



Emergency Response Plan



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VILLAGE OF BURK'S FALLS EMERGENCY RESPONSE PLAN

EXECUTIVE SUMMARY

1. Disclaimer

The Village of Burk's Falls Emergency Management Plan was adopted to comply with the Emergency Management and Civil Protection Act, R.S.O. 1990, c.E.9, as amended.

The Village of Burk's Falls 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. The procedures laid out herein will be implemented on a best efforts basis.

2. Introduction

The Village of Burk's Falls 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 and 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 Burk's Falls 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 be aware of the Emergency Response Plan, thus the public version of the Emergency Response Plan are available for viewing at the Village of Burk's Falls office. For further information please contact your Community Emergency Management Coordinator (CEMC);

Primary
Greg Rutledge

Alternate
Nicky Kunkel, CEMC

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3. Title

This document is the Village of Burk's Falls Emergency Response Plan, herein referred to as the "Plan".

4. Definitions

Community Emergency Management Coordinator (CEMC)	The CEMC is responsible and accountable for coordinating the development and implementation of the municipality's emergency management program in accordance with the standards set out in the Emergency Management and Civil Protection Act and Ontario Regulation 380/04
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. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Townships of Armour and the Village of Burk's Falls. 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 Information Officer (EIO)	The emergency information officer is responsible for implementing the municipality's emergency information arrangements.
Emergency Management Program Committee (EMPC)	The committee advises Council on the emergency management program, reviews the emergency management program annually and; <ul style="list-style-type: none">• Identifies gaps in resource capability and recommend approaches to fill the gaps• Amends existing plan to reflect changes• Submits proposed amendments to council for approval• Advices the OFMEM Field officer of committee membership and meeting dates.
"Emergency Operations Centre" EOC	Every municipality shall establish an emergency operations centre to be used by the municipal emergency control group in an emergency. The emergency operations centre must have appropriate technological and telecommunications systems to ensure effective communication in an emergency.
"Emergency Site Manager"	The person at the Emergency Site who is designated to coordinate and manage the response to the Emergency. The Emergency Site Manager is appointed by the MECG and reports to the MECG.
"Incident Commander"	The person(s) designated by each agency responding to the Emergency who is responsible for managing the agency's on-scene response operations at the ICP, in consultation and co-ordination with the MECG.



<i>“Incident Command Post” ICP</i>	The location from which the Incident Commander oversees incident management. A vehicle, trailer, tent or a building may serve as the ICP, according to what is available and appropriate.
<i>“Mitigation”</i>	Action taken to reduce the adverse impacts of an emergency or disaster.
<i>“Municipal Emergency Control Group” MECG</i>	The MECG is a group of individuals which are responsible for directing and controlling all Emergency operations and providing the personnel and resources needed by the Incident Commander to effectively manage the Emergency.
<i>“Support Group”</i>	Agencies or individuals in which may be called upon to attend the EOC depending on the nature of an Emergency.

5. 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;

- 1) 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.
 - 2) 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.
 - a) 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.
6. Bylaw adoption of Emergency Response Plan and Emergency Information officer for the Village of Burk’s Falls.

7. 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 Burk’s Falls.

The permanent population of the Village of Burk’s Falls is 957 residents and there are 473 households (permanent, very few seasonal).



The Plan enables a centralized and coordinated response to emergencies within the Village of Burk's Falls, due to the centralized nature of these municipalities as well as the shared services a cooperative approach may be required when responding to emergencies with the Townships of Armour and Ryerson.

8. Emergency Management Program Committee

Legislative requires "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 Village Clerk, CEMC, Fire Chief and Mayor.

9. Plan Maintenance

This Plan was written in 2015 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 Plan was updated in 2017 and in 2022.

The Emergency telephone numbers will be reviewed on an annual basis.

The notification system will be tested annually.

The plan will be exercised once every year as a minimum requirement, in order to test the overall effectiveness of the Emergency Plan and provide training to the MECG. Revisions to this plan should incorporate recommendations stemming from such exercises.

The Control Group (MECG) and Support Staff shall receive training and participate in an exercise, once every year as a minimum requirement.

The Vital Services and/or Local Services Directory should be updated annually.

The Community Emergency Management Coordinator will determine the schedule under which the maintenance activities will be performed.

The Community Emergency Management Coordinator may update, correct or amend any information contained within the annexes of this emergency plan on an as required basis.

10. Emergency/Hazard Analysis

The Emergency Response Plan identifies the various emergencies the community will be most likely to experience as follows;

- Energy Emergency (winter)
- Flooding
- Transportation Emergencies (road/rail/marine)
- Human Health Emergencies



11. Declaration Of An Emergency

a) Authority to Declare;

The Emergency Management and Civil Protection Act, R.S.O. 1990, c.E. 9 as amended, Section 4. (1) states;

“The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area”

b) Declaration Requirements

- **Annex A** - Declaration of Emergency document must be completed, signed by the head of council or alternate and faxed to the Duty Officer in the Provincial Emergency Operations Centre of Emergency Management Ontario.
- **Annex B** – Checklist in Consideration of a Declaration of Emergency document as a reference too.

c) Action Prior to a Declaration

When an emergency exists but has not yet been declared to exist, community employees may take such action(s) under this emergency response plan as may be required to protect property and the health, safety and welfare of the Village of Burk's Falls.

d) Emergency Notification Procedures

Upon receipt of a warning of a real or potential emergency, the responding department will immediately contact their municipalities CEMC or alternate CEMC, the respective Clerk or Mayor to request the notification system be activated.

With receipt of the emergency warning the CEMC or alternate will notify all members of the Municipal Emergency Control Group and will place MCEG group on standby.

- **Annex D** -- MCEG contact list.

Upon receipt of a warning of a real or potential emergency any member of the MCEG may activate the EOC. During an emergency the following locations will act as the EOC location for the Village of Burk's Falls; The Council Chambers or the Upstairs hall at the Armour Ryerson Burk's Falls Arena.

Upon declaration by the Mayor(s) or alternate, the MCEG shall activate the Plan and become responsible for directing and controlling all emergency operations and for providing the necessary personnel and resources.



e) Emergency Alert Levels

Due to the threat of an emergency developing or the potential for an emergency situation 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 MECG, the Support Group and the advisory staff, are contacted and are instructed to respond to the BEOC at a given time or as soon as possible. The balance of the members of the groups will be advised to “Stand by”.

Stand by Alert -- Under a “Standby Alert” either all or selected members of the MECG, Support Group and the advisory staff are contacted and asked to “Stand by” 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.

f) Requests for Assistance

Mutual Assistance from Municipalities;

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. Mutual Aid agreements may be enacted at the authority and direction of the head of council or the alternate.

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 a number of Provincial agencies and the Federal Government, including Military Aid to the Civil Authority. When requested by the Village of Burk’s Falls, Emergency Management Ontario will send a staff member(s) to the Village of Burk’s Falls to provide 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 the Ministry of Community Safety and Correctional Services, Emergency Management Ontario.

Mutual Aid agreements may be enacted at the authority and direction of the head of council or the alternate.

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.



g) Termination of a State of Emergency

A Municipal Emergency may be terminated at any time by:

- The Mayor or Alternate Mayor,
- The Municipal Council as a whole
- The Premier of Ontario.

Upon termination of a Municipal Emergency the Mayor will notify:

- Local Member of Provincial Parliament (MPP);
- Local Member of Parliament (MP);
- Emergency Management Ontario, and the Ministry of Community Safety and Correctional Services through the Provincial Operations Centre Duty Officer;
- The Municipal Council, and;
- Public and neighbouring community officials, as required.
- **Annex C -- Termination of Emergency**

12. Emergency Operations Centre & the Operating Cycle

In the event of an Emergency, the EOC will be activated. The MECG and support groups will congregate and work together at the EOC to make decisions, share information and provide support as required to mitigate the effects of the emergency.

The location for the EOC will be dependent on the type of emergency and severity of the events, the following locations will act as the EOC location for the Village of Burk's Falls;

Village of Burk's Falls
Council Chambers
PO Box 160, 172 Ontario Street
Burk's Falls, ON.
POA 1C0

Armour Ryerson Burk's Falls Arena

220 Centre Street
Burk's Falls ON
POA 1C0

Operating Cycle

An operations 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 agencies' status to the Mayor or Alternate. 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 agencies' and pass on any relevant information or directives that come out of the MECG 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.



13. *Municipal Emergency Control Group*

a) Composition

Emergency response operations will be directed and controlled by the following officials or their alternates at the EOC. The representatives requested to attend the EOC will be dependent of the type and severity of the emergency. Although not all members may be required to attend the EOC, all members of the MECG must be notified.

- Mayor
- Clerk
- CEMC

b) Support Group

- Emergency Management Ontario Representative
- TransCanada Pipeline Representative
- CN Representative
- Lakeland Energy Representative
- Enbridge Gas Representative
- Road Department representative
- Ontario Provincial Police representative
- Medical Health of Officer, or alternate
- Emergency Medical Service representative or alternate
- Fire Chief, or alternate
- Liaison staff from provincial ministries
- Municipal Administrative Staff
- Red Cross representative

Any other officials, experts or representatives from the public or private sector as deemed necessary by the MECG

c) Roles and Responsibilities of the Municipal Emergency Control Group

- 1) Advise the Mayor as to whether the declaration of an emergency is recommended;
- 2) Designate any area(s) in the municipality as an emergency site(s);
- 3) Determine the requirement to call or establish advisory sub-groups as may be required to support implementation of emergency operations;
- 4) Determining if the composition of the MECG is appropriate;
- 5) Direct and coordinate the responding service and agencies to ensure that all action necessary for the mitigation of the emergency are taken expeditiously and are in accordance with the law;
- 6) Provide recommendations on the spending of public funds for the implementation of the Plan;
- 7) Appoint, or confirm the appointment of an Emergency Site Manager(s) who will be the Emergency Control Group's representative on site and will be responsible for the organization and coordination of all emergency response agencies at the emergency site;
- 8) Develop and implement aims, priorities, and strategies in consultation with the Emergency Site Manager;
- 9) Approve or endorse the proposed courses of action for the resolution of the emergency;
- 10) Direct the evacuation of buildings, or areas within the emergency site(s), if necessary;
- 11) Direct the dispersal or removal of person from the emergency site(s) who are in danger, or



- whose presence hinders emergency operations;
- 12) Direct the discontinuation of public/private utilities or services due to safety or the efficient functioning of emergency operations, if required;
 - 13) Direct the activation and operation of reception centre to provide temporary accommodation to all residents who are in need of assistance due to displacement as a result of an emergency;
 - 14) Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
 - 15) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer for dissemination to the media and public;
 - 16) Maintaining a log outlining decisions made and actions taken and submitting a summary of the log to the Clerk(s) within one week of the termination of emergency, as required, and;
 - 17) Participate in the debriefing following the emergency.

d) Individual Responsibilities of MECG members

i. Mayor

The Mayor is ultimately responsible for the response to the emergency. The Mayor (or Alternate Mayor), and with the advice from the MECG is responsible for:

- 1) Ordering the activation of the Emergency Response Plan;
- 2) Declaring an emergency to exist and where practical, identifying the area or location of the emergency within the Village of Burk's Falls;
- 3) Declaring an emergency to be terminated;
- 4) Notifying the Ministry of Community Safety and Correctional Services of the declaration of an emergency and termination of declaration of an emergency;
- 5) Ensuring that Town Councillors are advised of the declaration and termination of the declaration of the emergency, and are kept apprised of the emergency situation;
- 6) Ensuring that the public, the media, neighbouring Municipal officials, if required, are also advised of both the declaration and termination of the emergency;
- 7) In Consultation with the Emergency Information Officer approve news releases and public announcements;
- 8) Formally requesting Provincial or Federal government assistance through the Provincial Ministry of Community Safety and Correctional Services, Emergency Management Ontario;
- 9) Participate in an after-action report and a corrective action report;
- 10) Maintaining a personal log of all actions taken, and;
- 11) Conducting and taking part in post-emergency debriefing.

ii. Clerk or Alternate

- 1) Activating the emergency notification system;
- 2) As the Emergency Site Manager, coordinate all operations within the Emergency Operations Centre, including the scheduling of regular meetings;
- 3) Advising the Mayor or alternate on policies and procedures, as appropriate;
- 4) Approving in coordination with the Mayor or alternate, major announcements and media releases;
- 5) Ensuring a communication link is established between the MECG and Incident Command;
- 6) Calling out additional township staff to provide assistance, as required;
- 7) Overseeing the issuance of all purchase orders required to support the emergency response,



and tracking of all expenditures;

- 8) Ensuring that adequate insurance coverage is in place to cover staff, volunteers and rented/leased equipment;
- 9) Coordinating the provision of transportation when requested by other departments Emergency Site Manager;
- 10) Maintaining a personal log of all actions taken, and;
- 11) Participate in an after-action report and a corrective action report.

iii. CEMC or Alternate

- 1) Activating and arranging the EOC;
- 2) Ensuring that security is in place for the EOC and registration of MECG members;
- 3) Ensuring all members of MECG have necessary plans, resources, supplies, maps and equipment;
- 4) Provide advice and clarification about the implementation details of the Emergency Response Plan;
- 5) Acting as a liaison with community support agencies, e.g Canadian Red Cross, 211;
- 6) Ensure that maps and status boards are kept up to date;
- 7) Ensuring compliance with Act;
- 8) Maintaining a personal log of all actions taken;
- 9) Creating an after-action report in conjunction with MECG, and;
- 10) Creating a Corrective Action Report in conjunction with MECG;

iv. Fire Chief or Alternate

- 1) Providing the MECG with information and advice on firefighting and rescue matters;
- 2) Depending on the nature of the emergency assign the Incident Commander and inform the MECG;
- 3) Establishing an ongoing communication link between the senior fire official at the Incident Command;
- 4) Determining if additional or special equipment is needed and recommending possible sources of supply, e.g. breathing apparatus, protective clothing;
- 5) Provide assistance to other community departments and agencies if necessary;
- 6) Maintaining a personal log of all actions taken, and;
- 7) Participate in an after-action report and a corrective action report.

v. Road/Public Works Department Representative or Alternate

- 1) Provide the MECG with information regarding infrastructure;
- 2) Establish communications with the senior road/public works department official that is on scene;
- 3) Liaise with neighboring communities to ensure a coordinated response which is supported by road/public works departments;
- 4) Liaison with public utility companies to ensure proper disconnect of services, if required;
- 5) Facilitate and assist with emergency potable water, supplies and sanitation facilities to the requirements of the Medical Officer of Health;
- 6) Provide road department vehicles and equipment as required by any other emergency service;
- 7) Maintaining a personal log of all actions taken, and;
- 8) Participate in an after-action report and a corrective action report.



vi. Almaguin Highlands Division of the Ontario Provincial Police Representative

- 1) Notifying necessary emergency and community services, as required;
- 2) Establishing an ongoing communications link with the senior police official at the scene of the emergency;
- 3) Establishing the inner perimeter within the emergency area;
- 4) Establishing the outer perimeter in the vicinity of the emergency to facilitate the movement of emergency vehicles and restrict access to all but essential emergency personnel;
- 5) Providing traffic control staff to facilitate the movement of emergency vehicles;
- 6) Alerting persons endangered by the emergency and coordinating evacuation procedures;
- 7) Ensuring the protection of life and property and the provision of law and order;
- 8) Providing police service in EOC, evacuee centers, morgues, and other facilities, as required;
- 9) Notifying the coroner of fatalities;
- 10) Liaise with media when necessary;
- 11) Implement Continuity of Operations Plan in the event of internal failure of our infrastructure, and;
- 12) Maintaining a personal log of all actions taken.

vii. Medical Officer of Health or Alternate

- 1) Coordinates public health services with various Emergency Control Group members and related agencies in the Emergency Operations Centre;
- 2) Provides advice to the public and local health care professionals on matters which may adversely affect public health within North Bay and Parry Sound District. (e.g toxic spills, water quality, air quality);
- 3) Liaises with Ontario Ministry of Health and Long-Term Care, Public Health Division and area Medical Officers of Health as required to augment and coordinate a public health response as required;
- 4) Coordinates the surveillance and response to communicate disease-related emergencies or anticipated epidemics according to Ministry of Health and Long-Term Care directives;
- 5) Ensure the coordination of vaccine/antiviral storage, handling and distribution across North Bay and Parry Sound District;
- 6) Initiates and implements mass vaccination clinics during outbreaks of disease within affected municipalities in North Bay and Parry Sound District;
- 7) Liaises with Director of Public Utilities or alternate within affected municipalities to ensure the provision of potable water, community sanitation, maintenance and sanitary facilities;
- 8) Provides inspection of evacuation centers, makes recommendations and initiates; remedial action in areas of accommodations standards related to;
 - a. Overcrowding, sewage and waste disposal;
 - b. Monitoring of water supply, air quality, sanitation;
 - c. Food handling, storage, preparation, distribution and service;
- 9) Liaises with local social service agencies on areas of mutual concern regarding evacuation centers related to public health information;
- 10) Advises on or orders any necessary evacuation, isolation or quarantine measures;
- 11) Provides instruction and health information through public service announcements and information networks;
- 12) Issues orders if necessary, to mitigate or eliminate health hazards as per the Health Protection and Promotion Act;
- 13) In the event of mass casualties, the Health Unit will monitor the situation to ensure early and



sanitary disposition of human remains in order to minimize the spread of disease, and;

- 14) Liaises with the District Coroner to coordinate the activities of the mortuary within the community and provide assistance when necessary.

viii. Emergency Medical Services (EMS) Representative

- 1) Ensuring emergency medical services at the emergency site;
- 2) Establishing an ongoing communications link with the senior EMS official at the scene of the emergency;
- 3) Obtaining EMS from other municipalities for support, if required;
- 4) Ensuring triage at the site;
- 5) Advising the MCEG if other means of transportation is required for large scale response;
- 6) Liaising with the Ministry of Health and Long Term Care Central Ambulance Communications Centre to ensure balanced emergency coverage is available at all times throughout the community;
- 7) Ensuring liaison with the receiving hospitals;
- 8) Ensuring liaison with the Medical Officer of Health, as required, and;
- 9) Maintaining a personal log of all actions taken.

ix. Red Cross

- 1) Registration and Inquiry (R&I) Services: Assists in reuniting families;
- 2) Collects information and answers inquiries regarding the conditions and whereabouts of missing persons;
- 3) Emergency Feeding: Provides food or meals to those persons without food or food preparation facilities;
- 4) Emergency Clothing: Supplies clothing or emergency covering until regular sources of supply are available;
- 5) Personal Services: Provides for the initial reception of disaster victims arriving at Reception Centers; informs them of immediate emergency help available; offers temporary care for unattended children and dependent adults/elderly; assists with the temporary care of residents from Special Care Facilities; and offers immediate and ongoing emotional support to people with personal problems and needs created or aggravated by a disaster. Particular personal services may be coordinated through the MCEG and contracted with local service providers to meet special needs of disaster victims;
- 6) Maintaining a personal log of all actions taken, and;
- 7) Emergency Lodging: Arranges for safe, immediate, temporary lodging for homeless or evacuated people and is comprised of the following elements;
 - **Lodging Management:** Provide supervision and administrative support for Red Cross functions within the lodging facility. Ensure that the needs of facility occupants are being met. 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 the Emergency Management Program Committee and/or MCEG.
 - **Registration:** Ensure that all occupants are registered upon arrival. Maintain a system for checking occupants in and out when they leave for any period of time. Manage the system of record keeping for registrations.
 - **Feeding:** Supervise on-site food preparation and service for residents and workers. Advise the Logistics/Feeding Manager of needed supplies. 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 as requested.

- **Management of Sleeping Area:** Set up sleeping areas. Assign residents to sleeping areas. Coordinate with Logistics staff for cots, blankets and comfort kits if available.
- **Personal Client Services:** In coordination with MECG, organize and administer childcare, 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.
- **Volunteer/Staff Recruitment, Training and Placement:** 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.
- **Logistics:** Provide support for the use of the facility. Ensure the safety, security and sanitation for the lodging 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. In coordination with MECG, contract out some specialized logistics services i.e. security and sanitation.

x. Emergency Information Officer

1. Advise the EMCG on matters pertaining to public information, public affairs, and media relations;
2. Gather, process and disseminate information for use by the EMCG
3. Formulate public information and media releases for review by the Mayor or alternate
4. Upon approval of the Mayor/alternate release information to the public and media;
5. Direct the establishment and operation of a Media centre
6. Prepare and distribute public announcements, instructions, or warnings as directed by the Mayor or alternate;
7. Provide public relations support as required;
8. Coordinate all media request, including arrangements for supervised tours near the emergency site(s);
9. Maintain a detailed log of all actions taken by the Emergency Information Officer
10. Participate in a post-emergency debriefing

xi. 211 Notification and Communication

Municipal Responsibilities

- 1) Notify 211 when an event has occurred.
- 2) Maintain a line of communication with 211 throughout the event providing authoritative, accurate information that can be relayed to the public
- 3) 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.
- 4) Inform 211 when the emergency event ends.

Responsibilities of 211 Representative

- 1) 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.
- 2) Answer non-emergency calls from the public 24/7/365. Ensure the network of 211 service providers in Ontario is notified, can access the most current information about the event and is available to provide support if needed.