



The Regional Municipality of York

EMERGENCY PLAN

December 2006

CHAPTER 1 - Introduction

Introduction

The *Emergency Management and Civil Protection Act* defines an emergency as:

“A situation or impending situation caused by the forces of nature, an accident, an intentional act or otherwise, that constitutes a danger of major proportions to life and property”

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 Departmental functional responses organized in the Departmental 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 A-0378-2006-031*

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.

1. 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.
2. 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.
3. The CEMC shall report to the Region's Emergency Management Program Committee on the above program.
4. 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.
5. Every municipality shall have a municipal emergency control group to direct the municipality's response in an emergency and which will complete the annual mandatory training.
6. Every municipality shall have an annual practice exercise for simulated emergency incident training.
7. Every municipality must have an emergency operations centre with appropriate communications systems.
8. Every municipality shall designate an employee of the municipality as its Chief 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. A-0378-2006-031* on March 23, 2006.

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

Primary distribution of the Region Emergency Operations Plan (EOP) and Annexes will be created electronically using the Adobe Portable Document Format (PDF) version 5.0 or later. Paper copies will be distributed to those organizations or departments that are unable to use the electronic version. Revisions or corrections may be made in two ways:

- Revised Electronic Copies: Primary distribution and subsequent updates will be made electronically and distributed by either e-mail or mail to appropriate individuals on a CD-ROM. Emergency Management, Office of the CAO will maintain distribution lists.
- Replacement pages: Revisions will be made by distributing entire replacement pages. These revisions generally will be distributed by the Emergency Management.

The Manager of Emergency Management maintains the master copy of the Region's Emergency Plan. Amendments will be reviewed by the Business Continuity/Emergency Management Steering Committee.

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 Plan may have a number of attachments (evaluation 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. Agency On-Scene Commander**
The person(s) designated by each agency responding to the Emergency who is responsible for managing the agency's on-scene response operations in consultation and coordination with the Incident Commander and either the Municipal Control Group or the Regional Emergency Control Group.
- 4. 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.
- 5. Chair**
The Head of Council or his/her designate for the Regional Municipality of York.
- 6. 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 is responsible for coordinating operations within the Regional Emergency Operations Centre.
- 7. 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.
- 8. 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.

9. 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.

10. Emergency

“Emergency” means a situation or impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.

11. Emergency Operations 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.

12. Emergency Management Act

The Emergency Management and civil Protection Act, R.S.O. 1990, c.E.9, as amended.

13. 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.

14. 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.

15. Emergency Lodging Facility

A facility that provides safe, temporary lodging for persons in need of this service during and after an Emergency. Facilities may include: hotels/motels, community centres or improvised group housing. Depending on the emergency situation, these facilities may also include provision for feeding and personal support.

16. Emergency Site (Emergency Area)

The area in which an Emergency exists.

17. Emergency Site Management Team

The Emergency Site Management Team consists of the Emergency Site Manager/Incident Commander (when appointed), Agency On-Scene Commanders representing the responding agencies involved in the Emergency, and the On-Scene Media Spokesperson.

18. 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, Community Services and Housing Department is responsible for coordinating these services, in collaboration with community agencies.

19. Fire Service

The Fire Department of an Area Municipality or a combined Fire Department of one or more area municipalities.

20. 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.

21. 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.

22. Incident Commander

The person at the Emergency Site who is designated to coordinate and manage the response to the Emergency. The Incident Commander is appointed by the Municipal Emergency Control Group and reports to the Chief Administrative Officer at the Emergency Operations Centre

23. 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.

24. 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 Emergency Site Manager when so appointed.

- 25. Municipal Emergency Plan**
An Emergency Plan prepared by one of the area municipalities.
- 26. 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.
- 27. Non-governmental Organization**
Non-governmental organization (NGO) is an organization that is not part of a government and was not founded or funded by states. NGO's are usually non-profit organizations and are generally restricted to advocacy groups having goals that are primarily noncommercial. The term is generally associated with the United Nations and authentic NGOs are those that are so designated by the UN.
- 28. 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.
- 29. Outer Perimeter**
A geographic area selected by the Emergency Site Manager 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 Emergency Site Manager.
- 30. Priority Access Dialing (PAD)**
A system controlled through Industry Canada, which ensures that key telephone numbers receive priority access during times of high demands on telephone systems. Also referred to as Line Load Control.
- 31. 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.
- 32. Public Information Officer**
The individual responsible for coordinating emergency information with the media, the public, and employees.
- 33. Reception Centre**
A site where people may be relocated in the event of an Emergency and where their immediate basic needs (accommodation, food, clothing and bedding, registration and inquiry, and personal support) are met by emergency social services teams.

- 34. Recovery**
Activities and programs designed to return conditions to a level that is acceptable to the Region.
- 35. Region**
The Regional Municipality of York.
- 36. Regional Council**
The Council of The Regional Municipality of York.
- 37. Regional Business Continuity/Emergency Management Steering Committee**
A committee composed of representatives from Regional departments, York Region Police, the Regional Fire Coordinator and the Manager of Emergency Management, to provide advice to Emergency Management on the development and implementation of the Business Continuity/Emergency Management Program in York Region. It does not implement the Plan during emergencies.
- 38. Regional Emergency Control Group (RECG)**
A group of Regional Department Heads and affected agencies, 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.
- 39. 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.
- 40. Regional Emergency Operations Centre (REOC)**
The location from which the Region manages the response to and recovery from the emergency or disaster.
- 41. Regional Emergency Public Information Centre (EPIC)**
A call centre established during an Emergency to respond to and redirect inquiries and reports from the public.
- 42. 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.

43. Regional Support Group

Senior Regional staff who provide support, logistics, and advice to the Regional Emergency Control Group.

44. Response

In emergency management applications, activities designed to address the immediate and short-term effects of the emergency.

45. 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.

46. 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. In York Region the senior person from the agencies participating in the unified command will be part of the Regional Emergency Control Group, which will establish a common set of objectives and strategies and a single action plan under the direction of the CAO.

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 2003, 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, and to identify critical infrastructure. This initiative resulted in the delivery of the *Risk Assessment and Critical Infrastructure Identification and Categorization* study.

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 17 hazards and 25 associated significant threats.

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

- Transportation-Hazardous Material Incidents
- Widespread, multi-day power outages
- Outbreaks of infectious disease in man or animal
- Catastrophic crash of airliner or cargo plane
- Contamination of aquifers/community wells

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 report categorized 235 infrastructures as critical, with about 20% of these fell into the highest degree of criticality, which could impact health and safety rapidly, affect other critical services in less than one day, and would take several days to bypass or replace.

Both the HIRA and Critical Infrastructure inventory are reviewed on a scheduled annual basis to ensure that this information is current.

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, Emergency Medical Services, and the Departments of Health Services, and Community Services and Housing. 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 or more of the area municipalities, the Region will normally implement its own Emergency Plan by opening up the REOC with a skeleton 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:

- The resources (personnel and material) that the Region has committed to the Emergency in the affected area municipality(ies).
- A determination that the Emergency affects a large portion of the population of more than one area municipality.
- The Region's requirement for external funding both in controlling the Emergency situation and during the recovery process.

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.

Upon such declaration or termination, the Head of Council shall inform:

- Minister of Community Safety and Correctional Services, through Emergency Management Ontario, Provincial Emergency Operations Center (416) 314-3723.
- Mayors of the nine area municipalities
- Members of Regional Council
- The public
- Neighbouring municipal officials (as required)
- Members of Parliament (MPs) and Members of Provincial Parliament (MPPs) representing constituencies in York Region (as required)

The Premier of Ontario, under the authority of the *Emergency Management and Civil Protection Act*, also has the authority to declare or terminate an Emergency in all or any part of Ontario.

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.

CHAPTER 5 - REGIONAL EMERGENCY CONTROL GROUP (RECG)

1.0 Head of Council

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:

- Notify the Minister of Community Safety and Correctional Services, through Emergency Management Ontario, (416) 314-3723.
- 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.
- Attend meetings of the RECG as required.
- 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.

- Act as the primary spokesperson for the Region, in coordination with the Public Information Plan.
- 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 Control Group (RECG) Composition

The CAO shall be the Chair of the RECG and in that capacity shall oversee the activities of the RECG. The CAO will act as the coordinator of all emergency response activities.

The RECG is comprised of the following persons or their designates:

- Regional Chair
 - Director of Government Relations and Executive Assistant
- Chief Administrative Officer
 - Executive Director, Strategic Initiatives and Administration
 - Manager, Emergency Management
 - Director, Corporate Communications
- Chief, York Regional Police
- Regional Fire Coordinator or Alternate
- Commissioner of Community Services, Housing and Health
- Medical Officer of Health
 - Associate Medical Officer of Health
 - General Manager of Emergency Medical Services
 - General Manager of LTC and Seniors Branch
- Commissioner of Corporate Services
 - Director of Human Resources
 - Regional Solicitor
 - Regional Clerk
 - Director, Property Services
- Commissioner of Transportation and Works Department
 - General Manager, Transit
 - General Manager, Roads
 - General Manager, Water/Wastewater
- Commissioner, Finance Department and Treasurer
 - Director, IT Services
 - Director, Supplies and Services
- Commissioner, Planning and Development Services
 - Director, Geomatics

The CAO may add or remove members depending on the nature of the emergency.

Regional Emergency Control Group Responsibilities

The primary responsibilities of the RECG are 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 Emergency operations, the RECG is constituted and responsible for directing and controlling all emergency operations and providing the personnel and resources needed by first responders to effectively manage the Emergency within the Region.

The RECG will be responsible for the following activities during an Emergency:

- Exercise overall management responsibility for the corporation's business continuity, coordination of emergency response and recovery operations.
- Initially, attend at the REOC if requested, and coordinate the response of their respective services.
- Establish and participate in regular business cycle briefings.
- Ensure that interagency coordination is accomplished effectively through the REOC.
- Determine the nature and impact of the incident and, based on information received, mobilize emergency services, agencies and equipment as required.
- Authorize the expenditure of money required to deal with the Emergency.
- Activate their Notification Plans, emergency annexes, and/or departmental EOC's where appropriate.
- Advise the Head of Council as to whether the declaration or termination of an Emergency is recommended.
- Advise the Head of Council on the need to designate sections of the Region as an Emergency area.
- Establish effective communications with first responders and municipal EOC's.
- Assess need for the Emergency Public Information Center (EPIC) and oversee deployment of resources to activate and maintain this function.
- Coordinate and oversee the evacuation of inhabitants considered to be in danger.

- Assess the need for transportation of supplies, personnel and equipment and/or persons during an evacuation.
- Arrange for the provision of equipment and services from local agencies not under municipal control.
- Notify, request assistance from and/or liaise with other levels of government and public or private agencies not under municipal control.
- Assess the need for volunteers and issue appeals if required.
- Authorize release of information regarding the Emergency to the Public Information Officer for dissemination to the media and the public.
- Determine the need for the establishment of advisory groups and/or sub-committees.
- Ensure a detailed log outlining the decisions made and actions taken is maintained
- Notify all services, agencies, groups or persons under the direction of the RECG of the termination of the Emergency.
- Conduct and participate in a de-briefing following the Emergency.

Individual Responsibilities

Chief Administrative Officer (CAO) will be responsible for the following duties:

- Ensure interagency coordination is established between the RECG and first responders and municipal EOC's.
- Advise the Head of Council on Regional policies and procedures as appropriate.
- Authorize all non-budgeted Regional expenditures deemed appropriate.
- Formally request assistance from neighbouring regional governments and the City of Toronto (in accordance with the various Mutual Assistance Agreements), as required.
- Approve all releases or media updates before they are issued to the public or the media, or delegate this authority to another member of the RECG.
- Liaise with the Public Information Officer, in conjunction with the Regional Chair, to ensure that accurate and frequent media updates are made available.

- Respond to special information requests and all other inquiries from media or public and redirect inquiries accordingly.
- Ensure all published and broadcast information is monitored.
- Assign persons to perform various support functions under the IMS structure should the Emergency warrant.

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

- Undertake special assignments at the request of the CAO.

Manager of Emergency Management is responsible for assisting the CAO and for maintaining the established routine within the REOC. The Manager of Emergency Management, will:

- Supervise the set-up of the REOC.
- Manage overall REOC functions, as appropriate.
- Assist with emergency operations staff duties.
- Supervise access control, ensuring that only authorized personnel gain access to the REOC.
- Carry out the detailed liaison with the Emergency Management Ontario (EMO) Provincial Emergency Operations Centre (PEOC) and various municipal Emergency Operations Centres.
- Ensure any EPIC established by the RECG is provided with the most current information.
- Assist in the preparation and monitoring of reports.
- Assume responsibility for any liaison personnel assigned to the REOC by outside agencies such as Emergency Management Ontario.
- Request the assistance of the York Amateur Radio Emergency Services in providing emergency and backup telecommunications links between the REOC and any other locations, as required.

Director of Corporate Communications Services will:

Act as the Public Information Officer (PIO) for the purposes of this Emergency Plan. The Public Information Officer will appoint a designate to act with the same authority in his absence. With respect to communications matters, the PIO will be the primary contact person with the Regional Chair and CAO.

The responsibilities of the Public Information Coordinator are:

- Supervise staff assigned to the communications function.
- Provide communications advice to the Regional Chair, CAO and RECG.
- Assign communications tasks to writers.
- Review all communications including the Call Centre messages and gain approval for release by the Regional Chair or the CAO.
- Forward all communications approved by the Regional Chair or the CAO to the Emergency Public Information Center (EPIC).

Chief of York Regional Police will be responsible for the following duties:

- Establish a site command post with communications to the REOC.
- Provide an Agency On-Scene Commander.
- Provide the Emergency Site Manager/Incident Commander, if required.
- Establish an ongoing communications link with the Emergency Site Manager.
- Maintain an inventory of regional, municipal and private sector communications equipment and facilities within the Region that could, in an Emergency, be used to augment existing communications systems.
- 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 Services and Housing Department, Health Services Department and the community partners, open Reception Centres and provide security, as required.

Regional Fire Coordinator will be responsible for the following duties:

- Provide the RECG with advice on firefighting matters.
- Establish an ongoing communications link with the Fire On-Scene 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 Emergency Site Manager/ 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 will be responsible for the following duties:

- Liaise with the Ontario Ministry of Health and Long Term Care - Public Health Branch.
- Recommend specific response to conditions that could affect the health of the community.
- Liaise with the Commissioner of Community Services and Housing Department 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 Agency On-Scene Commander from Health Services, if required.

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

- 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 partner 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 Agency On-Scene Commander.
- Provide an Emergency Site Manager, if required.

Commissioner of Transportation and Works Department will be responsible for the following duties:

- Provide emergency traffic detour plans in coordination with York Regional Police.
- Provide and repair water, sewer and road 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.
- Provide auxiliary radio communications services and equipment as may be required by the RECG and/or the York Region Police Information Services Bureau.

- Implement the Transportation and Works 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.
- 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 manpower for pumping operations and emergency water supplies for firefighting.
- 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 either the REOC, an MEOC 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 Emergency Operations Centre (TEOC) is established.
- Ensure that selected YRT staff and the Public Information Officer are provided with timely information on emergency transportation arrangements that can be disseminated to the public.
- Ensure records are maintained on the use of transportation resources during an emergency.
- Provide Transportation and Works vehicles and equipment as required for emergency services.
- Provide an Agency On-Scene Commander.
- Provide an Emergency Site Manager, if required.
- Coordinate the provision of transportation when requested by other departments or the Emergency Site Manager.
- Maintain communications with flood control conservation authorities, the Ontario Ministry of Natural Resources and environmental agencies.

Commissioner of Community Services, Housing and Health, as a member will be responsible for the following duties:

- Open and operate temporary and/or long-term Reception Centres (with the assistance of the Canadian Red Cross), and ensure they are adequately staffed.
- Liaise with the RECG with respect to the designation of Reception Centres, which can be opened at short notice.
- 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 Agency On-Scene Commander from Community Services and Housing Department.
- Determine the location of Reception Centres in coordination with York Regional Police.
- Notify the Executive Director of the Canadian Red Cross of the location of designated Reception Centres/Emergency Lodging Facilities.
- Liaise with Transportation & Works Department for the provision of transportation to Reception Centres.
- Work with the Director of Corporate Communications Services regarding information required by the Emergency Public Information Center.

Commissioner of Finance Department will be responsible for the following duties:

- Be prepared to act as the alternate to the CAO.
- Ensure that records of expenses are maintained for claim purposes.
- 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.

Director of Supplies and Services is responsible for ensuring the required logistics support is available in the REOC, the Departmental Emergency Operations Centres, and the Call Centre, 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 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 of the telephone and IT system in the 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 RECG.
- Ensure that telephone support (from ITS & Bell) is available on a 24/7 basis to support the REOC and Emergency Public Information Centre.
- Assist in the set-up and take down of the REOC (under the direction of the Manager, Emergency Management)

Commissioner of Corporate Services will be responsible for the following duties:

- Attend at the REOC if required, coordinate the response of the Corporate Services Department, and activate the department Notification System, if necessary.
- Be prepared to act as the alternate to the CAO.
- Provide the liaison between the various Unions and the Region, including labour relations matters arising from the emergency.

Director of 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.
- 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 interpretations 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.

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

- Security and parking at the REOC and associated functions, e.g., media, EPIC.
- Continuity of 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 will be responsible for the following duties:

- Coordinate volunteers from community agencies and the public to assist in providing services to the public, as required.
- Provide advice regarding the employment of the Region's employees, including those at the scene.
- Provide advice regarding any occupational health and safety matters.

Regional Clerk will:

- Provide management and administrative support to the REOC, as required
- Ensure all REOC decisions and activities are documented

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

- Attend at the EOC, if required, coordinate the response of the Planning and Development Services Department, and activate the department Notification System, if necessary.
- Liaise with other departments/agencies responding to the emergency.
- Provide Geographic Information Systems (GIS) services and hardcopy mapping to the REOC and other departments.
- Provide staff to assist the Public Information Officer.

Director of Geomatics Division 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 and/or DEOC activities
- 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.

Chapter 6 - Regional Emergency Operations Center

The Regional Emergency Operations Center (REOC) is the location where the coordination and control for all emergency activities occurs.

The REOC has several functions, including but not limited to:

Co-ordination

The REOC is the master co-ordination and control point for all departments and organizations involved in response. Representatives of the responding organizations will work as a team, pooling resources and directing the most efficient use of personnel and equipment to meet the needs of the community. Coordination will focus on response generated demands.

Operations

An important aspect of the REOC is the actual management of the REOC. This includes staffing for EOC operations, security, providing supplies, obtaining additional equipment, and obtaining food and drink for EOC personnel.

Management and Decision Making

The REOC is the gathering place for the RECG, to learn the status and extent of the emergency, make informed decisions, and provide overall direction.

Information Gathering

Complete and reliable information is essential for the effective coordination of personnel and resources. The REOC is where all relevant emergency related information is collected, logged, analyzed and disseminated.

Record Keeping

All key decisions, such as expenditures and activities, and communications are to be recorded in a “log”.

Public Information

Dispersal of public information to the news media and general public is critical. The REOC is the central information point.

Hosting Visitors

Officially limiting access to the REOC and posting signs to that effect will help the REOC from becoming overwhelmed and inefficient. Staff will be available to escort VIP's and explain operations.

The REOC is supported by Departmental EOC's, a meeting room for the RECG, and a Public information Center.

The York Region Emergency Operations Centre

The REOC is located in 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.

Business Cycles

It is essential that the RECG members meet on a regular basis during emergencies to:

- Share current information.
- Establish priorities and objectives.
- Develop response strategies.
- 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.

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.

IMS Functions

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, Liaison, and Information.

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

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

Logistics arrange for and coordinate 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, maintenance and scheduling of support personnel, maintenance of appropriate support records, and administering procurement contracts as necessary

CHAPTER 7- 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 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 will 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.

A copy of the Ontario Disaster Relief Assistance Program is held in the REOC. The Plan may also be viewed and downloaded from the Province of Ontario web site at www.mah.gov.on.ca/business/odrap/odrap-e.asp.

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 8 – 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. First, to maintain the critical business functions (continuity of operations) as identified in the Business Continuity Program and secondly, to support the efforts of the Health Services Department in its response to an outbreak.

The 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 operations.

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.