Municipality of Middlesex Centre

Emergency Response Plan



Public Version

Date of Issue: **November 25, 2020**

Last Revision: **March 20, 2026**

Emergency Response Plan

Introduction

Emergencies are defined as situations or impending situations that constitute dangers of major proportions that could result in serious harm to people or substantial damage to property that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

The population of the Municipality of Middlesex Centre, as reported in the 2024 Census is 21,833 residents.

In order to protect our residents, businesses and visitors, we require a coordinated emergency response by a number of agencies under the direction of Emergency Control Group (ECG). These are distinct arrangements and procedures from the normal, day to day operations carried out by emergency services personnel.

When an emergency situation can be handled successfully by the emergency services personnel responding - that is the Fire Department, Emergency Medical Services (EMS), Ontario Provincial Police (OPP) and the Public Works & Engineering Department, they will, and are authorized to carry out their respective responsibilities in a timely manner. When, in the judgement of Members of Council or of Fire, Police, or Public Works authorities on the spot, an emergency situation requires additional resources beyond those available to the emergency services, or calls for resources or services that will commit the Municipality to major expenses, they will recommend the immediate activation of this Emergency Response Plan.

The Community Emergency Management Committee developed this Emergency Response Plan. Every municipal official, department and affiliated agency must be prepared to carry out assigned responsibilities in an emergency. Contained in this Plan is information on related agreements, arrangements, services and equipment as well as roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provision. Copies of the public version of the Emergency Response Plan are available to be viewed at the municipal office and on the website. The public version of the Plan omits some information due to security/confidential reasons in accordance with the Municipal Freedom of Information Act (MFIPPA).

Authority

As enabled by the Emergency Management and Civil Protection Act, R.S.O. 1990, c. E9, as amended (EMCPA) this Emergency Response Plan and its elements have been:

- Issued under the authority of The Corporation of the Municipality's By-law Number 2020-095 and filed with Emergency Management Ontario (EMO).

The EMCPA is the legal authority for this Emergency Response Plan in Ontario and is the primary authority enabling passage of the by-law formulating this Emergency Response Plan, which will govern the provision of necessary services during an emergency. Important measures enabled under the legislation and which form part of this Plan are:

a) Authorization for municipal employees to take appropriate action before formal declaration of an emergency;

b) Specifying procedures to be taken for the safety and/or evacuations of people in an emergency area;

c) Designating other members of Council who may exercise powers and perform the duties of the Head of Council under the Emergency Response Plan during the absence of the Mayor;

d) Obtaining materials, equipment and supplies for use in managing the emergency;

e) Establishing committees and designating employees to be responsible for reviewing the Emergency Response Plan, for training employees in their functions and for implementing the Emergency Response Plan during an actual emergency;

f) The expenditure of funds associated with the upkeep and implementation of the Plan; and

g) Such other measures as are considered necessary in the implementation of the Emergency Response Plan.

Aim

The Aim of the Emergency Response Plan is to make provision for the extraordinary arrangements and measures that may have to be taken to safeguard property and the health, safety, welfare, environment and economic health of the residents of the Municipality of Middlesex Centre when faced with an emergency.

It enables a centralized controlled and coordinated response to emergencies in the municipality and meets the legislated requirements of the Emergency Management & Civil Protection Act (EMCPA).

The emergencies most likely to occur within the municipality have been identified as: tornadoes, windstorms, snowstorms/blizzards, lightning storms, hazardous materials related incidents, transportation incidents, human health emergencies, critical infrastructure failures, utility emergencies, fires/explosions, agricultural & food emergencies, fog and flooding.

Municipal Tasks

Municipal Tasks are:

a) Response – the earliest possible recognition of and response to the emergency by all services that may be required;
b) Control – the earliest possible establishment of overall control of emergency operations by local government authority;
c) Maintain Order - The earliest possible establishment of controls to minimize crowd convergence and to maintain order at the site so that emergency operations are not impeded and additional casualties are prevented;
d) Evacuation – assessment of potential danger to the residents and the evacuation of personnel if necessary. Such evacuation will likely require the establishment of a Reception Centre and the provision of Registration & Inquiry Services (R&I);
e) Rescue – the rescue of trapped or incapacitated people and the provision of first aid at the site;
f) Casualties – the provision of controlled evacuation and appropriate distribution of casualties to hospitals;
g) Public Information – to make available as early as possible accurate official information to:
    i. Provincial Emergency Operations Centre (PEOC) upon the declaration and termination of an emergency at 1-866-314-0472 or FAX 416-314-0474;
    ii. The County Warden and adjacent municipalities;
    iii. Other officials involved in emergency operations including appropriate senior government agencies;
    iv. The news media to address public anxiety and to reduce the number of curious bystanders at the scene; and
    v. Concerned individuals seeking personal information.
h) Recording of Emergency/Disaster Costs – to ensure that a cost record of emergency/disaster consequences is compiled to:
    i. Aid in the preparation of municipal claims which might arise from Provincially directed assistance to another municipality pursuant to the EMCPA; and

ii. Aid in the preparation of requests for compensation from Provincial or Federal governments in the event of a major local disaster that might be eligible for such assistance.

Emergency Control Group (ECG)

When it has been decided to activate this Emergency Response Plan, the emergency operations will be controlled by the officials listed below who will form the Emergency Control Group (ECG) for the municipality.

The ECG will report to the primary emergency operations centre located at the Coldstream Fire Station. In the event that the primary emergency operations centre cannot be used, then the alternate location of the Komoka Wellness Centre will be used. The emergency response will be directed and controlled by the ECG – a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. The ECG consists of the following members (or their respective alternates):

a) Mayor
b) Deputy Mayor
c) Chief Administrative Officer (CAO)
d) Manager of Legislative Services & Municipal Clerk
e) Director of Emergency Services & Fire Chief
f) Director of Community Services
g) Director of Finance
h) Director of Public Works & Engineering
i) Community Emergency Management Coordinator (CEMC)
j) Emergency Information Officer (EIO)/Manager of Strategic Communications
k) OPP Representative – Strathroy Detachment
l) Middlesex London Health Unit (MLHU) Representative
m) Emergency Medical Services (EMS) Representative

Additional personnel (or their respective alternates) may be added to the group at any time and may include the following:

a) Manager of Human Resources
b) Emergency Management Ontario (EMO) Representative
c) Conservation Authorities Representative
d) Liaison staff from provincial ministries
e) Any other officials, experts or representatives from the public or private sector as may be deemed necessary by the ECG

The ECG may function with only a limited number of people depending upon the emergency. The ECG may also use remote technology, such as telephone conference and/or video

conferencing to meet and update the group. While the ECG may not require the presence of all the listed members of the group, all members must be notified.

Support, Advisory Staff & Agencies

The following staff may be required to provide support, logistics and advice to the Emergency Control Group (ECG):

a) All Middlesex Centre Municipal Staff
b) Legal Services Representative
c) Designated Purchasing Agent
d) Amateur Emergency Radio Services (ARES)
e) Salvation Army
f) County Boards
g) School Boards / Separate, Public and Private
h) Other Agencies

Operations Cycle

Members of the Emergency Control Group (ECG) will meet at regular intervals to inform each other of actions taken and problems encountered. The Chief Administrative Officer (CAO) will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Municipal Clerk will maintain the status board and maps, which will be displayed and kept up to date.

Emergency Operation Centre (EOC)

The ECG when alerted will assemble at the primary EOC (Coldstream Fire Station) during the emergency. The Chief Administrative Officer (CAO) is responsible for the readiness of the Emergency Operations Centre (EOC) or alternate site (Komoka Wellness Centre).

Alternates

Alternates are designated in the Emergency Response Plan for Emergency Control Group (ECG) appointments having specific responsibility under this Plan. The alternates will act for members in their absence during an emergency or during a prolonged emergency to provide relief for the member. The Deputy Mayor will act for the Mayor when the Mayor is not available. When either the Mayor or the Deputy Mayor are not available, a member of Council, so designated by Council will assume the responsibility of the Head of Council for purposes of this Plan.

ECG Alerting System

A serious emergency will usually be first identified by the emergency services that will be among the first on the scene. If the senior on-site Ontario Provincial Police (OPP), Fire or Emergency Medical Services (EMS) representative is satisfied that a serious potential emergency situation exists, he/she will so advise the respective Director of Emergency Services - Fire Chief who will then consider the advisability of assembling the Emergency Control Group (ECG). The decision to assemble the ECG may be taken by any two of the designated members, or in absence of a designated member, by any of the alternates identified in this Plan. When a member decides that the ECG should be called together, they will initiate the telephone/email/text alerting procedure. The ECG may meet at the Emergency Operations Centre (EOC) or in cases such as a weather event they may use remote technology.

Emergency Control Group (ECG) Operations

When a working majority of members of the Emergency Control Group (ECG) are present at the Emergency Operations Centre (EOC), the Chief Administrative Officer (CAO) will convene an "initial briefing" of the ECG at which each member will report on information learned about the emergency situation and will make recommendations on actions that should be considered. The Mayor, with the advice of members, may then make a decision to implement this Plan and to take action to support the emergency services working at the emergency site and/or to provide for the safety and welfare of residents and the protection of property in the municipality. If it is decided that the ECG should remain in place to control and monitor the emergency situation, the CAO will call the ECG into conference session approximately every half hour for brief reports by each member and for discussion of action required. This will then be followed by a break to permit members to direct steps to be taken by municipal services, to contact outside agencies and to develop plans; this is the beginning of the operations cycle. The responsibilities of the ECG will in most situations be carried out by group assessment of events as they occur, leading to agreement on the action to be taken by municipal authorities and services.

Declaration of an Emergency

Where serious and extensive steps to protect property and the health and safety of residents is deemed necessary to cope with emergency conditions, the Mayor may, on the advice of other members of the Emergency Control Group (ECG), call for a formal declaration that an emergency exists under the provisions within the Emergency Management & Civil Protection Act (EMPCA). The Mayor will notify Emergency Management Ontario (EMO) at 1-866-314-0472 and fax the Declaration of Emergency Form to the Duty Officer at 1-866-314-0474 when a declaration of emergency is made. The Mayor should also notify municipal Council, the County Warden, local member of provincial parliament (MPP), local Member of Parliament (MP), adjacent municipalities and the public.

The Mayor should assess the situation prior to making a decision to declare a formal emergency. The Mayor shall ensure that:

a) The information received as to the seriousness of the situation has been confirmed;
b) The situation involves an extended evacuation, or a significant degree of damage, loss of life or threat to the environment; and
c) Additional resources of personnel or equipment are required to support the emergency services.

A formal declaration of an emergency will:

a) Invoke the EMPCA and provide for protection from personal liability;
b) Provide authority to expend funds without reference to Council; and
c) Provide coverage under Workers Compensation Safety Insurance Board (WSIB) for registered volunteers.

A declared emergency may be terminated at any time by:

a) Mayor (or alternate); or
b) Municipal Council; or
c) Premier of Ontario

When terminating an emergency the Mayor should also notify municipal Council, the County Warden, local member of provincial parliament (MPP), local Member of Parliament (MP), adjacent municipalities and the public.

The Mayor must complete and send the required termination forms to the Emergency Management Ontario (EMO) Duty Officer.

Requests for Assistance

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

Emergency Control Group (ECG) Responsibilities

In addition to individual responsibilities listed within this Plan, members of the Emergency Control Group (ECG) are likely to be responsible for the following actions or decisions:

a) Calling out and mobilizing their emergency services, agencies and equipment;
b) Coordinating and directing their services and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
c) Determining if the location of the Emergency Operations Centre (EOC) and composition are appropriate;

d) Advising the Mayor as to whether a declaration of an emergency is recommended;
e) Advising the Mayor on the need to designate all or part of the municipality as a disaster for the purposes of obtaining funding;
f) Ensuring that an Emergency Site Manager (ESM) is appointed;
g) Ensuring support to the ESM by offering equipment, staff and resources, as required;
h) Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger;
i) Discontinuing utilities or services provided by public or private companies, i.e. hydro, water, gas, closing down a shopping plaza;
j) Arranging for services and equipment from local agencies not under community control, i.e. private contractors, industry, volunteer agencies, service clubs, etc.;
k) Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary;
l) Determining if additional volunteers are required and if appeals for volunteers are warranted;
m) Determining if additional transport is required for evacuation or transport of people and/or supplies;
n) Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer (EIO) and Citizen Inquiry Supervisor , if applicable, for dissemination to the media and public;
o) Determining the need to establish advisory groups and/or sub committees/working groups for any aspect of the emergency including recovery;
p) Authorizing expenditure of money required for dealing with the emergency;
q) Notifying the services, agency or group under their direction, of the termination of the emergency;
r) Maintaining a log outlining decisions made and actions taken, and submitting a summary of the log to the Chief Administrative Officer (CAO) or alternate within one week of the termination of the emergency, as required;
s) Participating in the debriefing following the emergency;
t) Addressing the emotional needs of the affected public and staff through Critical Incident Stress Management (CISM) assistance and the Employee Assistance Program (EAP).

Emergency Response System

The individual responsibility of the Emergency Control Group (ECG) members is listed below:

Mayor

The Mayor, with the advice of the Emergency Control Group (ECG), will be responsible in the emergency for:

a) Making decisions, determining priorities and giving direction to the heads of municipal

b) services;
c) Requesting assistance from neighbouring municipalities, from the County of Middlesex and from senior levels of government when required;
d) Advising the Medical Officer of Health for the Middlesex London Health Unit (MLHU) of the emergency situation and obtaining health advice and assistance in dealing with the emergency;
e) Requesting assistance from volunteer and other outside agencies not under municipal control as required;
f) Declaring an emergency within the designated area and notifying Emergency Management Ontario (EMO) of such;
g) Terminating the emergency once the emergency is complete and notifying EMO of such (this may also be done by Council);
h) Ensuring members of Council are advised of the declarations and kept informed of the emergency situation;
i) Approving news releases and public announcements;
j) Establishing a communication link and regular liaison with the Emergency Information Officer (EIO); and
k) Maintain a log of all actions taken by them during the course of the emergency.

Deputy Mayor

a) Acting as Head of Council in the absence of the Mayor;
b) Other responsibilities as assigned by the Mayor; and
c) Maintain a log of all actions taken by them during the course of the emergency.

Chief Administrative Officer (CAO) or Alternate

Upon learning of a potential emergency, the Chief Administrative Officer (CAO) or alternate will in consultation with the Ontario Provincial Police (OPP), the Director of Emergency Services & Fire Chief and the Community Emergency Management Coordinator (CEMC) will consider the possible need to assemble the Emergency Control Group (ECG) at the primary or alternate Emergency Operations Centre (EOC) or through remote technology methods. Following the decision to assemble the ECG the CAO will be responsible for:

a) Activating the emergency notification procedure;
b) Coordinating all operations within the EOC, including the scheduling of regular ECG meetings;
c) Chairing the meetings of the ECG;
d) Advising the Mayor on policies and procedures, as appropriate;
e) Approving, in conjunction with the Mayor, major announcements and media releases as prepared by the EIO, in consultation with the ECG;
f) Ensuring the communication link is established between the ECG and the Emergency

g) Site Manager (ESM);
h) Upon direction by the Mayor, ensuring that all Council and staff are advised of the declaration and termination of the emergency; and
i) Maintain a log of all actions taken by them during the course of the emergency.

Director of Emergency Services & Fire Chief

The nature of the emergency may require that the Director of Emergency Services & Fire Chief be totally committed to the on-site operations. Depending on the on-site situation he/she or their representative would join the Emergency Control Group (ECG) when assembled at the Emergency Operations Centre (EOC) to assume the following responsibilities:

a) Providing the ECG with information and advice on firefighting and rescue matters;
b) Depending on the nature of the emergency, assign the interim Emergency Site Manager (ESM) and inform for the ECG;
c) Establish an ongoing communication link with senior fire officials at the scene of the emergency;
d) Inform the Mutual Aid Fire Coordinator and/or initiate mutual aid mutual aid arrangements for the provision of additional firefighters and equipment, if needed;
e) Determine if additional or special equipment is needed and recommend possible sources of supply, i.e. breathing apparatus, personal protective equipment, etc.;
f) Provide assistance to 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.;
g) Contacting utility companies for assistance in the emergency, if needed;
h) Establishing, with the appropriate Ministry and industry representatives, procedures to deal with special hazards such as hazardous material spills, explosions or noxious fumes;
i) Arranging that a record is kept of outside assistance called for by fire departments involved; and
j) Maintain a log of all actions taken by them during the course of the emergency.

Director of Public Works & Engineering

Upon learning of a potential emergency, the Director of Public Works & Engineering will consider the possible need for assembling the Emergency Control Group (ECG) and, if warranted will contact the Chief Administrative Officer (CAO) and request that the ECG be assembled. They will alert the Public Works & Engineering Department staff and will report to the Emergency Operations Centre (EOC) to assume the following responsibilities:

a) Providing the ECG with information and advice on engineering and public works matters;
b) Depending on the nature of the emergency, assign the interim Emergency Site Manager (ESM) and inform the ECG;

c) Establishing an ongoing communications link with the senior Public Works & Engineering official at the scene of the emergency;
d) Ensuring liaison with the Public Works & Engineering representative from the neighbouring community(s) to ensure a coordinated response;
e) Ensuring provision of engineering assistance;
f) Ensuring construction, maintenance and repair of municipal roads.
g) Ensuring the maintenance of water and wastewater systems;
h) Providing equipment for emergency pumping operations;
i) Ensuring liaison with the Director of Emergency Services & Fire Chief concerning emergency water supplies for firefighting purposes;
j) Providing emergency potable water, supplies and sanitation facilities to the requirements of the Middlesex London Health Unit (MLHU) Medical Officer of Health;
k) Discontinuing any public works and engineering services to any resident, as required, and restoring these services when appropriate;
l) Ensuring liaison with utilities to disconnect any service representing a hazard and/or to arrange for the provision of alternate services or functions;
m) Providing public works and engineering vehicles and equipment as required by any other emergency services; carrying out the responsibilities of the Municipal Flood Coordinator in a flooding emergency and maintain liaison with the appropriate conservation authority;
n) Ensuring liaison with the conservation authorities regarding flood control, conservation and environmental matters and being prepared to take preventative action;
o) Re-establishing essential municipal services at the end of the emergency period; and
p) Maintain a log of all actions taken by them during the course of the emergency.

Each Member/Director has the responsibility to assist in reviewing and providing changes within the Emergency Response Plan (ERP) to the Community Emergency Management Coordinator (CEMC) as to department specific items.

Director of Finance

a) Providing information and advice on financial matters as they relate to the emergency;
b) Ensuring liaison, if necessary, with the Treasurers of neighbouring communities;
c) Ensuring that records of expenses for future claim purposes;
d) Ensuring the prompt payment and settlement of all of the legitimate invoices and claims incurred during an emergency;
e) Compiling records of costs incurred as a result of emergency action; and
f) Maintain a log of all actions taken by them during the course of the emergency.

Each Member/Director has the responsibility to assist in reviewing and providing changes within the Emergency Response Plan (ERP) to the Community Emergency Management Coordinator (CEMC) as to department specific items.

Director of Community Services

a) Ensuring the wellbeing of residents who have been displaced from their homes by arranging emergency lodging, clothing, food services, registration and inquiries and personal services;
b) Supervising the opening and operation of temporary and/or long-term reception centres and ensuring that they are adequately staffed;
c) In consultation with the Emergency Control Group (ECG), they must be prepared to open pre-designated reception centres on short notice;
d) Liaison with the Middlesex London Health Unit (MLHU) Medical Officer of Health on areas of mutual concern regarding operation of reception centres;
e) Ensuring that a representative of the Board of Education and/or Separate and Private School Boards are notified;
f) Notifying the required support and advisory staff of the emergency, the location of the Emergency Operations Centre (EOC); and
g) Maintain a log of all actions taken by them during the course of the emergency.

Each Member/Director has the responsibility to assist in reviewing and providing changes within the Emergency Response Plan (ERP) to the Community Emergency Management Coordinator (CEMC) as to department specific items.

Director of Building Services & Chief Building Official (CBO)

a) Notifying the required support and advisory staff of the emergency and the location of the Emergency Operations Centre (EOC);
b) Ensuring maps and boards are kept up to date; and
c) Maintain a log of all actions taken by them during the course of the emergency.

Each Member/Director has the responsibility to assist in reviewing and providing changes within the Emergency Response Plan (ERP) to the Community Emergency Management Coordinator (CEMC) as to department specific items.

Manager of Legislative Services & Municipal Clerk

a) Ensuring liaison with the Ontario Provincial Police (OPP) regarding security arrangements for the Emergency Operations Centre (EOC);
b) Organizing the EOC and arranging for the provision of equipment and data;
c) Calling out additional municipal staff to provide assistance, as required;
d) Maintaining a record of actions take and decisions made by the Mayor and the Emergency Control Group (ECG) in dealing with the emergency;
e) Providing a process for registering ECG members and maintaining an ECG members list;
f) Arranging for periodic relief of ECG members and support staff in a protracted emergency;
g) Notifying the required support and advisory staff of the emergency, and the location of

the EOC;
h) Arranging for printing of material, as required;
i) Coordinating the provision of clerical staff to assist in the EOC, as required; and
j) Maintain a log of all actions taken by the, during the course of the emergency.

Manager of Legislative Services & Municipal Clerk responsibilities for review and amendment of the Emergency Response Plan in conjunction/liaison with the Community Emergency Management Coordinator (CEMC):

- Maintain the currency of Middlesex Centre emergency management by-laws

Community Emergency Management Coordinator (CEMC)

The Community Emergency Management Coordinator (CEMC) is the main link on a regular basis with Emergency Management Ontario (EMO). The CEMC's main responsibilities are:

a) Activating and arranging the Emergency Operations Centre (EOC);
b) Initiating the opening, operation and staffing of switchboard at the municipal offices, as the situation dictates, and ensuring operators are informed of the ECG members telephone numbers in the EOC;
c) Ensuring that security is in place for the EOC and registration of the Emergency Control Group (ECG) members;
d) Ensuring that all members of the ECG have necessary plans, resources, supplies, maps and equipment;
e) Providing advice and clarifications about the implementation details of the Emergency Response Plan;
f) Assisting the Emergency Information Officer (EIO);
g) Ensuring liaison with community support agencies such as Amateur Radio Emergency Services (ARES) and the Salvation Army;
h) Ensuring volunteer coordination and liaison;
i) Ensuring that the operating cycle is met by the ECG and related documentation is maintained and kept for future reference;
j) Addressing any action items that may result from the activation of the Emergency Response Plan;
k) Maintain the records and logs for the purpose of the debriefings and post-emergency reporting that will be prepared; and
l) Maintain a log of all actions taken by them during the course of the emergency.

CEMC responsibilities for review and amendment of the Emergency Response Plan:

m) Request that each member of the ECG review the Emergency Response Plan, at a minimum, annually;
n) Review, update, maintain and publish amendments to the Emergency Response Plan with input provided my members of the Emergency Management Committee.

Emergency Information Officer (Manager of Strategic Communications)

In Middlesex Centre, the Emergency Information Officer (EIO) serves as the primary Emergency Information Officer (EIO) when an emergency is declared. As per the Emergency Response Plan for Middlesex Centre, the EIO will assume responsibility in the emergency for:

a. Establishing key messages and approaches to sharing public announcements to be approved by the Mayor and/or the Chief Administrative (CAO). Messages will be determined through consultation with the Emergency Control (ECG).
Depending on the nature of the emergency (urgency, sensitivity of information, etc.), approvals by legal counsel may be required;
b. Preparing (write/create content) and issuing public announcements concerning the emergency based on the established key messages and public outreach approaches.
Depending on the nature of the emergency and the announcement, these will be issued via media release, municipal website, social media, email, physical signage, or other means as appropriate;
c. Monitoring social media to respond to inquiries and gather important incoming information regarding the emergency;
d. Interacting with media representatives, including requesting assistance in sharing key messages, notably warnings and directions, to the public; managing requests for information, comment and interviews; and arranging for media events (press conferences, tours, site visits);
e. Establishing, when it is considered necessary by the ECG, an emergency information desk or point of contact near but not in the Emergency Operations Centre (EOC) to which the emergency services can direct members of the public or media representatives seeking information;
f. Informing the media and the public of contact information to reach the Registration & Inquiry (R&I) Service, if such service is in operation;
g. As required, connecting and supporting with provincial, municipal, Emergency Medical Services (EMS), health and social services, and other associated emergency staff;
h. Supporting visits from dignitaries (such as political leaders) and associated media; and
i. Maintaining a log of all actions taken by them during the course of the emergency.

Each Member has the responsibility to assist in reviewing and providing changes within the Emergency Response Plan (ERP) to the Community Emergency Management Coordinator (CEMC) as to department specific items.

As required, the EIO may call upon other staff members to support their activities. Most notability, additional support may be required to monitor and respond to social media during an active emergency situation.

Manager of Human Resources

a) Coordinating and processing requests for human resources;
b) Coordinating offers of, and appeals for, volunteers with the support of the Emergency

c) Control Group (ECG);
d) Selecting the most appropriate site(s) for the registration of human resources;
e) Ensuring records of human resources and administrative details, that may involve financial liability, are completed;
f) Ensuring that a Volunteer Registration Form is completed when volunteers are involved and a copy of the form is retained for municipal records;
g) Ensuring identification cards are issued to staff, volunteers and temporary employees involved in the emergency so they can be clearly identified;
h) Arranging for transportation of human resources to and from site(s);
i) Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups; and
j) Maintain a log of all actions taken by them during the course of the emergency.

Emergency Site Manager (ESM)

The Emergency Site Manager (ESM) is responsible for the emergency site. The ESM will act as the emergency's Incident Commander. Once the Emergency Control Group (ECG) meets, a new ESM may be appointed. The nature of the emergency may dictate a change in this appointment. Depending on the nature of the emergency, and once the ESM has been assigned, the ECG relationship with the ESM is to offer support with equipment, staff, and other resources, as required. The ECG will also ensure that the rest of the community maintains municipal services.

The senior representative for each emergency responder (Ontario Provincial Police (OPP), Fire, EMS, and Public Works) at the site will consult with the ESM so as to offer a coordinated and effective response. Regular briefing will be held at the site and chaired by the ESM so as to establish the manner and process to the emergency.

There may be a need for an on-site command post, if so, this will be established as soon as practicable by the ESM to bring together all emergency service elements operating at the scene for coordinated action. The situation may require more than one ESM and command post where more than one emergency site or major function during an emergency exists.

If the situation warrants, the ESM will establish an inner and outer perimeter to define the area around the site and control access. The inner perimeter will define the area within which only emergency response personnel are permitted for reasons of safety, preservation of evidence and security of the scene. The outer perimeter will define the limit within which spectators are not permitted. The area between the inner and outer perimeter will likely contain some or all of the following sites:

a) A site command post;

b) A triage area;
c) A staging area; and
d) Traffic control posts.

Depending on the type of emergency a variety of outside agencies will respond to the emergency and they should all report to the on-site command post upon arrival.

Ontario Provincial Police (OPP)

Upon learning of a potential emergency, the Ontario Provincial Police (OPP) in consultation with the Director of Emergency Services & Fire Chief will consider the possible need for assembling the Emergency Control Group (ECG) and, if warranted, will contact the Chief Administrative Officer (CAO) and recommend the implantation of the alerting procedure located in Emergency Information Tab C. The OPP will then report to, or send a representative to, the Emergency Operations Centre (EOC) to assume the following responsibilities:

a) Notifying necessary emergency and community services, as required;
b) Establishing a site command post with communications to the EOC;
c) Depending on the nature of the emergency, assign the interim Emergency Site Manager (ESM) and inform the ECG;
d) Establishing an ongoing communications link with the senior police official at the scene of the emergency;
e) 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;
f) Providing traffic control staff to facilitate the movement of emergency vehicles;
g) Alerting people endangered by the emergency and coordinating evacuation procedures;
h) Ensuring liaison with the Social Services Officer regarding the establishment and operation of evacuation and reception centres;
i) Ensuring the protection of life and property and the provision of law and order;
j) Providing police services at (including EOC security), reception centres, morgues, and other facilities, as required;
k) Notifying the coroner of fatalities;
l) Ensuring liaison with other community, provincial and federal police agencies, as required;
m) Providing an ESM, if required; and
n) Maintain a log of all actions taken by them during the course of the emergency.

Middlesex London Health Unit (MLHU) Medical Officer of Health

a) Activating the Emergency Control Group (ECG) notification system in the event of a health emergency;
b) Acting as a coordinating link for all emergency health services at the ECG;

c) Liaising with the Ontario Ministry of Health and Long Term Care;
d) Depending on the nature of the emergency, assigning an interim Emergency Site Manager (ESM)and informing the ECG;
e) Establishing an ongoing communications link with the senior health official at the scene of the emergency;
f) Liaising with senior EMS representatives, hospital officials, relevant health care organizations and relevant government agencies;
g) Providing authoritative instructions on health and safety matters to the public through the ECG;
h) Coordinating the response to disease related emergencies or anticipated emergencies, such as epidemics, according to the Ministry of Health & Long Term Care;
i) Coordinating care of citizens at home and in reception centres during an emergency;
j) Liaising with voluntary and private health care agencies, as required, for augmenting and coordination of public health resources;
k) Coordinating efforts towards prevention and control of the spread of disease during an emergency;
l) Notifying the ECG regarding the need for potable water supplies and sanitation facilities;
m) Liaising with the social services representative on areas of mutual concern regarding health services in reception centres;
n) Providing advice to the Mayor and the ECG on health matters;
o) When advised by emergency services of an emergency situation involving hazardous substances or any threat to public health, providing advice for the safety of emergency service workers and activities to reduce the adverse effects on public health;
p) Directing precautions in regard to food and water supplies when warranted;
q) Arranging for mass immunizations where required;
r) Notifying other agencies and senior levels of government about health related matters in the emergency; and
s) Maintain a log of all actions taken by them during the course of the emergency.

Emergency Medical Services Representative (EMS)

a) Providing information on patient care activities and casualty movement from the emergency site;
b) Establishing an ongoing communication link with the Emergency Medical Services (EMS) official(s) at the scene of the emergency;
c) Liaising and obtaining EMS resources from the Ontario Ministry of Health & Long Term Care, Emergency Health Services, Ambulance Service Branch (Senior Field Manager or on-call Duty Manager) and from other municipalities, if required;
d) Liaising with the Central Ambulance Communications Centre (CACC) regarding patient status, destination and department case load;
e) Organizing the EMS response to assist and coordinate the actions of the other social

f) service agencies and EMS branches, i.e. St. John's Ambulance and Canadian Red Cross;
g) Advising the Emergency Control Group (ECG) if other means of transportation are required for large-scale responses;
h) Obtain EMS mutual aid assistance as required for both land and air-based patient transport;
i) Assist with emergency evacuation when required;
j) Ensure balanced EMS coverage is available at all times throughout the community;
k) Liaising with Ontario Provincial Police (OPP), Fire, the Coroner and the Medical Officer of Health, as required; and
l) Maintain a log of all actions taken by them during the course of the emergency.

Support & Advisory Staff

In an emergency many agencies may be required to work with the Emergency Control Group (ECG); others might include Emergency Management Ontario (EMO), the Office of the Fire Marshal (OFM), business and volunteer groups, conservation authorities and provincial ministries. The following additional staff may be required to provide support, logistics and advice to the ECG:

Legal Services Representative

a) Providing advice to any member of the Emergency Control Group (ECG) on legal matters; and
b) Maintain a log of all actions taken by them during the course of the emergency.

Purchasing Agent (as designated)

a) Providing and securing equipment and supplies not owned by the municipality;
b) Ensuring liaison with purchasing agents of the neighbouring communities, if necessary;
c) Maintaining and updating a list of all vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment; and
d) Maintain a log of all actions taken by them during the course of the emergency.

211 – Citizen Inquiry Line

During an emergency the Emergency Control Group (ECG) will work with Ontario's 211 service to:

a) Establish a citizen inquiry line to respond to questions and concerns from residents;
b) Ensure liaison with the Emergency Information Officer (EIO)/Communications Coordinator to obtain current information on the emergency;
c) Respond to and direct inquiries and reports from the public based upon information provided by the EIO;
d) Respond to and redirect inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to

e) the appropriate emergency service;
f) Responding to and redirecting inquiries pertaining to people who may be located in reception centres to the Registration and Inquiry service numbers; and
g) Maintain a log of all actions taken by them during the course of the emergency.

Boards of Education

a) Providing any school (as appropriate and available) for use as a reception centre and a representative(s) to coordinate maintenance, use and operation of the facilities being used as reception centres;
b) Ensuring liaison with the municipality as to protective actions to the schools (i.e. implementing school stay in place procedures and implementing the school evacuation procedure); and
c) Maintain a log of all actions taken by them during the course of the emergency.

Municipal Support Staff

As designated and required:

a) Acting as recorders to establish a paper trail and record decisions and actions taken;
b) Maintain an events and display board under the direction of the Manager of Legislative Services & Municipal Clerk;
c) Answer and maintain a record of all public inquiries;
d) Monitor the media broadcasts;
e) Register all volunteers;
f) Provide essential housekeeping for the Emergency Operations Centre (EOC) and procuring food and any other services assigned for/by the EOC and the Emergency Control Group (ECG); and
g) Maintain a log of all actions taken by them during the course of the emergency.

Community Emergency Response Volunteers (CERV)

The Community Emergency Response Volunteers (CERV) Middlesex team has been trained to provide assistance to municipalities to provide essential emergency social services, such as food, clothing, lodging, registration and inquiry services, and other personal services, including the provision of basic first aid. They may be requested by the municipality through the Middlesex County Community Emergency Management Coordinator (CEMC).

Central Ambulance Communications Centre (CACC)

The Central Ambulance Communications Centre (CACC) is responsible for the dispatch of ambulances in Middlesex County, on calls from police, fire and other sources – they operate 24 hours a day.

Salvation Army

The Salvation Army has an emergency capability in welfare, short term accommodation, clothing and feeding and will respond, within their budgetary capabilities, when requested by the Emergency Control Group (ECG).

Amateur Radio Emergency Service (ARES)

The Amateur Radio Emergency Services (ARES) is the volunteer group which coordinates amateur radio services in the London-Middlesex area. ARES volunteers are prepared to establish radio communications for any purpose required, including: linking our municipal Emergency Operations Centre (EOC) with the Middlesex County EOC; assisting with communication to reception centres; and deploying mobile and portable radios throughout the area to supplement existing radio networks.

Special Areas of Consideration

Casualty Management

Arrangements for coping with casualties in an emergency are made jointly by Emergency Medical Services (EMS), the Middlesex London Health Unit (MLHU) Medical Officer of Health

and the hospitals in the area. The Central Ambulance Communications Centre (CACC) on calls from fire and police authorities will dispatch ambulances. EMS, fire and/or police authorities may call for further assistance from area hospitals in handling mass casualties as the situation warrants. St. John's Ambulance, normally alerted through Fire Dispatch, is prepared to assist with mobile first aid posts and ambulance units when called upon.

Population Evacuation

It may be necessary in an emergency for the residents of an area of the municipality to be temporarily evacuated from their homes for their own welfare and safety. Such a requirement may be of an urgent or short-notice nature caused by an immediate hazard, and decided upon and directed on the spot by police and/or fire authorities. A less immediate but likely larger scale evacuation could be decided upon, and directed by, the Emergency Control Group (ECG), as in the case of an impending flood situation. The aim in any such operation will be to care for the evacuated people, to bring families together and to re-establish residents in their homes as soon as possible.

Flood Control

A Flood Contingency Plan applicable to the municipality is maintained by the various conservation authorities in the area. The Emergency Response Plan is consistent with the conservation authorities plans.

Special Hazards Identified in the Hazard Identification Risk Assessment (HIRA)

The municipality has the potential of experiencing an emergency based on any of the following circumstances:

a) Tornadoes;
b) Snowstorms, blizzards, ice/sleet storms, lightning storms, hail storms;
c) Fires/explosions;
d) Hazardous materials/transportation incidents;
e) Spills of hazardous materials – fixed sites;
f) Transportation accidents (road, rail, air);
g) Energy emergencies (power outages);
h) Critical infrastructure failure defined as the eight categories: food and water, electricity, telecommunications, financial institution, gas, oil and chemical industries, transportation, continuity of government services, public safety and security;
i) Petroleum/gas pipeline emergencies;
j) Human health emergencies & epidemics;
k) Agriculture & food emergencies;
l) Fog; and
m) Floods.

Preparations to respond to these special hazards require that all Emergency Control Group (ECG) members be provided with essential data. The following information should be readily available at the EOC:

a) Maps identifying the following:
    - Transportation routes;
    - Pipeline data;
    - Municipal drains; and
    - Municipal wells.
b) Information sheets on long term care homes; and
c) Resource directory

County of Middlesex Assistance

When the support and assistance of the County of Middlesex are needed in an emergency situation, the Mayor may contact the Warden, Chief Administrative Officer (CAO), the County Engineer and/or the County Social Services Administrator to request such assistance.

Provincial Assistance

The Mayor may request assistance from the provincial government at any time. Locally arranged support such as technical advice from district representatives of the Ministry of the Environment (MOE) or assistance from the Ministry of Transportation (MTO) can be arranged with local ministry authorities. Further assistance from provincial sources can be requested

through the Ontario Provincial Police (OPP) through the Emergency Control Group (ECG). In declared emergencies, requests for assistance will be made directly to the provincial and federal organizations through Emergency Management Ontario (EMO) as soon as possible.

In the case of flood control assistance, the Ministry of Natural Resources (MNR) may be requested through, and with the advice of, flood coordination officers of the five local conservation authorities.

Other Assistance

Outside organizations prepared to assist in an emergency within their capability and expertise include (but are not limited to) the following:

a) **Environment Canada** – provides information on weather conditions as they affect emergency operations;
b) **Ministry of the Environment** – through the regional offices in London or the Toronto "Spills Action Centre" are able to provide advice on handling serious oil and chemical spills and discharges;
c) **Federal Department of Communications** – the London district office is prepared to provide advice and assistance on communication matters in an emergency;
d) **Ministry of Agriculture, Food and Rural Affairs** – through their local office could provide advice with respect to the effect of hazardous vapors on crops and animals;
e) **Ministry of Natural Resources & Forestry** – through their district office would act as the lead ministry for floods or forest fires;
f) **Emergency Management Ontario** – is prepared to provide advice and assistance on matters of provincial government support;
g) **Insurance Bureau of Canada** – is available at their London office to organize insurance company action on claims adjustments under emergency conditions;
h) **Snowmobile Assistance –** local snowmobile clubs will be helpful during winter emergencies;
i) **Employment & Social Development Canada –** the local employment centre can assist by organizing extra emergency workers at a central location;
j) **The Department of National Defence and the Canadian Armed Forces –** their local unit in London should be requested through EMO as provincial and federal costs may be involved;
k) **Telecommunication Providers –** local telecommunication providers such as Bell, Quadro and Execulink have emergency response plans for restoration or installation of essential telephone/internet services as well as telephone/internet-equipped vehicles which can be positioned at emergency sites to augment municipal communication capabilities;
l) **Union Gas –** has emergency response plans and appropriately trained personnel and equipment for restoration of essential gas mains and services and has radio-equipped vehicles which can be positioned at emergency sites to coordinate the activities of

m) Union Gas with other utilities and civic services. Their knowledge and relay or such to municipal officials regarding locations of gas lines, control points and emergency procedures may be of importance in many emergencies;
n) **Broadcasting Stations –** the utilization of local broadcasting stations may play a very significant role under emergency conditions particularly where landline/cellular communications are disrupted or overloaded. They can be used to request public cooperation in freeing up telephone circuits for emergency use, passing warnings or official status reports to the public, answering mass inquiries, passing instructions to emergency department personnel upon departmental request, requesting public assistance in traffic control problems, and seeking private sources of particular supplies, facilities or skills. They have emergency electrical power.
o) **Press –** the use of the Press will play an important role as a means of giving explicit and perhaps lengthy directions to the public, especially in incidents of some duration like heavy snow emergencies. For example, official releases on actions to take in blizzard conditions may contain detailed information on utilities precautions, emergency social services, fire, police, engineering and health measures in one concise release. Such releases used as an action checklist are an excellent means of mass communications; and
p) **Conservation Authorities –** provide advice on flood control. The Watershed Flood Warning System provides a plan to warn of imminent flood conditions. This plan lists the municipal flood coordinators and their alternates in each municipality of their respective watershed.

Exercising the Emergency Response Plan (ERP)

An **annual** exercise prepared by the **Primary** Community Emergency Management Coordinator (CEMC) shall be held, at the direction of Council, to test the Emergency Response Plan.

Each new municipal Councillor will be briefed on the Emergency Response Plan by the Chief Administrative Officer (CAO) or designated individual.

Review / Amendment of the Emergency Response Plan (ERP)

Members of the Emergency Control Group (ECG) will be required to keep this Emergency Response Plan current. Amendments to all Emergency Information Tabs can be initiated without reference to Council.