsibilities include:

- Inspection and pre-approval of reception centre/shelter sites prior to and during an emergency (i.e. ensure safe water, food safety, infection prevention and control, air quality and pest control).
- Assessment, monitoring and referral of high risk clients during an evacuation (i.e., infants, pregnant women, frail elderly and those with compromised health).
- Identification of evacuees who have chronic health problems who may require assistance obtaining medications, special services or equipment or medical attention.

- Assessment of evacuees for communicable diseases of public health significance to prevent introduction and transmission of these diseases in the group setting.

Local Municipalities

Local Municipalities may be asked to make available equipment and staff to meet the needs of affected residents either within Reception Centres or otherwise.

St. John Ambulance

To provide basic medical assistance at first aid stations within Reception Centres or as otherwise requested by the ESSOC Director, or designate.

Transportation Services Department

The Transportation Services Department, through York Region Transit and Viva, will assist in the coordination of transportation services. These may be used to transport staff and/or residents, assist in evacuation of those without other means, or in any other manner deemed reasonable and necessary.

York Region District School Board (YRDSB)

If no other reasonable accommodations are available, the YRDSB will provide High Schools for emergency facilities as outlined in the Memorandum of Understanding between YRDSB and the Regional Municipality of York.



ANNEX 8

Emergency Health Services

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 8 EMERGENCY PUBLIC HEALTH SERVICES

Annex 8 EMERGENCY PUBLIC HEALTH SERVICES

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing public health emergencies and emergencies with public health impact.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public and private property. The role of the Public Health branch is to promote community wide resiliency and to protect the health of the Region's residents during any emergency situation. Specific roles can include: health surveillance; outbreak investigation and case management; environmental health assessments and inspections (food and water safety and health hazard investigations); emergency shelter inspections; clinic services; mass immunization; psycho social first aid and the management of Health Connection (phone counseling for public health related issues).

Authority/Policies

The *Health Protection and Promotion Act R.S.O. 1990, c.H. 7* provides legal authority for the Medical Officer of Health (MOH) to respond in public health emergencies. The Act allows the MOH or alternate to take any actions necessary to respond in public health emergencies, without necessarily having the Region of York Emergency Plan or the Public Health Annex implemented.

Under Section 13, the MOH is granted the authority to require a person and/or groups of persons to take or refrain from taking any action which is determined by the MOH to be a health hazard. Under Section 13.(1) the Medical Officer of Health has the power to make an order concerning a health hazard, "...requiring a person to take or refrain from taking action that is specified in the order in respect of a health hazard." The order can require the closure of premises, cleaning and disinfecting of a premises or thing; and prohibiting the use of any premises or thing.

In addition, the MOH can issue an order under section 22 with respect to a communicable disease if "he or she is of the opinion (upon reasonable and probable grounds) that a communicable disease exist or may exist, or that there is an immediate risk of an outbreak of communicable disease in the health department served by the Medical Officer of Health."

Under Section. 29.1 and 29.2“the Medical Officer of Health (MOH) has power to make an order concerning communicable disease control in hospitals and institutions if he/she is of the opinion that an outbreak of a communicable disease exists or may exist at the hospital or institution, that the communicable disease presents a risk to the health of persons in the hospital or institution and the measures specified in the order are necessary in order to decrease or eliminate the risks to health associated with the outbreak.

The Ontario Public Health Standards, 2008 identifies program components that each public health unit is required to implement, namely: “Public Health Emergency Preparedness”, “Health Hazard Prevention and Management”, “Food Safety”, “Safe Water” and “Infectious Diseases Prevention and Control”.

The *Emergency Management and Civil Protection Act, R.S.O. 1990*, provides legal authority for York Region to respond to emergencies within its boundaries.

Concept of Operations

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency.

The Public Health branch has established mechanisms for monitoring public health threats. These surveillance systems ensure early detection of potential threats to the health of York Region residents. Procedures are in place to ensure rapid identification and investigation of emerging health issues (e.g. an outbreak of an infectious disease).

In the event of an emergency, the Public Health branch will coordinate with the REOC and support agencies to monitor events and track public health issues and requirements. The Public Health branch may provide health surveillance, case management and conduct outbreak investigations; enact general isolation/quarantine measures as required and social distancing strategies; establish and operate clinic services, conduct environmental health assessments and conduct emergency shelter inspections.

The Public Health branch is prepared and equipped to respond to events with public health impact that vary in size and scope, whether declared as an emergency or not. Examples can include; communicable disease outbreaks such as meningitis or hepatitis A, contaminated water supply, an environmental incident (e.g. chemical spill), food contamination, and bioterrorism.

Organization

York Region’s REOC structure is based on the Incident Management System (IMS), a flexible and scaleable reporting structure and response management system that correlates with the organization of responders at the site. This system can adapt to an incident of any size, and is

divided into five sections: Planning, Operations, Logistics, Administration/Finance, and Command (including Liaison, Health and Safety, and Communications).

In any emergency impacting public health, the Medical Officer of Health (or alternate) may also be required to attend the REOC as a member of the Regional Emergency Control Group (RECG).

The Public Health branch resides in the Operations sections in the REOC.

Responsibilities

In the event of an emergency requiring the opening of the REOC, depending on the nature of the emergency, the Public Health branch may:

Health Surveillance

- Collaborate with Operations to collect, evaluate, organize and disseminate data and information regarding the emergency
- Monitor and report on the safety of food and water supplies as well as human health

Case Management and Outbreak Investigation

- Utilize case, contact and outbreak protocols
- Conduct investigations and identify exposure, risk factors, risk settings, etc.
- Monitor and respond to vector control needs and initiate outbreak control measures

General Isolation/Quarantine Measures and Social Distancing Strategies

- Identify the need for and implement isolation/quarantine orders
- Support clients in maintaining isolation/quarantine (e.g., delivery of food/supplies, income support, and letters to employers), in cooperation with Regional departments and community organizations
- Suspending large scale social events or community activities when social distancing is indicated to control spread of disease

Environmental Health Assessments

- Conduct environmental audits, public health inspections and collect or coordinate samples for laboratory analysis e.g. food/ water/ bird/ animal/ substances
- Identify potential health hazards and take appropriate actions to mitigate or respond
- Emergency Shelter inspections

Clinic Services

- Establish and operate clinic services including; immunization, the distribution of medications, and the investigation and management of adverse reactions
- Assist with collection and delivery of specimens for laboratory testing

Health Communication

Health Connection (Telephone counselling)

- Provide timely and accurate health related information to the public as well as support key public messaging established by the Public Information Officer (PIO) and the REOC

Community Resilience

- Promote self sufficiency and psycho-social wellness on the part of the public before, during and following emergencies

External organizations

The Public Health branch may be required to collaborate with external organizations. These may include:

- Ministry of Health and Long-Term Care
- Municipal Works Departments/Fire Departments
- York Regional Police/Ontario Provincial Police
- Ministry of the Environment
- Home health care organizations
- Regional hospitals
- Adjacent health units
- Laboratories
- Pharmaceutical companies
- Personal protective equipment/medical supply companies
- Regional Infection Control Network (RICN)
- Ontario Government Pharmacy



ANNEX 9

Environmental Services

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 9 ENVIRONMENTAL SERVICES

Annex 9 ENVIRONMENTAL SERVICES

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively assessing and repairing affected Regional water, wastewater, and solid waste infrastructure and facilities in the event of an emergency.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public and private property. Environmental Services Department activities during an emergency focus on the assessment and repair of Regional water, wastewater, and solid waste facilities and infrastructure.

Authority/Policies

The following Acts provide direction regarding clean and safe drinking water:

- *Clean Water Act*, R.S.O. 2006
- *Safe Drinking Water Act*, R.S.O. 2002
- *Ontario Water Resources Act*, R.S.O. 1990
- *Environmental Protection Act*, R.S.O. 1990
- *Environmental Bill of Rights Act*, S.O. 1993, Chapter 28

The Emergency Management and Civil Protection Act, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

Concept of Operations

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. The Environmental Services Branch ensures all threats to public safety and the environment from their water, wastewater, and solid waste facilities and infrastructure are assessed and responded during an emergency.

Organization

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Administration/Finance, and Command (including Liaison, Health and Safety, and Communications).

The Environmental Services Department is part of the Operations Section.

Responsibilities

In the event of an emergency requiring the opening of the REOC, Environmental Services will:

General

- Ensure any operational objectives and assignments identified in the REOC action plan related to water, wastewater or solid waste are carried out effectively.
- Implement appropriate Standard Operating Procedures (SOP's).
- Survey all Environmental Services facilities and other infrastructure systems, such as transfer stations, sewer and water systems, assess the damage to such facilities, and coordinate the repair of damages.

External organizations

The Environmental Services Branch may work with external organizations during an emergency response and recovery. These may include:

- Department of Fisheries and Oceans
- Ontario Ministry of the Environment
- Ministry of Labour
- Conservation Authorities
- Area municipalities
- City of Toronto
- Region of Peel
- Durham Region
- Laboratories
- Contractors



ANNEX 10

Transportation Services

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 10 TRANSPORTATION SERVICES

Annex 10 TRANSPORTATION SERVICES

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively assessing and repairing affected Regional infrastructure and facilities; and organizing, mobilizing and coordinating transportation services which meet York Region requirements during a public emergency. A coordinated response will ensure personnel and supplies are efficiently transported, and victims of an emergency are safely evacuated and returned to their homes in a timely manner.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety, and public and private property. The provision of transportation support involves roads, bridges, transit. Transportation Services activities during an emergency focus on the movement of victims, personnel and supplies, the provision of transportation vehicles as temporary shelters, the acquisition of required transportation vehicles, and the assessment and repair of transportation facilities and Regional infrastructure. Road and Traffic operations are also a critical element of the emergency management process – maintaining corridor access and traffic signal operation are critical to ensure the safe movement of traffic.

Authority/Policies

The Emergency Management and Civil Protection Act, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries.

Concept of Operations

It is the goal of the Regional Municipality of York to protect the lives and property of its citizens and to relieve suffering and hardship due to an emergency. The Transportation Services Department responds to events where victims, personnel or supplies require transportation throughout the Region of York and surrounding areas. It also ensures all transportation facilities and infrastructure are assessed and repaired in response to damage incurred during an emergency.

The Transit Branch responds to instances where transit vehicles are required for temporary shelter facilities, evacuation or transfer. Relationships have been established throughout the community with contracted service providers, other transportation agencies, and various transit-related organizations. York Region Transit oversees the management of separate operations and maintenance yards - each with its own fleet of transit vehicles, which can be deployed during emergency situations.

Organization

York Region's REOC is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for the effective management of an emergency incident or situation. This system can adapt to any-sized incident, and is divided into five sections: Planning, Operations, Logistics, Administration/Finance, and Command (including Liaison, Health and Safety, and Communications).

Transportation Services, a component of the Operations Section, draws staff from Transit, Roads, Traffic and Forestry Branches.

Responsibilities

In the event of an emergency requiring the opening of the REOC, the Transportation Services Department will:

General

- Ensure any operational objectives and assignments identified in the REOC Action Plan related to transportation infrastructure are carried out effectively.
- Survey all Transportation Services facilities and infrastructure, assess the damage to such facilities, and coordinate the repair of damages.

Roads Branch

- Survey all infrastructure systems, such as local road and bridges within the affected area, assess the damage, and coordinate repair.

Transit Branch

- Relocate disaster victims to temporary emergency shelters in and around York Region. When the emergency is concluded, transportation services will also be provided to disaster victims to return them to their homes, or long-term shelters, if necessary.
- Provide transit vehicles to transport York Region or supporting agency personnel as required.
- Transport supplies required for emergency response.
- Provide transit vehicles as temporary shelter for those awaiting transportation, respite facilities for personnel who require short reprieves from disaster environments, triage centres for determining the severity of injury to emergency victims, or mobile field headquarters for site commanders and their personnel.

Traffic Branch

- Work closely with York Regional Police to ensure the operation of traffic signals are monitored and/or adjusted to facilitate safe, efficient movement of traffic as may be necessitated by evacuation.

External Organizations

The Transportation Branch may work with external organizations during an emergency response and recovery.

Transit

- Partner Transit Service Operators:
 - o Toronto Transit Commission (TTC)
 - o GO Transit
 - o Brampton Transit
 - o Durham Transit

Note: YRT/Viva transit services are contracted services through a variety of individual service contracts including:

- o Veolia Transportation
- o Miller Transit Ltd.
- o First Student Canada
- o Tokmakjian Inc.

Note: YRT Mobility Plus (service for persons with disabilities) is also primarily a contracted service – through a service contract with taxi type service providers.

Roads

Note: Roads maintenance activities also rely heavily on outside private service contractors

Traffic

Note: Traffic signal maintenance is also out-sourced to a large extent (eg. Stacey Electric).



ANNEX 11

Police Services

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 11 POLICE SERVICES

Annex 11 POLICE SERVICES

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing law enforcement and public safety concerns during an emergency or when an emergency is eminent.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public safety and property. It is the policy of York Regional Police to protect life and property by providing the highest standard of professional response to major emergency/disaster incidents.

Authority/Policy

The Police Services Act R.S.O 1990 provides legal authority and direction to Police Services in Ontario. These principles include the need to ensure the safety and security of all persons and property in Ontario.

York Regional Police are also guided by the Criminal Code of Canada and other Federal, Provincial and Municipal legislation.

York Regional Police is further guided by the York Regional Police Procedures and Regulations. These provide for clear guidance and response strategies to all members.

Concept of Operations

It is the goal of York Regional Police to ensure the safety and security of all persons and property in York Region and Ontario. To safeguard the fundamental rights guaranteed by the *Canadian Charter of Rights and Freedoms* and the *Human Rights Code*. To ensure co-operation between the providers of police services and the communities they serve.

In the event of an emergency York Regional Police will respond in a multi level response based on the severity of the emergency. York Regional Police shall respond to the emergency in accordance with applicable law and procedures.

Organization

York Regional Police response will be under the direction of the Chief of Police or his designate. York Regional Police will respond in accordance with the Incident Management System. York Regional Police shall supply an Incident Commander at the location(s) of the major incident and a representative(s) in the Regional Emergency Operations Centre (REOC). All police response will be guided by applicable law and York Regional Police procedures.

Responsibilities

At all times York Regional Police will respond and act under the direction of the Chief of Police or his designate and in accordance with applicable law and York Regional Police Procedures.



ANNEX 12

EMS

THE REGIONAL MUNICIPALITY OF YORK EMERGENCY RESPONSE PLAN

ANNEX 12 COMMUNITY AND HEALTH SERVICES EMERGENCY MEDICAL SERVICES

Annex 12 EMERGENCY MEDICAL SERVICES

Purpose

The purpose of this annex is to provide guidance and identify responsibilities for effectively managing an emergency response during an emergency situation or when such situations appear imminent.

Scope

The Regional Municipality of York is at risk from a number of hazards that could threaten public health and safety. The role of Emergency Medical Services (EMS) is to provide emergency health care to the Regions residents and visitors during an emergency situation, including pre hospital care, medical transportation, community referrals and health teaching. This would be accomplished while working collaboratively with allied agencies.

Authorities

The Ambulance Act 257/00
The Coroners Act R.S.O. 190c.C-37
The Employment Standards Act S.O.OO c 41
The Health Care Consent Act S.O. 1996 c2 Sched A
The Highway Traffic Act R.S.O 1990 c.H-8
The Human Rights Code R.S.O. 1990 c. H 19
The Labour Relations Act S.O. 1995 c1 Sched A
The Land Ambulance Certification Standards
The Long Term Care Legislation
The Mental Health Act R.S.O. 1990 CM-7
The Midwifery Act S.O. 1991 c.31
The Municipal Health Act R.S.O. 1990 CM-7
The Occupational Health and Safety Act 67/93
The Personal Health Information Protection Act

The Public Hospital Act R.S.O. 1990 cp-40
The Public Service of Ontario Act R.S.O. 1990 cp-47
The Regulated health Professions Act S.O. 1991 c 18
The Substitute Decisions Act S.O. 1992 c.30
The Workplace Safety and Insurance Act S.O. 1997 c 16 Sched A

Concept of Operations

It is a legislated requirement for the Regional Municipality of York to provide emergency medical services and the goal of The Regional Municipality of York to protect the lives of its citizens and to relieve suffering and hardship due to an emergency.

Through Emergency Planning, EMS participated in Hazard Identification Risk Assessments (HIRA) for areas within the Regional Municipality of York. When the smaller events occur our everyday procedures are in place and our staff are adequately trained to respond. The EMS branch is prepared, trained and equipped to respond to emergencies of various sizes and scopes, either declared or non declared emergencies. Using the Incident Management System (IMS), we are prepared for man made and natural disasters.

Organization

York Region EMS is structured upon the Incident Management System (IMS), a standardized system that defines the basic command structure, and roles and responsibilities required for effective management of an emergency incident or situation. This system can adapt to any sized incident, and is divided into five sections: Planning, Operations, Logistics, Administration/Finance, and Command (including Liaison, Health and Safety, and Communications).

In any emergency situation impacting the safety or health of the public, the Branch Incident Management Support Centre (IMSC) will be open by the authority of the EMS Chief/General Manager or his/her designate. The Branch IMSC resides at 520 Cane Parkway in Newmarket.

Responsibilities

Response:

- respond using the Branch Incident Response Chart at the appropriate level
- set up Incident Command at scene
- triage, treat and transport patients
- open the Branch Incident Management Support Centre (IMSC) – 520 Cane Parkway

Communication:

- report to Regional Emergency Operations Centre (REOC) -17250 Yonge Street
- update allied services
- liaise with mutual aid partners
- assign a Public Information Officer

Monitor:

- ongoing site assessment to determine need to reduce or increase response
- anticipate needs of first responders and additional staffing
- monitor changing scene to determine the Occupational Health and Safety needs of staff

Recovery:

- equipment retrieval
- inventory of equipment and staff
- determine needs to return to normal business

Close IMSC:

- debriefing of key staff
- assess need for CISM
- analysis of response

External Organizations

York Region EMS may be required to collaborate with external organizations. These may include:

Emergency Medical Services

Toronto EMS
Peel EMS
Durham EMS
Simcoe EMS
ORNGE

Police Services

York Regional Police
Toronto Police
Ontario Provincial Police
Peel Regional Police

Durham Regional Police
South Simcoe Police
RCMP

Fire Services

East Gwillimbury Fire Department
Town of Georgina Fire Department
Township of King Fire Department
Markham Fire Department
Central York Fire Department
Richmond Hill Fire Department
Vaughan Fire Department
Whitchurch-Stouffville Fire Department
Toronto Fire Department
Ontario Fire Marshalls Office
Other GTA Fire Departments

Government/Community Partners

Ministry of Health and Long-term Care
Emergency Management Ontario
The Coroner's Office
All Regional Hospitals
Ministry of the Environment
Community Care Access Centre
The Red Cross
The Salvation Army
St. John Ambulance
Toronto Buttonville Municipal Airport – (our regional airport)
Holland Landing Airpark



ANNEX 13

Fire Mutual Aid



Office of the Fire Marshal

Mutual and Automatic Aid Plan and Program
for the

Region of York

Fire Co-ordinator Bryan Burbidge

Township of King Fire Services

Issue Date: 2005

Index

Foreword.....	96
Purpose of the Plan	97
Authority	97
Definitions.....	98
Principles of Operation of Mutual Aid Plans in Ontario.....	100
Mutual Aid System Components.....	100
Minimum Conditions for Participation in Programs	
Mutual Aid.....	100
Provincial CBRN/HUSAR Resources	102
(Optional) Automatic Aid.....	104
(Optional) C/D/R Hazardous Materials Response Support	106
(Optional) C/D/R Extrication Response Support.....	107
(Optional) C/D/R Specialized Rescue Support.....	108
Activation of Mutual Aid Plan.....	109
Criteria for Appointment as Fire Co-ordinator or Alternate	110
Appointment Process for Fire Co-ordinators and Alternate	110
Roles and Responsibilities	
Office of the Fire Marshal.....	111
Participants.....	112
Fire Co-ordinator	112
Zone Co-ordinator.....	113
Participating Fire Chiefs	114
Fire Co-ordinators Protection From Personal Liability and Indemnification.....	114
Municipal Liability and Indemnity	115
Related Programs	
Mutual Aid Associations.....	116
Contacting the Office of the Fire Marshal	116

Foreword

The attached plan was developed by the Office of the Fire Marshal in consultation with fire co-ordinators appointed by the Fire Marshal for the Province of Ontario to develop and co-ordinate county, district and region plans appropriate to local needs and circumstances.

Local counties, districts and region mutual aid systems will adopt the content of the plan as presented here. It will, however, be necessary for the participants to determine locally if the county, district or region mutual aid plan will include the automatic aid, hazardous materials and/or extrication program in the base document. In such cases it will be necessary to identify, within the plan, the participants in the various programs.

The local fire co-ordinator will be responsible for completing the running assignments, summary of contact information and list of local resources portions of the plan and submitting them to the Office of the Fire Marshal annually or as significant changes to the plan occur. Examples of significant changes include additions and deletions of major apparatus and equipment, staffing changes with the potential to affect emergency response, changes in senior officers and changes to emergency, business and personal telephone numbers of senior officers. The Office of the Fire Marshal will maintain a central inventory of all current mutual aid plans.

Local counties, districts and region mutual aid plans may adopt any or all of the appendices attached to this document based on local needs and circumstances. The appendices are intended to provide a local county, district or region with the ability to attach additional information to the base document that they will assist local participants in the day-to-day application and use of the plan. There is no requirement to submit the appendices to the Office of the Fire Marshal.

Purpose of the Mutual Aid Plan

- To provide authority and general direction to *fire co-ordinators* for the co-ordination of *mutual aid systems* and associated *fire protection services* activated within the local county, district or region, as well as with neighbouring counties, districts or regions, inter-provincially and internationally.

- To provide clarification to municipalities of the roles and responsibilities of *fire co-ordinators* within the *mutual aid system*.
- To provide other emergency management agencies with an understanding of the *fire co-ordinators* role within the *mutual aid system*.

Authority

Fire department personnel appointed by the Fire Marshal as *fire co-ordinators* shall fulfill the duties and responsibilities as instructed by the Fire Marshal (Fire Protection and Prevention Act 1997, Section 7).

Fire co-ordinators

7. (1) *The Fire Marshal may appoint fire co-ordinators for such areas as may be designated in the appointment. 1997, c. 4, s. 7 (1).*

Duties

(2) *A fire co-ordinator shall, subject to the instructions of the Fire Marshal,*

(a) establish and maintain a mutual aid plan under which the fire departments that serve the designated area agree to assist each other in the event of an emergency; and

(b) perform such other duties as may be assigned by the Fire Marshal. 1997, c. 4, s. 7 (2); 2002, c. 18, Sched. N, s. 1

Definitions

In this document,

Acceptable - means acceptable to the *fire co-ordinator* and participating *fire chiefs* in consultation with the Office of the Fire Marshal.

Alternate Fire Co-ordinator - means the person appointed by the Fire Marshal, under the authority of the Fire Protection and Prevention Act, 1997 to act in absence of the *fire co-ordinator*.

Automatic Aid - means any agreement under which a *municipality* agrees to provide an initial response to fires, rescues and emergencies that may occur in a part of another *municipality* where a *fire department* in the *municipality* is capable of responding more quickly than any *fire department* situated in the other *municipality*; or a *municipality* agrees to provide a supplemental response to fires, rescues and emergencies that may occur in a part of another *municipality* where a *fire department* in the *municipality* is capable of providing the quickest supplemental response to fires, rescues and emergencies occurring in the part of another *municipality*

Company – means a complement of personnel operating one or more pieces of apparatus under the control of a supervisor.

Council - means the *council* of a *municipality* participating in the *mutual aid plan*.

Cover - means the *fire department* that is available to provide back-up coverage to another *fire department* that is providing *help* to another *fire department* in the event of a *mutual aid plan* activation

Fire Chief - means the person appointed by a *participant* in the *mutual aid plan* as the head of the *fire department*

Fire Co-ordinator - means the person appointed by the Fire Marshal, under the authority of the Fire Protection and Prevention Act, 1997 to co-ordinate the *mutual aid plan*, or the person appointed by the Fire Marshal to act in absence of the *fire co-ordinator*

Fire Department - means a group of firefighters authorized to provide *fire protection services* by a *municipality*, group of *municipalities* or by an agreement made under section 3 of the Fire Protection and Prevention Act.

Fire Protection Adviser - means a person employed by the Office of the Fire Marshal, Field Fire Protection Services section, to provide advice and assistance to *municipalities* and *fire departments*

Fire Protection Services - means fire suppression, fire prevention, fire safety education, communication, training of persons involved in provision of *fire protection services*, rescue and emergency services and the delivery of all those services

First Nation Community - means a band as defined in the *Indian Act* (Canada)

Help Call - means the *fire department* that is called to assist another *fire department* in the event of a *mutual aid plan* activation

Home Fire Chief - means the *fire chief* of the *municipality*, community or area experiencing a *major emergency*

Home Fire Department - means the *fire department* of the *municipality*, community or area experiencing a *major emergency*

Incident Management System – means the program used by the county/district/region to establish a standard approach to incident management, priorities, action planning, and resource utilisation.

Major Emergency - means a situation that, in the opinion of the local *fire chief*, constitutes a danger of major proportions to life, property and/or the environment and that exceeds the capability of the local *fire department*.

Municipality – means local municipality as defined in the Municipal Act

Mutual Aid - means a program to provide/receive assistance in the case of a *major emergency* in a *municipality*, community or area.

Mutual Aid Association - means an association created to provide a forum for discussion on matters relating to *mutual aid* operations and generally for improving the administration and operation of member departments. The association does not discuss policy matters related to the *mutual aid system*.

Mutual Aid Plan or System - means the *mutual aid plan* developed under the authority of the Fire Protection and Prevention Act, 1997 and direction of the Fire Marshal to facilitate provision of *fire protection services* to the residents of a county, district or region under a co-ordinated and co-operative system.

Participant - means an organization, approved by the Fire Marshal, or a *municipality* which operates or manages a *fire department* that meets and maintains the requirements for participation in the *mutual aid plan*

Unorganized Territory - means a geographic area without municipal organization

Zone Fire Co-ordinator - means the person appointed by the Fire Marshal, under the authority of the Fire Protection and Prevention Act, 1997 to co-ordinate a geographic portion of the county, district or region *mutual aid plan* under the direction of the county, district or region *fire coordinator*.

The Principles of Operation of Mutual Aid Plans in Ontario

- To promote adequate and coordinated efforts to minimize loss of life and property and damage to the environment through efficient utilization of fire and other resources in the event of a *mutual aid* activation during times of natural or man-made emergencies.
- To provide the organizational framework necessary to effectively manage *mutual aid* resources within a unified *incident management system*.

Mutual Aid System Components

This *mutual aid plan* embodies the action to be taken by *participants* to engage in the following program components.

1. Activate *mutual aid* during a *major emergency* where the *home fire department* is committed and/or the situation cannot be contained or controlled with available resources.
2. Activate the provincial CBRN or HUSAR response system.
3. (Reserved) Activate a county, district or region *automatic aid* program.
4. (Reserved) Activate a county, district or region hazardous materials support response.
5. (Reserved) Activate a county, district or region extrication support response.
6. (Reserved) Activate a county, district or region specialized rescue support response.

Mutual Conditions for Participation in Programs

1. Mutual Aid

- A. A request for *help* or *cover* by any other *participant* in the *mutual aid plan* takes priority over any other agreements entered into by another *participant*.
- B. The *fire chief*, or designate, may refuse to supply the requested response to occurrences if such response personnel, apparatus or equipment are required to provide *fire protection services* in the local *municipality*. Similarly, the fire chief, or designate, may order the return of such apparatus, equipment or personnel that is responding to, or is at, the scene of a *mutual aid* activation if it is required to provide *fire protection services* in the local *municipality*. In such cases the *fire chief* must notify the *fire co-ordinator* or designate of his/her actions.
- C. The participating *fire department* must be established and regulated by a municipal by-law.

Note: Where unorganized territories, First Nation communities, or federal properties form part of the mutual aid plan, alternative authorization may be accepted.

- D. *Council* must confirm the *fire chief* of a municipal *fire department*, by by-law or a similar method of authorization. The Office of the Fire Marshal must appoint the *fire chief* of a *fire department* established for an *unorganized territory*.
- E. A by-law must be passed by *council* authorizing its *fire department's* participation in the *mutual aid plan*. *Fire departments* serving *unorganized territories* must be authorized to participate through an agreement signed by the Office of the Fire Marshal.
- F. A participating *fire department* must have adequate resources to handle day-to-day emergencies in its own jurisdiction.
- G. A participating *fire department* must be *acceptable* to:
- the *fire chief(s)* of the *fire department(s)* to be its first response for *mutual aid* assistance;
 - the *fire chief(s)* of the *fire department(s)* it will be first response to for *mutual aid* assistance; and,
 - the *fire co-ordinator*
- H. Triple combination pumpers and water tank trucks are the basic vehicles intended to be used for response. Where the *fire co-ordinator* and the *participating fire chiefs* agree rescue vehicles, aerial ladder trucks, and other specialized vehicles and/or services may be included.
- Note: This does not mean a municipality with an aerial ladder truck is obligated to make it available to a municipality that does not have one to reciprocate the service.*
- I. Local personnel will be in overall command of the *mutual aid* activation and will be responsible for co-ordination of local resources and those of the responding *fire department(s)*.
- J. *Participants* in the *mutual aid* system will adopt and implement an approved *incident management system* by December 31, 2006.
- K. *Fire chiefs* of *fire departments* requesting assistance through the *mutual aid plan* shall report in writing, to the *fire co-ordinator*, on forms included in this plan, within one week of the occurrence.
- L. *Fire chiefs* shall notify the *fire co-ordinator* of all significant changes as they occur, regarding stations, personnel, apparatus and/or equipment.
- M. Radio communication procedures shall be in accordance with principles and policies agreed upon by the participating *fire chiefs*.
- N. Minimum requirements of the Occupational Health and Safety Act must be met as it pertains to *fire departments*.

- O. *Fire chiefs* shall provide copies of agreements for fire protection to the *fire co-ordinator*, if requested by the *fire co-ordinator*.
- P. An applicant to participate in *mutual aid* that fails to meet the criteria as agreed to by the participating *fire chiefs* of the area, in conjunction with the *fire co-ordinator* and approved by the OFM Emergency Management and Response Unit, will not be accepted as a member of the *mutual aid plan*.
- Q. The *fire co-ordinator* will consult with the OFM Emergency Management and Response Unit when a *participant* fails to maintain the established criteria for participation in the *mutual aid plan*. The *participant* will be given a written notice by the *fire co-ordinator* to have the deficiencies corrected. Failure to maintain the established criteria to the satisfaction of the *fire co-ordinator* and the Office of the Fire Marshal Emergency Management and Response Unit shall result in removal from the system.
- R. *Mutual aid* assistance is to be provided to *participants* on a reciprocal basis i.e. no costs involved.
- S. *Mutual aid* is not immediately available for areas that receive fire protection under a fire protection agreement. The *municipality*, *unorganized territory* or *First Nations community* purchasing fire protection is responsible for arranging an *acceptable* response for back-up¹ *fire protection services*. In those cases where the emergency requirements exceed those available through the purchase agreement and the back-up service provider the *mutual aid plan* can be activated for the agreement area.

2. Provincial CBRN and HUSAR Resources

The province has developed a system to provide chemical, biological, radiological and nuclear response (CBRN) and heavy urban search and rescue (HUSAR) response capability support to local communities. The system operates under the following conditions.

- Initial response to CBRN and HUSAR emergencies are a local responsibility. More advanced support may be available locally through the mutual aid system or a contracted service provider, which includes contracted support from another municipality through a fire protection services agreement or an automatic aid agreement and contracted support from a commercial provider.

¹ Back-up fire protection service could be in the form of a first response agreement or automatic aid.

- It is intended that CBRN teams and a HUSAR team strategically located in designated cities, and operating under a memorandum of understanding with the Province of Ontario will also be available to support local responders.
- The expectations and capabilities of responding CBRN Teams shall be based on the National Fire Protection Association Standard 472: Professional Competence of Responders to Hazardous Materials Incidents. That standard provides for the following levels.
 - Level 1: Awareness of what constitutes a hazardous materials incident
 - Level 2: Capacity to carry out limited response activities
 - Level 3: Capacity to mitigate hazardous materials incidents
- The expectations and capabilities of the responding HUSAR team shall be based on the National Fire Protection Association Standard 1670: Operations and Training for Technical Rescue Incidents. That standard provides for the following levels.
 - Level 1: Awareness of what constitutes a technical rescue incident
 - Level 2: Capacity to carry out limited response activities
 - Level 3: Capacity to mitigate technical rescue incidents

Activation of resources:

- A. It is anticipated that a municipality requiring the assistance of a CBRN or HUSAR team will have initiated, or be in the process of declaring, an emergency, pursuant to the Emergency Management Act, R.S.O. 1990, c. E-9.
- B. All requests for assistance for a CBRN or HUSAR team will be received and co-ordinated through the Emergency Management Ontario Provincial Emergency Operations Centre (PEOC). 1-866-314-0472
- C. Should an emergency occur in a locality that in the opinion of the fire co-ordinator, or his/her designate, cannot be addressed through the resources of the local fire department, the mutual aid system or contracted service providers, he/she shall consider requests from local communities and contact the PEOC to request the response of a CBRN or HUSAR team.
- D. The decision to activate one or more of the teams as part of the provincial response to an emergency will be approved by the Ministry of Community Safety and Correctional Services Assistant Deputy Minister or his/her designate.
- E. The PEOC will be responsible for overall coordination and direction of the response and for any necessary funding to support the activation of a CBRN or HUSAR team.
- F. Local personnel will be in overall command of the emergency situation and will be responsible for coordination of local resources and those of the responding fire department(s).
- G. The individual activities of a CBRN or HUSAR team will be under the command of the officer-in-charge of the CBRN or HUSAR team.

- H. The CBRN response teams are not intended to fight fires involving hazardous materials. When fire departments respond to hazardous material fires, the normal method of activating mutual aid is to be followed for additional fire suppression assistance.
- I. The CBRN or HUSAR team will not respond outside its home municipality as part of the memorandum of understanding unless deployed by the PEOC. When the CBRN or HUSAR team is mistakenly called directly by agencies or persons other than the fire co-ordinator, the CBRN or HUSAR team will immediately notify the local fire department to respond and shall stand by to respond if required.
- J. Nothing in the memorandums of understanding with the province prevents the CBRN or HUSAR teams from responding outside their home municipalities under a fire protection services agreement or automatic aid agreement or like agreement or arrangement between the team's municipality and another participant.

3. (Reserved) Automatic Aid

Improvements may be made to the overall effectiveness of the *mutual aid* system by implementing an *automatic aid* program within the *mutual aid* system.

Potential improvements include:

- The quickest available fire station immediately responds to a call for service, regardless of municipal boundaries.
- The assembly time of an adequate fire attack team may be reduced (the fire attack team may be made up of personnel and equipment from more than one *fire department*).
- Equipment and personnel may be made available, particularly at the outer extremities of municipalities, which are neither practical nor reasonable for municipalities to provide for themselves due to the financial demands inherent with their provision.

Program Participation

- A. A participant in an automatic aid program that forms part of the mutual aid plan must meet and maintain the requirements for participation in the mutual aid plan.
- B. Fire departments entering into automatic aid agreements must notify the affected fire co-ordinator(s).
- C. Supplying fire departments must ensure sufficient resources remain available in their own municipality or area to provide initial responses to emergency calls.
- D. Communications systems should be in place to support the simultaneous and co-ordinated response of required fire departments.

- E. First arriving companies will initiate an incident management system in accordance with those agreed to in the mutual aid plan. The home fire department shall assume command of the incident after arrival at the scene.
- F. Activation of additional apparatus, equipment and personnel in the home municipality is not automatic aid. Such a response is expected and should be ordered into action whenever necessary.
- G. Where a municipality purchases fire protection services, for a fee or any other consideration, for its jurisdiction or any part of it, automatic aid may be activated. In the event that the first call for additional assistance is required in an area where fire protection services are usually purchased from a neighbouring municipality, the responding fire department may charge for its service; these are not mutual aid plan responses.
- H. A request for mutual aid plan response has priority over any requests such as automatic aid. Automatic aid responses are secondary to mutual aid obligations.
- I. Automatic aid, unlike mutual aid, is not intended to be provided to the receiving municipality at no charge. A request for day-to-day assistance, as opposed to a request for help at a major fire or other emergency, should be on a cost recovery basis.

4. (Reserved) County, District or Region Hazardous Materials Response Support

Improvements may be made to the overall effectiveness of the *mutual aid system* by implementing a hazardous materials response support program within the *mutual aid system*. Potential improvements include:

- The closest available specialized assistance immediately responds to a call for service, regardless of municipal boundaries.
- The _____ *Fire Department* is trained and equipped to (Operations/ Technician) Level for hazardous material incident response and has agreed to respond and provide assistance throughout the county, district or region when requested by participating *fire departments*.
- The response team will perform (Operations/Technician) Level hazardous material response/mitigation activities only.

Note: Requesting *fire departments* must train responding firefighters to the (Awareness/Operations) Level described in NFPA 472 2002 Edition to assist the response team, as required.

Program Participation

- A. The hazardous materials response team is activated by request through the _____ Communications Centre (*insert phone number*).
- B. The *home fire department* must respond, assume command, arrange to secure the area and remain in attendance for the duration of the incident.
- C. The *home fire department* will supply apparatus, equipment and personnel for fire suppression and required support for the hazardous materials response team.
- D. When the *home fire department* arrives at the scene first, it will:
- contact the response team by radio, as soon as possible;
 - give updates relevant to the nature and extent of the incident;
 - identify the product(s) involved, if possible;
 - give safest routes to the incident and staging area; and,
 - identify the sector (or person) the response team should report to upon arrival.
- E. The hazardous materials response team is not intended to fight fires involving hazardous materials. When *fire departments* respond to hazardous material fires, the normal method of activating *mutual aid* is to be followed for additional fire suppression assistance.
- F. Upon request by the *home fire chief* or designate, the _____ *Fire Department* will provide technical advice and assistance regarding hazardous material fires. To initiate a request, contact the _____ *Fire Department*, giving as much information about the incident as possible. The _____ *Fire Department* will determine if it is necessary to send personnel to the fire scene.
- G. Responses by the hazardous materials support units to municipalities or areas purchasing *fire protection* may be charged directly to that *municipality* or area as though the response was a *fire department* receiving a call for fire suppression assistance.

5. (Reserved) County, District or Region Extrication Response Support

Improvements may be made to the overall effectiveness of the *mutual aid system* by implementing an auto extrication response support program within the *mutual aid system*. Potential improvements include:

- The closest available specialized assistance immediately responds to a call for service, regardless of municipal boundaries.
- The _____ *Fire Department(s)* is/are trained and equipped to provide auto extrication response support and has/have agreed to respond and provide assistance throughout the county, district or region when requested by participating *fire departments*

Program Participation

- A. The requesting *fire department* will communicate directly with the *fire department* closest to the scene with the apparatus, equipment and personnel that is required.
- B. The *home fire department* must respond, assume command and remain in attendance for the duration of the incident.
- C. The *home fire department* will supply apparatus, equipment and personnel for fire suppression, as well as basic extrication and additional support for the extrication support team, as required.
- D. When the *home fire department* arrives at the scene first, it will:
 - contact the extrication support team by radio, as soon as possible;
 - give updates relevant to the nature and extent of the incident;
 - give best routes and where to locate at the incident or staging area; and,
 - identify the sector (or person) the support team should report to upon arrival.
- E. Responses by the extrication support units to municipalities or areas purchasing *fire protection* may be charged directly to that *municipality* or area as though the response was a *fire department* receiving a call for fire suppression assistance.

6. (Reserved) County, District or Region Specialized Rescue Support Program

Improvements may be made to the overall effectiveness of the *mutual aid system* by implementing a specialized rescue support program within the *mutual aid system*. Services provided within the program include _____ (ex. trench rescue) Potential improvements include:

- The closest available specialized assistance immediately responds to a call for service, regardless of municipal boundaries.
- The _____ *Fire Department(s)* is/are trained and equipped to provide _____ response support and has/have agreed to respond and provide assistance throughout the county, district or region when requested by participating *fire departments*

Program Participation

- A. The requesting *fire department* will communicate directly with the *fire department* closest to the scene with the apparatus, equipment and personnel that is required.
- B. The *home fire department* must respond, assume command and remain in attendance for the duration of the incident.
- C. The *home fire department* will supply apparatus, equipment and personnel for fire suppression, as well as basic support for the _____ team, as required.
- D. When the *home fire department* arrives at the scene first, it will:

- contact the _____ team by radio, as soon as possible;
 - give updates relevant to the nature and extent of the incident;
 - give best routes and where to locate at the incident or staging area; and,
 - identify the sector (or person) the support team should report to upon arrival.
- E. Responses by the _____ units to municipalities or areas purchasing *fire protection* may be charged directly to that *municipality* or area as though the response was a *fire department* receiving a call for fire suppression assistance.

Activation of Mutual Aid Plan

Requesting Fire Department

The incident commander, or the communications facility currently serving the incident commander, will communicate directly with the first *help* call.

- A. Identify who you are and give any code word required.
- B. Briefly describe the nature of the incident.
- C. Give the location of the incident.
- D. Be specific about resources required.
- E. Provide directions and travel route to the scene as required.
- F. Advise who, and on what radio frequency or talk group, to contact for assignment and/or staging location. If common radio frequencies or talk groups are not available direct the responding *mutual aid* companies to a specific location and advise them whom to contact on arrival.

First Help Call Fire Department

- A. Dispatch required assistance.
- B. Notify the *fire co-ordinator*, or the *fire co-ordinator's* communications facility, of the incident and your response.
- C. Notify appropriate *fire co-ordinator(s)*, or their communications facility, where the response involves cross county/region/district activation.

Fire Co-ordinator

- A. Arrange for cover for home and assisting departments as required.
- B. Receive all additional calls for assistance after the *first help call*.

Note: Inter-county (or district, or region) mutual aid is treated as any other activation. There should be no boundaries when considering mutual aid assistance.

Termination of the Incident

- A. The incident commander will determine when assisting resources are no longer required.
- B. The incident commander will release resources as soon as possible.
- C. The incident commander will notify the *fire co-ordinator*, or the *fire co-ordinator's* communications facility, that assisting resources are no longer required and are being released.
- D. Assisting *fire department(s)* will notify the *fire co-ordinator*, or the *fire co-ordinator's* communications facility, when they have returned to their station(s) and are in service. Assisting includes response to the emergency scene and providing cover at other *fire departments*.

Criteria for Appointment as Fire Co-ordinator or Alternate

- A. *Fire chief*, deputy fire chief or senior officer with the necessary training and experience to co-ordinate the system
- B. Willingness of proposed *fire co-ordinator* or *alternate* to fill the role.
- C. Agreement of employer for *fire co-ordinator* or *alternate* to fill the role
- D. Capability to monitor, receive and transfer radio communications within the county, district or region and between other counties, districts and/or regions.
- E. Familiarity and continuity within the system.
- F. Where possible and where practicable of attainment the *fire co-ordinator* and *alternate* come from the same department.
- G. Agreeable to the roles and responsibilities as defined in the *mutual aid plan*.

Appointment Process for Coordinators and Alternates

- A. At his/her earliest convenience, the *fire co-ordinator* notifies the Office of the Fire Marshal (OFM) Emergency Management and Response Unit (EMR) of pending resignation or vacating of position.
- B. The *fire co-ordinator* makes a recommendation for replacement, based on selection criteria. If possible the *fire co-ordinator* obtains a letter from

- C. EMR reviews the recommendation in consultation with the local *fire protection adviser (FPA)*.
- D. Local *FPA* confirms with CAO and/or *council* approval of the recommended person if not submitted by the *fire co-ordinator* in the original application.
- E. EMR forwards the recommendation to the Fire Marshal, for appointment.
- F. Fire Marshal (or designate) makes appointment.
- G. Access is provided to the OFM *fire co-ordinators* website by EMR.
- H. Local *FPA* delivers the appointment letter, identification card and wallet badge.
- I. *FPA* reviews the roles and responsibilities.
- J. *FPA* provides latest copy of the *fire co-ordinators'* manual.
- K. *FPA(s)* inform local *fire departments* of the appointment (where required).

Roles and Responsibilities

1. Office of the Fire Marshal

- A. Develop and approve the *mutual and automatic aid plan* and appendices in consultation with *fire co-ordinators*
- B. Review and approve *mutual aid plans*
- C. Maintain a centralized inventory of current *mutual aid plans*
- D. Provide support through specialized resources and equipment, as available
- E. Appoint the *fire chief* of a *fire department* established for an unincorporated area that is to participate in the *mutual aid plan*.
- F. Authorize *fire departments* serving unincorporated areas to participate in the *mutual aid plan* through an agreement signed by the Office of the Fire Marshal.
- G. Monitor activations of the *mutual aid system*.
- H. Maintain the *fire co-ordinators* website and provide regular communications and updates to the *fire co-ordinators*.
- I. Organize and conduct the annual *fire co-ordinators'* conference.
- J. Review the operations and performance of the *mutual aid system*.

2. Participants

Participants in the *mutual aid plan* are responsible for passing a by-law, agreement or alternative *acceptable* authorization to:

- A. Establish and regulate a *fire department*,
- B. Appoint the *fire chief* of the *fire department*, and,
- C. Authorize participation in the *mutual aid plan*.

3. Fire Co-ordinator

Fire department personnel appointed by the Fire Marshal as *fire co-ordinators* shall fulfill the duties and responsibilities as instructed by the Fire Marshal (Fire Protection and Prevention Act 1997, Section 7).

Roles and responsibilities of the position for the purposes of this *mutual aid plan* include:

- A. Develop, review and maintain an up-to-date *mutual aid plan*, under the instructions of the Fire Marshal of Ontario, and in cooperation with the area *fire chiefs*.
- B. Submit the plan to the Office of the Fire Marshal (OFM) Emergency Management Response Unit (EMR) for approval
- C. Review the *mutual aid plan* annually, or more often if required, with the participating *fire chiefs* and the local *fire protection adviser(s)* from the OFM.
- D. Coordinate activations of the *mutual aid plan*.
- E. Consider requests and recommend to the POC the deployment of provincial CBRN and HUSAR teams.
- F. Provide advice and assistance to the Fire Marshal upon request.
- G. May assist and support *participants* by providing information and guidance during *mutual aid* activations.
- H. Review activation reports from *participants* and forward to the OFM EMR Unit following the occurrence.
- I. In cooperation with the local *fire protection adviser*, review equipment and apparatus covered by the plan when deemed necessary by the *fire co-ordinator* or the *fire protection adviser*.
- J. Attend the annual *fire co-ordinators'* conferences and such other meetings as may be convened from time to time by the OFM.
- K. Submit expense accounts to the OFM EMR unit for approval twice yearly, and more frequently if required, and before the end of March of each year.

- L. May assist and support the *mutual aid* association by providing information and guidance, as required.
- M. Encourage county, district or regional training, and submit requests to the Office of the Fire Marshal for specialized courses.
- N. Other duties as may be assigned by the Fire Marshal.

Roles and responsibilities of the *fire co-ordinator* for the purposes of this *mutual aid plan* do not include:

- A. In an *unorganized territory* where there are no agreements made pursuant to the Fire Protection and Prevention Act, 1997 to provide *fire protection services*, there is ordinarily no role for the *fire co-ordinator* to play. The role of the *fire co-ordinator* is to coordinate *mutual aid plans* and to perform related duties. *Mutual aid plans* are plans developed between *fire departments*. *Fire departments* exist only in municipalities, or pursuant to an agreement in an *unorganized territory*.

4. Zone Fire Co-ordinators

Zone fire co-ordinators are appointed to act on behalf of the *fire co-ordinator* in a defined geographic area of the *mutual aid system*. Responsibilities include:

- A. Co-ordinating zone *mutual aid* activations
- B. Ensuring district plan revisions received from *fire co-ordinator* are copied and distributed to zone *fire chiefs* for updating their *fire department* plan.
- C. Co-ordinating regular zone meetings each year.
- D. Attending county/district/region meetings to provide zone activation updates and share zone initiatives being implemented.
- E. Encouraging zone *fire department* joint training and public fire safety education opportunities.
- F. Conducting equipment checks with zone *fire chiefs* to ensure *fire department* minimum equipment standards are being maintained
- G. Attending meetings, conferences, and/or training sessions on behalf of the county/district/region in the absence of the *fire co-ordinator* and *alternate fire co-ordinator*.

5. Participating Fire Chiefs

- A. Familiarize members of the *fire department* with contents of the *mutual aid plan*.
- B. Implement the local components of the *mutual aid plan*.

- C. Submit the relevant Fire, Response or Casualty Reports for all incidents directly to the Office of the Fire Marshal.
- D. Submit *mutual aid* activation reports to the *fire co-ordinator* within one week of the occurrence.
- E. Notify the *fire co-ordinator* of all significant changes as they occur, regarding stations, personnel, apparatus and/or equipment and contact information.
- F. Provide copies of agreements for fire protection to the *fire co-ordinator*, if requested by the *fire co-ordinator*.
- G. Attend *mutual aid system* meetings as called by the *fire co-ordinator*.
- H. Advise the *fire co-ordinator* of any municipal re-alignments or amalgamations.
- I. Provide a copy of the *mutual aid plan* to the municipal council.

Fire Co-ordinator's Protection from Personal Liability and Indemnification

The Fire Protection and Prevention Act, 1997 addresses the issue of protection from personal liability and indemnification for *fire co-ordinators*.

74. (1) No action or other proceeding for damages shall be instituted against a firefighter, a fire co-ordinator, a community fire safety officer, a member or employee of the Fire Safety Commission, an assistant to the Fire Marshal, the Deputy Fire Marshal, the Fire Marshal, or a person acting under his or her authority, for any act done in good faith in the execution or intended execution of his or her power or duty for any alleged neglect or default in the execution in good faith of his or her power or duty.

75. (1) A firefighter, a fire co-ordinator, a community fire safety officer, a member or employee of the Fire Safety Commission, an assistant to the Fire Marshal, the Deputy Fire Marshal, the Fire Marshal or a person acting under his or her authority shall be indemnified for reasonable legal costs incurred,

- (a) in the defence of a civil action, if the person is not found to be liable;*
- (b) in the defence of a criminal prosecution, if the person is found not guilty;*
- (c) in respect of any other proceeding in which the person's execution of his or her duties is an issue, if the person acted in good faith.*

Municipal Liability and Immunity

The Municipal Act addresses the issues of immunity protection for *councils* and members of *fire departments* participating in the *mutual aid plan*.

Liability re: fire service

467. Despite the repeal of the old Act, clause (e) of paragraph 31 of section 210 and paragraph 32 of section 210 of that Act continue to apply for the purpose of protecting a municipality from liability with respect to agreements entered into and emergency fire service plans adopted prior to January 1, 2003. 2001, c. 25, s. 467.

Immunity

***448.** No proceeding for damages or otherwise shall be commenced against a member of council or an officer, employee or agent of a municipality or a person acting under the instructions of the officer, employee or agent for any act done in good faith in the performance or intended performance of a duty or authority under this Act or a by-law passed under it or for any alleged neglect or default in the performance in good faith of the duty or authority. 2001, c. 25, s. 448 (1).*

Policy decisions

***450.** No proceeding based on negligence in connection with the exercise or non-exercise of a discretionary power or the performance or non-performance of a discretionary function, if the action or inaction results from a policy decision of a municipality or local board made in a good faith exercise of the discretion, shall be commenced against,*

(a) a municipality or local board;

(b) a member of a municipal council or of a local board; or

(c) an officer, employee or agent of a municipality or local board. 2001, c. 25, s. 450.

Related Programs

Mutual Aid Associations

The participating *fire departments* have formed mutual aid associations with membership open to members of participating *fire departments* and their municipal officials. The associations provide a forum for discussion on matters relating to *mutual aid* operations and generally for improving the administration and operation of member departments. From the discussions that take place, the municipal officials have an opportunity of becoming more familiar with fire service issues. Municipalities that do not operate a *fire department* or do not purchase fire protection are required to establish community fire safety officers (or teams). Community fire safety personnel should be considered for membership in mutual aid associations. In no way does a mutual aid association implement policy for a *mutual aid system*.

Contacting the Office of the Fire Marshal:

The Emergency Management Unit of Field Fire Protection Services is the point of contact for Fire Co-ordinators to forward:

- current copies of mutual aid plans
- updates to mutual aid plan resources and contact lists, and
- original copies of expense claims – faxed copies not acceptable for approved government procedures

Original copies of the above are to be mailed to:

Emergency Management and Response Unit

Field Fire Protection Services

% Ontario Fire College

1495 Muskoka Road North

Gravenhurst, ON P1P 1W5

During major emergencies with provincial interests OFM staff members will typically be assigned to the Provincial Emergency Operations Centre (PEOC) and/or at the Ministry Emergency Operations Group (MEOG). These staff members may be in contact with *fire co-ordinators* dependent on the location and type of situation. *Fire co-ordinators* will be provided with an appropriate contact number(s) for continued contact throughout the emergency.



ANNEX 14

Evacuation

Regional Municipality of York Emergency Response Plan

Annex 14:

Evacuation

Annex 14 EVACUATION

Purpose

The purpose of this annex is to provide for the coordinated evacuation and movement of the population at risk.

Scope

The Regional Municipality of York is at risk from a number of natural and technological hazards that could require the public to evacuate homes or businesses. Evacuations may be limited to a single building, a group of buildings or affect a large area such as a whole community. Alternatives to evacuation, such as “Shelter in Place” are outside the scope of this Annex.

Authority/Policies

The *Emergency Management and Civil Protection Act*, R.S.O. 1990, provides legal authority for York Region to respond to emergencies within its boundaries. This legislation also authorizes the Province to issue orders for:

- “2. *Regulating or prohibiting travel or movement to, from or within any specified area.*
- 3. *Evacuating individuals and animals and removing personal property from any specified area and making arrangements for the adequate care and protection of individuals and property.*
- 4. *Establishing facilities for the care, welfare, safety and shelter of individuals, including emergency shelters and hospitals.*
- 5. *Closing any place, whether public or private, including any business, office, school, hospital or other establishment or institution.”*

Evacuation and accompanying movement priorities are as follows:

- 1. Evacuation of all persons in immediate danger.
- 2. Facilitating evacuation of vulnerable persons.
- 3. Facilitating transport of displaced persons.
- 4. Coordinating and monitoring self-evacuation.

Assumptions

- 1. Spontaneous evacuation will occur when there is sufficient warning of the threat.
- 2. Most people at risk will evacuate when local officials recommend that they do so.

3. Some individuals will refuse to evacuate, regardless of the threat
4. Some individuals will evacuate if they are assured of the ongoing safety of their pets and/or livestock.
5. Some individuals will require transportation or other support to evacuate, such as special equipment or alternative message formats.
6. When there is sufficient warning of a significant threat, some individuals who are not at risk will evacuate.
7. While some emergency situations are slow to develop, others occur without warning. Hence, there may be time for deliberate evacuation planning or an evacuation may have to be conducted with minimal preparation time. In the case of short notice evacuations, there may be little time to obtain personnel and equipment from external sources to support evacuation operations.
8. In most emergency situations, the majority of evacuees will seek shelter with relatives or friends or in commercial accommodations rather than in public shelter facilities.
9. Literature suggests that 30-60 percent of the impacted population will be to a Reception Center for information, while only 10-20 percent of the population impacted will require additional Emergency Social Services.

Concept of Operations

The need to evacuate will be called for by the Incident Commander and/or the EOC.

York Regional Police will plan, direct and control the evacuation and movement through Unified Command.

Evacuations warnings and instructions will be given by the Incident Commander through their communication center.

Evacuation instructions and information to the media will be disseminated through the Public Information Officer (PIO).

In an evacuation requiring Regional Emergency Social Services, the REOC may be activated to support the municipal EOC and sites.

At the discretion of the Commissioner of Community and Health Services or if requested by a municipality, Community and Health Services may open and operate Reception and/or Evacuation Centres and ensure that are adequately staffed.

Organization

Site structured under IMS by the Incident Commander/Unified Command, REOC structured under IMS by the REOC Director.

Responsibilities

Police

1. Coordinate evacuation planning and operations with other first responders within Unified Command.
2. Plan, direct and coordinate crowd and traffic control operations in support of evacuation.
3. Identify and establish evacuation routes based on the severity of the event.
4. Initiate public notification of evacuation and communicate evacuation routes (public address system, door to door, media releases, community alerting tool).
5. Establish a continuous line of communication with the IC/EOC.

Fire

1. Coordinate with other involved jurisdictions, evacuation planning and operations within Unified Command.
2. Assist in the identification of population at risk from incident specific hazards.
3. Assist in the identification of area to be evacuated and evacuation routes.
4. Notify Police and the CEMC of the need to evacuation and movement of population at risk.
5. Support evacuation and movement of population at risk.
6. Provide resources as required for the safety of evacuations routes and evacuees.
7. Identify and provide for mitigation of hazards prior to re-entry of the evacuated area.
8. Establish a continuous line of communication with the IC/REOC.

Transit

1. Notify essential personnel, on or off duty, to respond to the evacuation as required or requested.
2. Notify and coordinate with other transit authorities for additional services as required.
3. Maintain the dispatch for the control of all vehicles used for evacuation and/or sheltering.
4. Provide the necessary resources: e.g. buses, personnel called for by the Incident Commander and/or the REOC.

Community and Health Services

EMS

1. Coordinate with other involved jurisdictions, evacuation planning and operations within Unified Command.
2. Assist in the identification of population at risk from incident specific hazards
3. Assist in the identification of area to be evacuated and evacuation routes
4. Provide Medical Triage when required
5. Provide Emergency Medical Transport
6. Support evacuation, coordinate movement of population at risk
7. Establish a continuous line of communication with the IC/REOC
8. Provide Emergency Medical Services in accordance with Annex 12 of the York Region Emergency Plan

Public Health

1. Monitor and advise on a variety of public health related issues (e.g. communicable disease prevention and control, environmental hazards, water safety, food safety in a reception centre, emergency shelter inspections, liaison with the health care sector)
2. Assist in the identification of population at risk from incident specific hazards
3. Provide public health nursing and inspection staff on site at a Reception Centre to support evacuees with health concerns and maintain a safe environment
4. Create Public Health messaging for the general public
5. Provide Public Health services in accordance with Annex 8 of the York Region Emergency Plan

Emergency Social Services (ESS)

1. Review the scope of the emergency and determine the resources needed to best provide Emergency Social Services to evacuees
 - a. The emergency social services provided will be determined based on the size of the population affected, the projected need for services and the availability of local resources to respond as determined by the Municipal EOC and the extent of the damage caused and purported risk to health as determined by the IC and/or the REOC.
2. Provide coordination and delivery of Emergency Social Services in York Region in collaboration with both governmental and non-governmental agencies
3. Provide Emergency Social Services, including the opening and operating of temporary and/or long term Reception Centres, in accordance with Annex 7 of the York Region Emergency Plan.

External organizations

An evacuation would require cooperation with external organizations during an emergency response and recovery. These may include:

- Provincial Ministries (MNR, MOE, MMAH, CA's)
- Local Municipalities
- Utilities (Powerstream, Hydro-one, Bell, Newmarket Hydro, Enbridge)
- Canadian Red Cross
- Salvation Army
- OSPCA
- Insurance Board of Canada

EVACUATION CHECKLIST

Site Level

Ensure agencies that will be involved are consulted prior to evacuation.

Establish Unified Command.

Determine evacuation area.

Establish a perimeter to exclude people from entering the evacuation area – indicate perimeter on map.

Establish an evacuation staging area (for transportation pick-up)

Communicate evacuation plan decisions to EOC (boundaries and evacuation routes).

Follow Notification Flowchart.

Distribute evacuation media releases.

Determine method of public notification. (e.g., door-to-door canvassing, Police PA, community alerting.

Continue to monitor the situation and re-evaluate the need to evacuate, keeping all field units up to date regarding changes.

Provide advice and information on any special precautions that should be taken during and after the event.

Determine the number of people needing transportation and advise EOC.

Determine actions required to establish access control.

Agency in charge _____

Resources assigned

Police

Fire

EMS

Transit

Other _____

Determine any specialized resources required.

Agency in charge _____

Resources assigned

HazMat Teams (special equipment needed)

Fire Department (level of Personal Protective Equipment (PPE) needed)

Decontamination (set up area)

Ambulance Service (triage and treatment area)

Other _____

Site Support Level – Emergency Operations Centre

Activate Emergency Operation Centre.

Determine appropriate sections to activate (ex. Logistics, Planning, Finance)

Receive evacuation boundaries and determine population impacted.

Track numbers of evacuees and any reported fatalities or injuries.

Keep all field units updated regarding changes.

Provide additional resources to site as required. (eg. transportation resources).

Document the decision process.

Notify local elected officials and the Provincial Emergency Operations Center and appropriate provincial ministries.

Ensure Public Information Officer has support and back up.

Track all costs related to the incident.

Establish and announce a telephone number for persons to call for information on the incident.

Establish and announce a telephone number for evacuees to call for progress reports and re-entry times.

Prepare and distribute incident information for persons in the affected area.

Assemble and brief a standby force of personnel to assist with evacuation and EOC operations if the need arises.

Establish structure to announce public information to the community.

Provide advice and information on any special precautions that should be taken during and after the event.

Provide situational awareness information to Provincial Regional Emergency Operations Centre.

Consider resources needed to conduct Emergency Evacuation Operations and advice potential mutual aid agencies.

Address the needs of emergency food, clothing, lodging, personal services, registration and inquiry and Reception Centres in collaboration with community agencies, local municipality and regional departments.

Consider Reception Centre locations, number of people who will need to be assisted and for what length of time in collaboration with EOC.

Establish appropriate facility for Reception Centre outside of any potential risk area.

Activate local ESS to set up needed Reception Centres and Group Lodging facilities.

Consider the ESS needs for persons with disabilities.

Consider the potential needs for domestic animals that arrive at Reception Centres with families and alert pet care providers.

Collaborate with York Regional Police, Public Health and Geomatics to identify facilities and homes where transportation assistance may be required.

Collaborate with York Regional Police, Public Health, York Region transit and EMS to triage and address transportation needs of evacuees.

Keep evacuees at the Reception Centres and Group Lodging facilities informed of incident progress and projected return times.

Establish a telephone number for persons to call for information regarding friends and family for family reunification.

Communicate reception Center information, family reunification number and other Emergency Social services information to the Public Information Officer and Site Command for announcement and distribution.

Return to home and re-entry

Decide on allowing the return into evacuated area in consultation with all relevant parties (police, fire, public health, utilities, building departments).

Post Event Follow Up

Schedule a debriefing with all parties to evaluate the evacuation plan.

Make suggested changes in this procedure to the CEMC

EVACUATION NOTIFICATION FLOW CHART

