

THE CORPORATION OF THE VILLAGE OF SUNDRIDGE

BY-LAW NO. 2020 - 034

Being a by-law requiring an emergency management program for the protection of public safety, health, the environment, the critical infrastructure and property, and to promote economic stability and a disaster-resilient community.

WHEREAS, the Province of Ontario has passed an Act, which requires the development and implementation of an emergency management program (short title – The Emergency Management Act) by the Council of a municipality;

AND WHEREAS, this Act requires the emergency management program to conform to standards promulgated by Emergency Management Ontario in accordance with international best practices, including the four core components of emergency management, namely: mitigation/prevention, preparedness, response and recovery; and also makes provision for the municipality and council to develop and implement an emergency management program to protect public safety, public health, the environment, the critical infrastructure and property, and to promote economic stability and a disaster-resilient community;

AND WHEREAS, this Act makes provision for the Head of Council to declare that an emergency exists in the community or in any part thereof, and also provides the Head of Council with authority to take such action or make such orders as he/she considers necessary and not contrary to law, to implement the emergency response plan and respond to an emergency;

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

AND WHEREAS, the Act authorizes employees of a community to respond to an emergency in accordance with the emergency response plan where an emergency exists but has not yet been declared to exist;

NOW THEREFORE, be it resolved:

1. That an Emergency Management Program be developed and implemented in accordance with the standards published by Emergency Management Ontario in accordance with international best practices;
2. That the Head of Council or designated alternate, as provided in the plan, be empowered to declare an emergency and implement the emergency response plan;

3. That certain appointed officials or their designated alternates, as provided in the approved community emergency response plan are empowered to cause an emergency notification to be issued to members of the Municipal Emergency Control Group, and to respond to an emergency in accordance with the emergency response plan where an emergency exists but has not yet been declared to exist;
4. That, the Emergency Management Program Committee will cause the emergency management program to be reviewed annually and to recommend changes to the program as considered appropriate and refer recommendations to Council for further review and approval;
5. That, an Emergency Management Program Chair, a C.E.M.C and an Emergency Information Officer have been appointed;
6. That the emergency response plan attached hereto as Schedule "A" of this By-law is hereby adopted.
7. That By-law No. 2006-021 is hereby repealed.

Read a first, second and third time and finally passed this 18 day of November 2020.

Lyle Hall, Mayor

Nancy Austin, Clerk Administrator

SCHEDULE A TO BY-LAW # 2020-034

EMERGENCY RESPONSE PLAN 2020

THE CORPORATION OF THE
VILLAGE OF SUNDRIDGE



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Disclaimer

The Village of Sundridge Emergency Response Plan has been formulated to contain information pertinent to the Village. However, it is not intended to fulfill the needs of every community in Ontario. The Village of Sundridge does not, in any way guarantee or warrant the accuracy, completeness or usefulness of any information, product or process disclosed or recommended in this document, or that the procedures laid out herein will be a perfect response to any emergency situation.

Introduction

The Village of Sundridge Emergency Management Program Committee developed this emergency response plan in order to provide key officials, agencies, departments and municipal support staff with a general guideline to the expected initial response to an emergency as well as a synopsis of the roles and responsibilities during an emergency.

Municipal departments routinely respond to situations requiring fire, police, ambulance, and public works services. However, some situations may escalate beyond the scope of normal operations. These situations need to be dealt with via an emergency plan. The Village of Sundridge Emergency Response Plan is a generic and flexible document, adaptable to any emergency.

In order for this plan to be effective it is vital that all concerned be made aware of its provisions and that every official, agency and department be prepared to carry out their assigned functions and responsibilities in an emergency. Equally important, all permanent and/or seasonal residents and business owners be aware of the Emergency Response Plan, thus the public version of the Emergency Response Plan is available for viewing on the Village of Sundridge website. For further information please contact your Community Emergency Management Coordinator (CEMC);

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Protection from Liability for Implementation of the Plan

Section 11 of the Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9 as amended, states;

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.

Municipality not relieved of liability (3) 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 referred to in subsection (1), and the municipality is liable as if subsection (1) had not been enacted and, in the case of a member of council, as if the member were an employee of the municipality.

Freedom of Information and Protection of Privacy - Any personal information collected under the authority of the plan shall be used solely for the purpose of planning, preparing and responding to emergencies as defined with the Plan and the release of any information under this plan shall be made in conformity with the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56, as amended.

Aim

The aim of this plan is to make provisions for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Village of Sundridge.

The permanent population of the Village of Sundridge is 960 residents and there are 505 households (permanent and seasonal). The Plan enables a centralized and coordinated response to emergencies in the Village of Sundridge.

Definition of an Emergency

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property. Emergencies can affect public safety, meaning the health, welfare, and property, as well as the environment and economic health of the Village of Sundridge. By their nature or magnitude, these situations may require municipal expenditures, requests for additional resources, provisions for emergency shelter, or evacuation. These situations are distinct from normal operations where coordinated activities among agencies are adequate to resolve the situation.

Emergency Management Program Committee (EMPC)

The Emergency Management and Civil Protection Act requires that “every municipality shall have an emergency management program committee” as per 380/04 Paragraph 11, O.Reg. The committee will advise the council on the development and implementation of the municipality’s emergency management program. O. Reg. 380/04, s 11 (5)

For the purpose of this Emergency Response Plan the committee will be comprised of the Village Clerk Administrator, CEMC/Fire Chief, Alternate CEMC, and two (2) Council members. The Community Emergency Management Coordinator shall be appointed as the Committee Chair.

Plan Maintenance

This Plan was written in 2020 and it is essential that it be kept current and viable by adherence to a maintenance schedule. Responsibility for the plan being kept up to date rests with the Community Emergency Management Coordinator who may delegate tasks accordingly.

The following areas will be reviewed annually:

- The emergency telephone contact numbers
- The notification system
- The Vital Services and/or Local Services Directory should be updated annually.

The Community Emergency Management Coordinator may update, correct, or amend the plan as part of maintenance. Committee composition and changes to the roles and responsibilities of said committee must be recognized by council.

Hazards affecting the Village of Sundridge

The hazards most likely to cause an emergency within the Village of Sundridge are:

- Rail Emergency
- Hazardous Material – Chemical
- Hazardous Material – Oil and Gas
- Tornado
- Infectious Disease
- Fire/Explosion
- Wastewater Disruption
- Road/Highway Emergency
- Winter Weather
- Electrical Energy Failure

The Village of Sundridge Hazard Identification and Risk Assessment (HIRA) has been completed and reviewed by the Emergency Management Program Committee. The review conducted in 2020 follows the EM 300 Course Participant Package: HIRA 2019.

The hazards affecting the Village of Sundridge have been scored using the “likelihood and consequence” formula.

Emergency Notification System

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact the Village of Sundridge Municipal Office during working hours and the Mayor or a member of Council when the office is closed.

Upon receipt of the warning, the Village Municipal Office, during working hours, and the Mayor, or a member of Council when the office is closed, will notify all members of the Municipal Emergency Control Group (MECG) and all applicable Emergency Services (O.P.P., Fire Department, EMS).

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

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

Upon receipt of a warning of a real or potential emergency any member of the MECG may activate the EOC.

NOTE: The Emergency Notification List is attached as Appendix “A”

Persons on the notification list will be called in order, starting with:

- Mayor
- Clerk Administrator
- CEMC
- Village Superintendent
- Fire Chief

If the Primary person (cannot be reached at any of the listed numbers, telephone the Designate. If neither can be reached, go on to the next appointment on the list.

Once the end of the list has been reached, try again to reach those who were not available on the first attempt.

Note the exact time each person was reached.

Emergency Alert Levels

Due to the threat of an emergency developing or the potential for an emergency to change over time, there are two different levels at which emergency personnel can be alerted. The emergency levels are as follows:

Full Alert – Under a “Full Alert” either all or selected members of the MCEG are contacted and are instructed to respond to the EOC at a given time or as soon as possible. The balance of the members of the groups will be advised to “standby”.

Standby Alert – Under a “Standby Alert” either all or selected members of the MCEG are contacted and asked to “standby” for further information. This alert level may be used if there is an emergency developing or the threat of an emergency occurring which does not merit assembling the members of the above groups.

Action Prior to Declaration

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

Declaration of an Emergency

The Mayor or Acting Mayor of the Village of Sundridge, as Head of Council, is responsible for declaring that an Emergency exists. This decision is usually made in consultation with other members of the MCEG.

Upon such a declaration the Mayor will notify:

- Emergency Management Ontario
- The Village of Sundridge Council

- The Public
- Neighboring Community Officials, As Required

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

- The Mayor or Acting Mayor
- The Village of Sundridge Council
- The Premier of Ontario

Upon termination of a community emergency the Mayor will notify:

- Emergency Management Ontario
- The Village of Sundridge Council
- The Public
- Neighboring Community Officials, as required

NOTE: The Checklist in Consideration of a Declaration of Emergency is attached as Appendix "C", The Declaration Form is attached as Appendix "D", and The Termination Form is attached as Appendix "E".

Emergency Operations Centre (EOC)

The Village of Sundridge has two Emergency Operations Centre locations:

- The primary EOC is located at 110 Main Street, Sundridge (Community Centre/Municipal Offices).
- The secondary EOC is located at 10486 Hwy 124 in Sundridge (the Sundridge-Strong Fire Department).

When activated the Municipal Emergency Control Group (MECG) will report to the primary EOC (110 Main Street Sundridge). In the event this operation centre cannot be used, the MECG will use the secondary EOC to conduct operations. Both the primary and secondary EOC locations will provide meeting space, communication equipment and required materials to address the emergency.

Operating Cycle

An operating cycle is how the Municipal Emergency Control Group (MECG) manages overall emergency operations. MECG members will come together usually around a planning board or map at which time they will in turn report their department status to the Mayor or designate. It is essential that every member, covering each area of responsibility, be heard from during this process. The MECG is a team, and the actions taken by one, or the lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group.

Once the meeting is completed, the members should contact their departments and pass on any relevant information or directives that come out of the MCEG meeting. The frequency of the meetings is determined by the Mayor but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. Maps and status board will be prominently displayed and kept up to date by the Clerk acting as Operations Manager.

Municipal Emergency Control Group (MECG)

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

This group is known as the Municipal Emergency Control Group, which consists of the following officials:

- Mayor of the Village of Sundridge or Designate
- Clerk of the Village of Sundridge or Designate
- Fire Chief—Sundridge/Strong Fire Department or Designate
- Village Superintendent or Designate
- Community Emergency Management Co-coordinator or Alternate

Support and Advisory Staff

The MECG may require additional support and advisory staff to assist with managing an emergency. The Support and Advisory Staff may include:

- Councillors of the Village of Sundridge
- Village of Sundridge Administrative Staff
- Ontario Provincial Police Representative
- Parry Sound EMS Representative
- Parry Sound District Social Services Representative
- Liaison staff from Provincial Ministries
- Medical Officer of Health-North Bay & District Health Unit or Designate
- Lakeland Power/Hydro One Representative
- Enbridge Gas Representative
- Ontario Clean Water Agency Representative
- TransCanada Energy Representative
- CN Representative
- Conservation Authority Representative
- Any other official, expert or representative deemed necessary by the MECG

NOTE: The Municipal Emergency Control Group may function with only a limited number of persons depending upon the emergency. While the MECG may not require the presence of all the people listed as members of the control group, all members of the MECG must be notified.

Group Responsibilities of MECG Members

The MECG has a collective responsibility to address the following:

- Calling out and mobilizing emergency services, agency, and/or equipment
- Coordinating and directing their service and ensuring any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law
- Determining if the location and composition of the MECG are appropriate
- Advising the Mayor as to whether the declaration of an emergency is recommended
- Advising the Mayor on the need to designate all or part of the Village as an Emergency Area
- Ensuring that an Emergency Site Manager (ESM) is appointed
- Ordering, coordinating, and/or overseeing the evacuation of residents considered to be in danger
- Discontinuing utilities or services provided by public or private concerns i.e. hydro, water, and gas
- Arranging for services and equipment from local agencies not under community control i.e. private contractors, volunteer agencies, and service clubs
- Notifying and requesting assistance from and liaison with various levels of government and any public or private agencies not under community control, as considered necessary
- Determining if additional transport is required for evacuation or transport of persons and/or supplies
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Clerk and Emergency Information Officer for distribution to the media, and the public
- Determining the need to establish Advisory Group(s) and or subcommittees
- Authorizing expenditures of money required to deal with the emergency
- Notifying the service, agency, or group under their direction of the termination of the emergency
- Maintaining a log outlining decisions made and actions taken and submitting a summary of the log to the Clerk within one week of the termination of the emergency, as required
- Participating in the debriefing following the emergency

Individual Responsibilities of MECG Members

Mayor OR Acting Mayor Responsibilities:

- Declaring an Emergency within the designated area
- Declaring that the emergency has terminated (council may also terminate the emergency)
- Notifying the Solicitor General of Ontario of the Declaration of an Emergency and the Termination of the Emergency
- Chairing meetings of the MECG
- Ensuring members of council are advised of both the declaration and termination of the emergency and are kept informed of the emergency
- Authorize Emergency Planning Procedures to be used when incident not declared and emergency

Clerk Responsibilities:

- Activating the Emergency Notification System
- As the Operations Officer, coordinating all operations within the EOC, including the scheduling of regular meetings
- Advising the Mayor on policies and procedures, as appropriate
- Emergency Information Officer - preparing in conjunction with the Mayor, major announcements, and media releases, in consultation with the MECG
- Ensuring that a communication link is established between the MECG and the emergency services
- Calling out additional Village of Sundridge staff to help, as required

Clerk Acting as Property Manager Responsibilities:

- Opening and maintaining the Community Offices
- Providing security for the Community Offices, as required
- Providing identification cards to MECG members support staff
- Coordinating the maintenance and operation of feeding, sleeping, and meeting areas at the MECG, as required

Clerk Acting as Treasurer Responsibilities:

- The provision of information and advice on financial matters as they relate to the emergency
- Liaison, if necessary, with the Treasurer(s) of neighboring communities

Clerk Acting as Purchasing Officer Responsibilities:

- The provision and securing of equipment and supplies not owned by the Village
- Liaison with purchasing agents the neighboring communities, if necessary
- Maintaining and updating the Emergency Contractors Contact List (Appendix "J") and Emergency Equipment List (Appendix "K")

Clerk Acting as Emergency Information Officer Responsibilities:

- Acting as the Emergency Information Officer during an emergency
- The Emergency Information Officer is responsible for the dissemination of news and information to the media and the public
- A detailed public information plan is attached at Appendix "F"

Clerk Acting as Human Resources Officer Responsibilities:

- Coordinating and processing the requests for Human Resources
- Under the direction of the MCEG, coordinating offers of, and appeals for volunteers
- Selecting the most appropriate site(s) for the registration of Human Resources
- Ensuring records of Human Resources and administrative detail, that may involve financial liability, are completed
- When volunteers are involved, ensuring that a Volunteer Registration Form is completed, and a copy of the form is retained for the Village's records – see Appendix "H"
- Ensuring identification cards are issued to volunteers and temporary employees, where practical
- Arranging for transportation of Human Resources to and from site(s)
- Obtaining assistance, if necessary, from Employment and Immigration Canada, as well as other Government agencies and volunteer groups

Clerk Acting as Transportation Coordinator's Responsibilities:

- Coordinating, through the Road Superintendent the acquisition
- Distribution and scheduling of various modes of transport (i.e. public transit, school buses, trains, boats, and trucks) for the purpose of transporting persons and/or supplies, as required, by members of the MCEG and the Support and Advisory staff
- Procuring staff to assist, as required
- Ensuring that a record is maintained of drivers and operators involved

Sundridge—Strong Fire Department Chief Responsibilities:

- Activating the Emergency Notification System
- Providing the MCEG with information and advice on fire fighting and rescue matters
- Establishing an ongoing communications link with the Senior Fire Official at the scene of the emergency
- Informing the Mutual Aid Fire Coordinator and/or initiating mutual aid arrangements for the provision of firefighting manpower and equipment, if needed
- Determining if additional or special equipment is needed and recommending possible sources of supply, i.e. breathing apparatus, protective clothing, etc.
- Aiding other community departments and agencies and being prepared to take charge of, or contribute to non-firefighting operations if necessary, i.e. rescue, first aid, casualty collection, evacuation, etc.

- Providing an Emergency Site Manager if required

Village Superintendent Responsibilities:

- Activating the Emergency Notification System
- Providing the MECG with information and advice on engineering matters
- Liaison with Senior Public Works Manager from the neighboring community(s) to ensure a coordinated response
- The provision of engineering assistance
- The construction, maintenance, and repair of Village Roads
- The maintenance of water systems
- The provision of equipment for emergency pumping operations
- Liaison with the Fire Chief concerning emergency water supplies for firefighting purposes
- The provision of emergency portable water, supplies, and sanitation facilities to the requirements of the Medical Officer of Health
- Discontinuing any public works service or utility to any consumer, as required, and restoring these services when appropriate
- Liaison with Public Utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions
- Providing Public works vehicles and equipment as required by any other emergency services
- Maintaining liaison with OCWA, conservation, and environmental agencies and being prepared to be the Emergency Site Manager if required

Community Emergency Management Coordinator Responsibilities:

- Activation and arranging the Emergency Operation Centre
- Ensuring the security is in place for the EOC and registration of MECG members
- Ensuring that all members of the MECG have necessary, plans, resources, supplies, maps, and equipment
- Providing advice and clarifications about the implementation details of the Emergency Response Plan
- Ensuring liaison with community support agencies, i.e. St. John Ambulance, Canadian Red Cross
- Ensuring that volunteers are registered and provided with identification badges
- Arrange contacts with ham radio operators
- Ensuring that the operating cycle is met by the MECG and related documentation is maintained and kept for future reference
- Addressing any action items that may result from the activation of the Emergency Response Plan and keeping the MECG informed of implantation needs, maintaining the records and logs for the purpose of debriefing and post-emergency reporting that will be prepared

Support and Advisory Staff Responsibilities

Councillors of the Village of Sundridge & Village Administrative Staff

- Assume duties and responsibilities of Evacuation Coordinator/Reception Centre
- Assume duties and responsibilities of Evacuation/Reception Centre Site Manager
- Assist with recording meeting minutes
- Track finances throughout emergency
- Other duties as assigned by Municipal Emergency Control Group

Ontario Provincial Police Responsibilities:

- The establishment of a site command post with communications to the Emergency Operations Centre
- Establishing an ongoing communication link with the Senior Police Official at the scene of the emergency
- The establishment of an Inner Perimeter within the emergency site
- The establishment of an Outer Perimeter in the vicinity of the emergency to facilitate movement of emergency vehicles and restrict access to all but essential emergency personnel
- The provision of traffic control to facilitate the movement of emergency vehicles
- Alerting persons endangered by the emergency and coordinating evacuation procedures
- The protection of life and property and the provision of law and order
- The provision of police services in evacuee centers, morgues, and other facilities as required
- Notifying the Coroner of fatalities
- Liaison with other police agencies, as required
- Providing an Emergency Site Manager if required

Parry Sound Emergency Services Representative Responsibilities

- Activating the Central Ambulance Communications Centre (CACC)
- Providing the MCEG with information and advice on Emergency Medical Services, and the transportation of casualties
- Coordinating helicopter and ambulance back up resources
- Ensuring the coordination of care and transportation of bed-ridden citizens, invalids at home, and in evacuee centers with the Red Cross during an emergency
- Coordinating Emergency Support Unit (ESU)
- Setting up and managing triage area

Social Services Officer

The Chief Administrative Officer of the Parry Sound District Social Services will act as the Social Services Officer during an emergency with the following responsibilities:

- Acting as the overall Social and Family Services authority during the emergency
- Contacting the Provincial Community and Social Services Ministry as requires
- Providing financial and in-kind assistance to any person in need of food, accommodation, and clothing due to the emergency
- Arranging the opening, operation, direction, and supervision of sufficient Emergency Assistance Centre as may be required to provide the immediate assistance services required
- Informing the O.P.P. of the telephone numbers and locations of the Emergency Assistance Centre
- Ensuring that all persons using the Emergency Assistance Centre are registered
- Liaison with the Citizen Inquiry Supervisor regarding registration at the Emergency Assistance Centre
- Arranging assistance from other organizations such as Children's Aid, Churches, Women's Institute, etc.

North Bay and District Health Unit

The medical Officer of Health will act as the North Bay and District Health Unit Representative with the following responsibilities:

- Advising the Mayor when to issue an evacuation order where necessary
- Communication with the Health Unit and establishing ongoing information and guidance to directors at the Health Unit location
- Coordinating/approving all media information releases related to specific public health hazards/issues and arranging for dissemination any special instructions to the population concerning public health
- Assessing the emergency from the information provided and determining the degree of response required by the Health Unit
- Activation and implementation of the in-house Emergency Response Plan
- Arranging for mass immunization where needed
- Monitoring the quality and adequacy of drinking water supplies and when warranted make recommendations for alternate supplies
- Ensuring the safety of food supplies and the safe disposal of sewage and waste
- Ensuring the general sanitation and personal hygiene at Emergency Reception Centre
- Ensuring the proper disposal of the dead
- Ensuring health counseling services are available at Emergency Reception Centre
- Directing Health Unit response from the Health Unit Offices if an EOC is not set-up in the affected area
- Ensuring that Public Health Directors liaise and plan work schedules, including meals and rest periods

Canadian Red Cross Society (Red Cross)

The Red Cross can assist the Village and the MCEG with several services/functions during an emergency. It is key to understand the MCEG will need to support and collaborate with the Red Cross for the following services and functions:

- Shelter &/or Reception Centre Management Services – The Shelter and Reception Centre Management Services is to set up and operate a Shelter and a Reception Centre where the six Emergency Social Services are provided: clothing, lodging, food, family reunification services and inquiry, reception and information, and personal service. CRCS will provide support for the use of the shelter facility. Procure, store, and distribute supplies and equipment to the lodging facility. Work with the representative of the facility to ensure that the building is used properly.
- CRCS/MCEG: Contract out some specialized logistics services i.e. security and sanitation, to ensure the safety, security, and sanitation for the lodging facility
- MCEG: Designation, evaluation as per the guidelines established by Health Canada, set up and a space utilization plan for each temporary shelter is the responsibility of MCEG and/or the Emergency Management Program Committee.
- Family Reunification Services – The purpose of the Family Reunification Services is to reunite family members separated in a disaster and to collect information and answer inquiries concerning the condition and whereabouts of missing persons.
- Emergency Lodging Services – The purpose of the Emergency Lodgings Services is to provide, as quickly as possible, safe, temporary lodging to persons in need of this service in a disaster. Set up sleeping areas. Assign residents to sleeping areas. Coordinate with logistics staff for cots, blankets, and comfort kits if available.
- Reception and Information Services – Maintain a system for checking occupants in and out when they leave for any period. Manage the system of record keeping for registrations. The purpose of the reception and information services is to greet evacuees, provide information regarding services provided within the centre and provide access control to the facility.
- Emergency Food Services – The purpose of the emergency food services is to provide food to evacuees, emergency workers and disaster volunteers. Ensure that the food ordering system is established and implemented. Keep accurate records of food and supplies received and expended. Prepare and monitor the food service staff work schedule. Record the hours of personnel.
- Personal Services – The purpose of Personal Services is to provide for the initial reception of persons affected by disaster arriving at Emergency sites; 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 and offer emotional care and comfort.
- CRCS/MCEG: Organize and administer recreation, transportation, first aid, pet care and other services as needed. Identify residents needing additional services and collaborate with appropriate sources to meet such needs.
- MCEG: Personal services may be coordinated through the MCEG and contracted with local service providers to meet special needs of disaster victims.
- Emergency Clothing – The purpose of emergency clothing services is to provide clothing to persons in need in a disaster to prevent loss of life from exposure and to

meet clothing needs until normal sources of supply are available.

- Additional Items – Volunteer/Staff Recruitment, Training and Placement
- MCEG – Recruit, place and support staff assigned to the lodging facility. Provide opportunities to residents to serve as volunteers in the facility. Manage other local volunteer organizations.
- CRCS – Will provide trained volunteers to deliver Red Cross agreed upon services listed above.
- CRCS - Maintaining a personal log of all actions taken.

Provincial Assistance

Assistance may be requested from Emergency Management Ontario at any time. Emergency Management Ontario maintains a 24-hour duty roster and can co-ordinate assistance from several Provincial agencies and the Federal Government, including Military Aid to the Civil Authority. When requested by the Village of Sundridge, Emergency Management Ontario will send a staff member(s) to the Village of Sundridge to provide a Provincial liaison and advice on Provincial matters.

Assistance may be requested from the Province of Ontario at any time without any loss of control or authority. Such a request shall be made to Emergency Management Ontario.

The Provincial Emergency Operations Centre contact information is:

- 24/7 Direct Tel: +1 (416) 314-0472 or +1 (866) 314-0472
- 24/7 Direct Fax: 416-314-0474
- 24/7 Email: peocdo01@ontario.ca

In the event of a disease outbreak, the Medical Officer of Health can notify the Rapid Response Team of the Ministry of Health and Long-Term Care for assistance. This can be done by contacting the Spills Action Centre at 1-800-268-6060 and requesting assistance from the Medical Specialist.

211 Notification and Communication

Municipal Responsibilities

- Notify 211 when an event has occurred
- Maintain a line of communication with 211 through-out the event providing authoritative, accurate information that can be relayed to the public
- Inform residents that they can call 211 for non-emergency information - this can be done through street signs, press releases, the media, and other sources
- Inform 211 when the emergency event ends

Responsibilities of 211 Representative

- The 211 staff person who receives notification of an emergency event will document

the information using a format that captures what, where, who, when etc. and the name and contact information of the person providing the information

- Answer non-emergency calls from the public about the event

Testing of the Plan

This plan shall be tested annually. An annual test will be conducted in the form of a training exercise and will include all MEEG staff.

The Village of Sundridge Emergency Management Program Committee (EMPC) will conduct an annual review of the Emergency Response Plan. The EMPC will ensure that all MEEG members demonstrate an adequate level of training in each of the following areas:

- Knowledge of the components of the Emergency Management Program, including the municipal HIRA and Critical Infrastructure list
- Knowledge of their municipality's Municipal Emergency Plan, including their roles and responsibilities, and those of organizations which may have a role in response
- Knowledge of the notification procedures used to activate and operate under the Municipal Emergency Plan
- Knowledge of the notification procedures used to notify members of the MEEG when the Municipal Emergency Plan is activated
- Knowledge of the location, communications infrastructure, and technology in their municipal Emergency Operations Centre

Support and advisory staff will be invited to attend annual testing of the plan.