

**THE CORPORATION OF THE TOWN OF GANANOQUE BY-LAW
BY-LAW NO. – 2017-088**

**BEING A BY-LAW TO ADOPT THE EMERGENCY PLAN UPDATE
FOR THE TOWN OF GANANOQUE**

WHEREAS the Emergency Plan Act, Chapter E.9, Sections 2.1 and 3 (1), R.S.O as amended, provides every municipality shall develop and implement and emergency management program consisting of an emergency plan.

AND WHEREAS by Section 5 of the Municipal Act, 2001, S.O. 2001, c. 25, the powers of a municipal corporation are to be exercised by its Council;

AND WHEREAS the Municipal Act, 2001, S.O. 2001, c. 25, provide that the powers of every Council are to be exercised by By-law;

NOW THEREFORE the Council of the Corporation Town of Gananoque enacts as follows:

1. That the Emergency Plan Update for the Town of Gananoque attached hereto as Schedule 'A' and forming part of this by-law is hereby adopted.
2. That any By-law inconsistent with this by-law is hereby repealed.

READ THREE TIMES and finally passed this 21st day of November, 2017.



Mayor, Erika Demchuk



Clerk, Kelly Shipclark

TOWN OF GANANOQUE



EMERGENCY PLAN

Updated

11-21-2017

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Part 1 Administration



Emergency Quick Reference Guide

- ⇒ Upon the arrival of three or more members, the Municipal Emergency Control Group (MECG) may initiate its function.
- ⇒ The members should check the communications upon arrival i.e. Computer, phones, etc. If assistance is required members need to make contact with IT support (Zycom). Leave a message if necessary and they will contact you.
- ⇒ Ensure that all municipal departments/support agencies have been notified and placed on standby. Each MECG member is responsible for their own area of responsibility.
- ⇒ If the Mayor (or alternate) declares a state of emergency, the Province of Ontario shall be notified including the nature of the emergency situation. The call is made to the Provincial Emergency Operations Centre. See Appendix A.
- ⇒ Turn to individual responsibilities within the plan. Provide input and assistance as required.

Introduction

The Emergency Plan for the Town of Gananoque has been developed to reflect the public safety requirements of the community. The effective use and maintenance of this plan is reliant upon all concerned being aware of its provisions and prepared to fulfill their roles and responsibilities in the event of an emergency. Responsible individuals are expected to participate in emergency training and exercises which will assist them in the fulfillment of their roles accordingly.

The heads of departments and agencies are expected to develop their own internal notification lists, procedures and contingency plans to fulfill their departmental or agency responsibilities.

Together, the Town and its partner agencies will work to ensure that the community is prepared to respond to an emergency in the most effective manner possible.

Aim

The Aim of this Plan is to protect the health, safety, welfare, and property of the citizens of Gananoque, from the effects of a natural, technological, or human caused emergency.

Authority

This Plan has been developed and will be implemented in accordance with the *Emergency Management and Civil Protection Act*, detailed in Appendix "C", which is the Provincial statute under which all emergency management activities are conducted in the Province of Ontario.

4. (1) "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."

This Emergency Plan and its elements has been issued under the authority of The Town of Gananoque By-law No. 2017-088, a copy of the By-law is available for inspection at the Municipal Office.

Definition of an Emergency

An emergency is defined under the *Emergency Management and Civil Protection Act* as "a situation, or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise"

Action Prior to 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 Town of Gananoque.

Requests for Outside Assistance

Assistance may be requested from the United Counties of Leeds Grenville at any time by contacting the County Warden or the County CAO. The request shall NOT be deemed to be a request that the County assume authority and control of the emergency. (Role of the United Counties of Leeds and Grenville - Appendix O)

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. Any request for assistance should be made by contacting Emergency Management Ontario.

The Emergency Notification Contact List, including contact numbers for requesting assistance, is contained within Appendix A.

Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and conducting response to emergencies as defined with the *Emergency Management and Civil Protection Act*, and the release of information under this Plan shall be made in conformity with the *Municipal Freedom of Information and Protection of Privacy Act*.

Plan Maintenance

The Plan was originally written in 2004 and it is essential that it be kept current and viable by adherence to a maintenance schedule. It is the responsibility of the Community Emergency Management Coordinator (CEMC) to keep the plan up to date. The CEMC may delegate tasks accordingly.

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.

The Municipal Emergency Control Group 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 appendices of this emergency plan on an as required basis.

Distribution List

Position/Location	Number of
Mayor	0
Council	0
CAO/Operations Officer	1
Clerk	0
Police Chief	0
Fire Chief	0
CEMC	1 *
EMS / Ambulance	0
Fire/Police Dispatch	1 *
Director of Public Works	0
Utilities (i.e. Eastern Ontario Power, Union Gas)	0
Parks, Recreation and Marina Manager/Logistics Coordinator	0
Medical Officer of Health	0
Treasurer	0
Director of Social Services	0
Public Information Officer	0
Emergency Management Ontario	2
Emergency Operations Centre	10 *

(* = complete copy of plan with Annexes)

Part 2 Emergency Operations and Procedures

2.0 **Municipal Emergency Control Group (MECG) – Membership & Implementation**

The Municipal Emergency Control Group is the group which is responsible for the direction and control of the overall emergency response within the community. The MECG ensures the provision of the essential services necessary to minimize the effects of an emergency on the community.

The Municipal Emergency Control Group is made up of the following members;

Mayor *(or alternate)*
CAO *(or alternate)*
Police Chief *(or alternate)*
Fire Chief *(or alternate)*
EMS/Ambulance
Director of Public Works
Parks, Recreation, & Marina Manager/Logistics Coordinator
Utilities representative (i.e. Eastern Ontario Power, Union Gas)
CEMC *(or alternate)*
Medical Officer of Health *(or alternate)*
Director of Social Services *(or alternate)*
Treasurer *(or alternate)*
Public Information Officer *(or alternate)*

ACTIVATION:

Any member of the Municipal Emergency Control Group may request, through the CAO, that the Emergency Plan be activated.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the emergency plan should be activated. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency and/or if enhanced interagency communication would assist with the management of the incident, then the Emergency Plan will be activated. The Emergency Plan may be implemented in whole, or in part, based on conditions at the site or severity of the situation.

The CAO will contact Fire/Police Dispatch, who will immediately notify the Mayor and other members of the Municipal Emergency Control Group (MECG). Notification lists and procedures are located in Appendix A.

2.1

Emergency Operations Centre Procedures (EOC)

The Emergency Operations Centre (EOC) has both a primary and a secondary or alternate location. During the notification process, direction as to which location members of the MECG will report to will be given. For example, members will be told that this is an emergency plan activation and that they should report to the primary EOC immediately. The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

Primary EOC Location; Emergency Services Building (*boardroom*)
340 Herbert Street, Gananoque.

Alternate EOC Location; Town Hall
30 King Street, Gananoque

The EOC will be set up and operational within one hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each Municipal Emergency Control Group member/designate will;

- a. Sign In
- b. Check telephone/communications devices.
- c. Open personal log.
- d. Contact their own agency and obtain a status report.
- e. Participate in the initial briefing.
- f. Participate in planning initial response/decision making process.
- g. Pass MECG decisions on to member's agencies/areas of responsibility.
- h. Continue participation in the EOC Operations Cycle.

Upon leaving the EOC, each Municipal Emergency Control Group member will;

- a. Conduct a hand over with the person relieving them.
- b. Sign out on the location board indicating where they can be reached.

Once the initial response is established, routines are put into place by the Operations Officer. The Municipal Emergency Control Group functions most efficiently on a system known as an Operations Cycle.

2.2

Operations Cycle

An operations cycle is how the Municipal Emergency Control Group manages overall emergency operations. Municipal Emergency Control Group members will come together usually around a planning board or map at which time they will in turn report their agencies' status to the CAO/Operations Officer. It is essential that every member, covering each area of responsibility, be heard from during this process. The Municipal Emergency Control Group 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 Municipal Emergency Control Group meeting. The frequency of the meetings are determined by the Operations Officer in conjunction with the Mayor, but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

During the period after the meeting and dissemination of information, members will be in the process of gathering information and preparing for the next scheduled meeting. Municipal Emergency Control Group members use this time to follow up and ensure that their decisions are being implemented. Each member is responsible for informing their respective agency of the schedule for Municipal Community Control Group meetings. No calls are supposed to interrupt the proceedings. All calls must occur prior to or after the formal meetings of the Municipal Emergency Control Group.

It is essential that the Emergency Operations Centre is comfortable, has good communications and is secure from unnecessary distractions. Only Municipal Emergency Control Group members, and support staff should have access to the Emergency Operations Centre. No media are allowed into the Emergency Operations Centre, nor is anyone who has not been authorized by the Operations Officer.

2.3

Municipal Emergency Control Group (MECG)

The Municipal Emergency Control Group is responsible for the following:

1. Implementing the Emergency Plan in whole or in part to respond to an impending, potential, or existing emergency.
2. Coordination and direction of Community resources used to mitigate the effects of an emergency.
3. Ensuring that the composition of the MECG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any, ad-hoc members are required.
4. Advise the Head of Council regarding need for declaration or termination of an emergency.
5. Advising the Head of Council regarding requests for assistance from the Province, and the Federal Government.
6. Ensuring the provision of essential resources and services to support emergency response activities.
7. Coordination of services provided by outside agencies.
8. Appointing or Confirming an Emergency Site Manager.
9. Ensuring that the Public Information Officer is kept informed and up to date to facilitate the information flow to the media and the public.
10. Coordinating the evacuation of citizens who may be in danger.
11. Determining need to discontinue utilities or services provided by public or private concerns, i.e. Hydro, water, gas, closing businesses.
12. Determining need for Appeals for volunteers.
13. Establishment of advisory subcommittees to work on specific problem areas related to the emergency, as required.
14. Authorization of expenditures during the emergency; provision for cost accounting and facilitation of cost recovery.
15. Maintenance of an operational log detailing the group's decisions and activities.
16. Deactivating the plan, and notifying all of those who had been notified of its activation.
17. Conducting and participating in a debriefing, generating a post-emergency report and implementing recommendations for improvement of the emergency response plan.

2.4

Mayor

The Head of Council, or designate, is responsible for:

- Providing overall leadership in responding to an emergency
- Declaration of an Emergency.
- Termination of an Emergency. (Note: Council may also terminate the emergency)
- Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through Emergency Management Ontario*)
- Take such action and make such orders, as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in the Town of Gananoque.
- Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
- Ensuring that the local MPP and MP, neighboring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- Approving all major announcements and media releases prepared by the Public Information Officer, in conjunction with the CAO & Municipal Emergency Control Group.
- Maintaining a personal log.

2.5

CAO / Operations Officer

The CAO is referred to as the “Operations Officer” for emergency purposes.

The responsibilities of the Operations Officer (*or alternate*) are:

- Activating the emergency plan & commence notification system of all Municipal Emergency Control Group members or alternates.
- As the Operations Officer, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- Chair meetings of the Municipal Emergency Control Group.
- Advising the head of council on policies and procedures, as appropriate.
- Approving, in conjunction with the head of council, major announcements and media releases prepared by the Public Information Officer, in conjunction with the Municipal Emergency Control Group.
- Be the communication link between the Municipal Emergency Control Group and the Site Incident Commander.
- Calling out additional staff as required.
- Maintaining a master record of all events and actions taken. (main events board)
- Maintaining a personal log.

2.6

Clerk/Scribe

The Clerk or alternate is responsible for:

- Report to the Emergency Operation Centre
- Responsible for scribe duties in the Emergency Operations Centre or ensure a scribe is designated.
- Ensuring all important decisions made and actions taken by the Municipal Emergency Control Group are recorded.
- Ensuring that maps and status boards are kept up to date.
- Upon direction by the Mayor, arranging special meetings of council, as required, and advising members of council of the time, date, and location of the meetings.
- Advise the Municipal Emergency Control Group on municipal by-law matters.
- Record minutes of all Operational Cycle and other Emergency Management meetings and ensure that they are transcribed for the following meeting for distribution.
- After closure of Emergency Operations Centre, ensure that this log and any minutes are typed and given to the Emergency Management Coordinator for filing and safekeeping.
- Must speak with MMAH advisors about possible funding for emergencies.
- Keep a personal log.

2.7

Police Chief

The Police Chief or alternate is responsible for:

- Activating the emergency notification system, and ensuring all members of the Municipal Emergency Control Group (MECG) are notified.
- Notifying necessary emergency and community services, as required.
- Establishing a site command post with communications to the EOC.
- Depending on the nature of the emergency, assign the Site Manager & inform the Municipal Emergency Control Group.
- Establishing an ongoing communications link with the senior police official at the scene of the emergency.
- Establishing the inner perimeter within the emergency area.
- 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.
- Providing traffic control staff to facilitate the movement of emergency vehicles.
- Alerting persons endangered by the emergency and coordinating evacuation procedures.
- Ensuring liaison with the Social Services Officer regarding the establishment and operation of evacuation and reception centres.
- Ensuring the protection of life and property and the provision of law and order.
- Providing police service in EOC, evacuee centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities.
- Ensuring liaison with other community, provincial and federal police agencies, as required.
- Providing an Site Incident Commander, if requested to by the Municipal Emergency Control Group.
- Maintaining a personal log.

2.8

Fire Chief

The Fire Chief, or designate, is responsible for:

- Activating the emergency notification system through the Police Service (Dispatch).
- Providing the Municipal Emergency Control Group with information and advice on firefighting and rescue matters.
- Depending on the nature of the emergency, assigning the Site Manager and informing the Municipal Emergency Control Group.
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- Informing the Mutual Aid Fire Coordinators and/or initiating mutual aid arrangements for the provision of additional firefighters and equipment, if needed.
- Determining if additional or special equipment is needed and recommending possible sources of supply, e.g., protective suits, Chemical, Biological, Radiological, Nuclear (Haz-mat) team, etc.
- Providing assistance to other community departments and agencies and being prepared to take charge of or contribute to non-fire fighting operations if necessary, e.g., rescue, first aid, casualty collection, evacuation.
- Providing an Site Incident Commander, if required.
- Maintaining a personal log.

2.9

EMS / Ambulance

The EMS/Ambulance representative is responsible for:

- Activating the emergency notification system through the Police Service.
- Ensuring emergency medical services at the emergency site.
- Depending on the nature of the emergency, assigning the Site Incident Commander and informing the Municipal Emergency Control Group.
- Establishing an ongoing communications link with the senior EMS official at the scene of the emergency.
- Obtaining EMS from other municipalities for support, if required;
- Ensuring triage at the site.
- Advising the Municipal Emergency Control Group if other means of transportation is required for large scale response.
- 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.
- Ensuring liaison with the receiving hospitals.
- Ensuring liaison with the Medical Officer of Health, as required.
- Maintaining a personal log.

2.10

Manager of Public Works

The Manager of Public Works or alternate is responsible for;

- a. Activating the emergency notification system through the Police Service.
- b. Providing the Municipal Emergency Control Group with information and advice on Public Works matters.
- c. Ensure Municipal facilities are available for evacuation or reception center purposes if required.
- d. Liaison with the senior public works officers from the neighboring community(s) to ensure a coordinated response.
- e. The provision of engineering assistance.
- f. The construction, maintenance and repair of public roads.
- g. Assistance with road closures and/or roadblocks.
- h. Maintenance of sanitation and a safe supply of potable water, as required.
- i. The provision of equipment for emergency pumping operations.
- j. Discontinuing any public works service to any consumer, as required, and restoring these services when appropriate.
- k. Liaise with Electrical and Gas utilities.
- l. Providing public works vehicles and resources to any other emergency service, as required.
- m. Maintain liaison with flood control, conservation and environmental agencies and being prepared to take preventative action.
- n. Providing a Site Incident Commander if required.
- o. Maintaining a personal log.

2.11

Parks and Recreation Manager/Logistics Coordinator

The Parks and Recreation Manager/Logistics Coordinator or alternate is responsible for;

- a) Activating the emergency notification system through the Police Service.
- b) Ensure Municipal facilities are available for evacuation or reception center as may be requested by the United Counties of Leeds and Grenville, Director of Social Services.
- c) Support the Municipal Emergency Control Group (MECG) and Emergency Operation Centre (EOC) by ensuring that there is sufficient food, water, general office material, etc.
- d) Arrange for delivery from reputable suppliers of specialized equipment and services as the need arises.
- e) In cooperation with the Treasurer issue purchase orders to pre-selected Outside Emergency Assistance suppliers that have been previously secured.
- f) Maintaining a personal log.

2.12

CEMC

The Community Emergency Management Coordinator or Alternate is responsible for:

- Activating and arranging the Emergency Operations Centre.
- Ensuring that security is in place for the EOC and registration of Municipal Emergency Control Group members.
- Ensuring that all members of the Municipal Emergency Control Group have necessary plans, resources, supplies, maps, and equipment.
- Providing advice and clarifications about the implementation details of the Emergency Response Plan.
- Supervising telecommunications.
- Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross).
- Ensuring that the operating cycle is met by the Municipal Emergency Control Group 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 Municipal Emergency Control Group informed of implementation needs.
- Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.
- Maintaining a personal log.

2.13

Utilities (i.e. Eastern Ontario Power, Union Gas)

The Utilities representative is responsible for;

- a. Request activation of the emergency plan.
- b. Providing the Municipal Emergency Control Group with information and advice on matters related to Utilities.
- c. Liaison with the utilities from the neighboring community(s) to ensure a coordinated response.
- d. The provision of Technical assistance.
- e. The construction, maintenance and repair of utility resources.
- f. Discontinuing any service to any consumer, as required, and restoring the service when appropriate.
- g. Liaise with Water and Sewer utilities.
- h. Maintaining a personal log.

2.14

Medical Officer of Health

The Medical Officer of Health, or designate, is responsible for:

- Acting as a coordinating link for all emergency health services at the Municipal Emergency Control Group.
- Ensuring liaison with the Ontario Ministry of Health and Long Term Care, Public Health Branch.
- Depending on the nature of the emergency, assigning the Site Manager and informing the MCEG.
- Establishing an ongoing communications link with the senior health official at the scene of the emergency.
- Ensuring liaison with the ambulance service representatives.
- Providing advice on any matters, which may adversely affect public health.
- Providing authoritative instructions on health and safety matters to the public through the Emergency Information Coordinator.
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health and Long Term Care policies.
- Ensuring coordination of care of bed-ridden citizens and invalids at home and in evacuee centres during an emergency.
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- Notifying the Public Works Representative regarding the need for potable water supplies and sanitation facilities.
- Ensuring liaison with Social Services Representative on areas of mutual concern regarding health services in evacuee centres.
- Maintaining a personal log.

2.15

Director of Social Services

The Director of Social Services or alternate is responsible for;

- Ensuring the well-being of residents who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services.
- Supervising the opening and operation of temporary and/or long-term evacuee centres, and ensuring they are adequately staffed.
- Ensuring liaison with the police chief with respect to the pre-designation of evacuee centres which can be opened on short notice.
- Liaison with the Medical Officer of Health on areas of mutual concern regarding operations in evacuee centres.
- Ensuring that a representative of the Board of Education and/or Separate School Board is/are notified when facilities are required as evacuee reception centres, and that staff and volunteers utilizing the school facilities take direction from the Board representative(s) with respect to their maintenance, use and operation.
- Ensuring liaison with Home for the Aged and Nursing Home as required.
- Making arrangements for meals for the staff/volunteers at the EOC and the Site.
- Maintaining a personal log.

2.16

Treasurer

The Treasurer (or alternate) is responsible for;

- Documentation of expenditures, accounts payable and receivable.
- Advice regarding all financial aspects of an emergency.
- Other duties as assigned by CAO.
- Administer possible funding for emergencies.
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities.
- Ensuring that records of expenses are maintained for future claim purposes.
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.
- Maintaining a personal log.

2.17

Public Information Officer

The Public Information Officer is responsible for;

- Notifying information centre staff.
- Ensuring that the Media Centre is set up and operational.
- Initial and subsequent media releases, subject to approval by the Mayor and Operations Officer.
- Establish and maintain linkages with provincial, county and industry media officials as appropriate.
- Coordinate interviews and media conferences.
- Designate a site media spokesperson as appropriate.
- Ensuring set up and staffing of public inquiry lines.
- Coordination of public inquiries.
- Monitoring news coverage.
- Maintaining copies of all media releases.
- Update social media as required.
- Maintaining a personal log.

Part 3 **Emergency Support**

3.0

Administrative Assistant(s)

The Administrative Assistant(s) is/are responsible for:

- Assisting the CAO and CEMC, as required.
- Providing a process for registering MCEG members and maintaining a Municipal Emergency Control Group member list, if requested.
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre, as requested.
- Arranging for printing of material, as required.
- Contacting administrative staff to assist in the Emergency Operations Centre, as requested.
- If requested by the Mayor, ensuring that all council are advised of the declaration and termination of declaration of the emergency.
- Other duties as assigned by the CAO and/or CEMC.
- Maintaining a personal log.

3.1

Canadian Red Cross - Responsibilities

- Upon receiving notification from the Director of Social Services or alternate, activate the local Red Cross Emergency Response Plan.
- Provide support to the emergency response.
- Provide registration and inquiry services if required.
- Assist Ambulance personnel at first aid stations established at reception centres, on an as-need basis.
- Liaise with Regional Red Cross to access additional resources. i.e. Emergency Response Team.
- Establish and maintain contact with the Director of Social Services or alternate in the EOC to co-ordinate activities.
- Maintaining a personal log

3.2

Clergy Responsibilities

- Provide for multi-denominational religious observances.
- Establish visitations to evacuees in evacuation centres on a scheduled basis.
- Provide guidance to the Municipal Emergency Control Group regarding matters of a religious nature.
- Provide advice regarding care of the deceased in areas which relate to religious observances.
- Liaise with Director, Social Services regarding the use of churches and related facilities for reception and evacuation centres.
- Maintaining a personal log.

3.3

Board of Education - Responsibilities

- Provide schools for reception centres, as required and/or practical.
- Provide schools for evacuation centres, as required and/or practical.
- Provide access to school facilities in accordance with the agreement regarding access/use of schools by the municipality in the event of an emergency for reception and evacuation facilities.
- Provide liaison with the Director, Social Services and the Municipal Emergency Control Group.
- Maintaining a personal log.

3.4

Legal Advisor - Responsibilities

- Provide legal opinions and advice to the Municipal Emergency Control Group as required.
- Provide legal representation as required.
- Maintaining a personal log

3.5

IT Support - Responsibilities

**GANANOQUE
IT Disaster Recovery Strategy**

The disaster recovery strategy explained below pertains specifically to a disaster disabling one or more of the server computers. There are two phases of response, with an optional intermediate phase in the case of a prolonged outage. These phases are:

- **Emergency Response**
- **Move to a temporary site (optional)**
- **Recovery Phase**

Emergency Response

The emergency phase begins with the initial response to a disaster. During this phase, the existing emergency plans and procedures direct efforts to protect life and property, the primary goal of initial response. Depending on the situation, police, fire department and ambulance may be contacted.

If the emergency situation appears to affect the server computers, either through damage to the computer room or support facilities; or if access to the facility is prohibited, the CEMC will notify personnel as required to assist in damage assessment.

When a situation occurs that could result in the widespread interruption of computers or networks, the following people must be notified: CAO, Treasurer, IT Support Contractors (Zycom, Vadim, and Internet Service Provider)

A Damage Assessment Team should be designated.

2 hours elapsed

Once access to the facility is permitted, an assessment of the damage is made to determine the estimated length of the outage.

Photograph all damaged areas as soon as possible for potential insurance claims.

The Damage Assessment Team reviews and assesses the damage to the facility and equipment and prepares a list detailing the damage to all equipment and support systems (power, A/C, fire suppression, communications, etc.).

If the estimated outage is less than 24 hours, recovery will be initiated under normal recovery procedures. If the outage is estimated to be longer than 24 hours, then some computer functions may be set up at a temporary site. Staff can be relocated to other buildings temporarily, and computers can be set up for their use as needed.

Contact insurance if applicable.

Town of Gananoque - Emergency Response Plan

In the initial stage of the back-up phase, the goal is to resume processing critical applications. Processing will resume either at the main office or at the designated emergency site, depending on the results of the assessment of damage to equipment and the physical structure of the building. During this period, computer operations resume, possibly in a degraded mode, in order to carry on the essential business of the Town.

Disseminate public information if applicable.

8 hours elapsed

Move to a temporary site (optional)

The responsibility for activating a designated “hot site” or back-up resources is delegated to the CAO or designated alternate. Within 8 hours of the occurrence, the CAO, or alternate, determines the prognosis for recovery of the damaged functional area through consultation with the IT Support Contractors. If the estimated occupancy or recovery of the damaged functional area cannot be accomplished within 24 hours, the usual occupants of the chosen back-up site are notified of the intention to occupy their facility.

Recovery Phase

The time required for recovery of the functional area and the eventual restoration of normal processing depends on the damage caused by the disaster. The time frame for recovery can vary from several days to several weeks. In either case, the recovery process begins immediately after the disaster and takes place in parallel with back-up operations at the designated “hot site”. The primary goal is to restore normal operations as soon as possible, starting with minimum functionality and building from there.

If necessary, replacement equipment may be purchased and installed – either temporarily at the “hot site” or at the original location.

24 hours elapsed

Contact Council – prepare report including estimated costs for recovery
Completely document the restoration of operations
Restore normal operations

Part 4. Evacuation Plan

AIM:

To withdraw from a place in an organized way, especially for protection.

The Town of Gananoque has a population of approximately 5,000.

INTRODUCTION:

This evacuation Plan provides an effective response mechanism for the safe evacuation of persons within the Town of Gananoque.

Circumstances, whether they are natural or man-made, may cause one section or the entire Town to be evacuated for a short or long period of time.

This Evacuation Plan is a guide only. No emergency evacuation of persons will be the same and each will present unique problems or circumstances. Consultation with Lead Agency representatives will assist in determination of the scope and size of the evacuated areas.

This Evacuation Plan has been developed based on the following conditions:

- That the Town of Gananoque and its agencies agree to co-operate to the fullest extent of their capabilities in the evacuation of persons in times of major emergencies/disasters.
- The Lead Agency in a major emergency/disaster (i.e. Police, Fire, or Health Official) may constitute an evacuation order as deemed necessary in the public interest for the safety of the Community and will be responsible to determine the area to be evacuated. The Gananoque Police Service will coordinate evacuation orders. Other Departments and agencies that are available will work under the supervision and guidance of the Chief of Police or his/her designate to carry out the evacuation order.

PURPOSE:

The purpose of the Evacuation Plan is to establish pre-planned working procedures which will be necessary to establish an orderly control of evacuees from one section or the entire Town of Gananoque and/or surrounding communities.

Immediate Response:

The Evacuation Plan is applicable to major incidents involving the evacuation of large numbers of persons. The number of persons to be evacuated will determine the level of response required by the Town. The evacuation of persons, when implemented pursuant to this plan, will be reported immediately by the Police to:

- Gananoque Fire Department
- Ambulance Services
- Social Services Medical Officer of Health
- Emergency Operations Control Group

Assessment of an Evacuation Situation:

The decision to evacuate persons includes the necessity to make an assessment of the magnitude of the major emergency/disaster and the potential number of evacuees.

It is understood that the ranking officer or official of the Lead Agency on the scene, having assessed the situation and having consulted with ranking officials of other Emergency Services on scene, has the authority to order an evacuation of an immediate or larger area depending on the circumstances. Consideration must be given as to where evacuees shall be directed to in order to avoid a secondary evacuation of the same people again. Ongoing evacuation of an expanded area will be determined in consultation with the emergency control group.

IMPLEMENTATION OF THE EVACUATION PLAN

The Town Evacuation Plan will be implemented when;

- it is deemed necessary by the ranking officer or official of the Lead Agency on site;
- a situation develops that warrants the implementation of the plan and is of such magnitude so as to endanger the well-being of the citizens of Gananoque;

- circumstances in the surrounding areas of Gananoque dictate that preventative evacuation be taken and evacuees be brought to a place of safety in Gananoque.

Municipal Emergency Control Group (M.E.C.G.)

If the initial report received indicates that evacuation may have to be considered, the members of the MECG shall be alerted to the "Stand By" status of the situation.

When the MECG is required to be called out, the requesting agency shall contact the Police Communications Dispatcher and informing them of a Major Emergency and to report immediately to the Emergency Control Centre.

Evacuation Phases:

There are three distinct phases of an evacuation:

- | | |
|-----------|---|
| Phase I | Discovery/Confirmation of need to evacuate and Notification |
| Phase II | Evacuation Procedures and Protection of the Public |
| Phase III | Return of the Evacuees and Normalization |

Phase I: Discovery and Notification:

Notification of an evacuation could come from a number of sources but would primarily be the Police Service or Fire Department. In any event, the decision will immediately be reported to the Police Service. The staff members receiving the evacuation order will obtain all the information they can concerning the evacuation (i.e. The approximate number of persons involved, the areas affected, the involvement of chemicals and if so, what kind, which areas of the Town it is safe to evacuate into, etc.) and will inform the on-site Supervisors of Emergency Services.

Major emergencies including explosions of a large magnitude, train derailments involving hazardous chemicals, aircraft crashes, fires, gas leaks, etc. may cause the Evacuation Plan to be implemented. The Lead Agency will determine the area to be evacuated. The Police Service will co-ordinate the evacuation orders. A designated Police On-Scene Commander shall be assigned to co-ordinate and liaise with other involved agencies.

Phase II: Evacuation Procedures and Protection of the Public

Action to be taken during this phase will depend entirely on the type and extent of the evacuation.

The Lead Agency on the scene, after assessing the situation and in consultation with experts in the field, will decide upon the area to be evacuated. The Police Service will decide what measures are required to carry out the evacuation order and will put these measures into effect. If the situation involves hazardous chemicals or gases, fire officials will determine the priority measures required and again, the Police will carry out the ' evacuation in co-ordination with Social Services who will co-ordinate reception/evacuation centres.

The primary responsibility of the Police Service is notification, direction and assistance to the public, traffic control, security of evacuated areas and Public Service Announcements and media releases.

RESPONSIBILITIES OF THE FIRE SERVICE

The primary functions and responsibilities of the Fire Service are:

- Rescue;
- Stabilizing the emergency scene;
- Extinguishing fires;
- Eliminating sources of ignition;
- Determining a hot zone where only absolutely essential, properly trained persons are allowed (Police terminology - Inner Perimeter);
- Determining a warm and cold zone (Police terminology – Outer Perimeter).

The number of people involved, the weather conditions, the time of year will determine where the evacuees are to be located (i.e. Churches, schools, public buildings, hotels, etc.) based on pre-arranged reception centres by Social Services. Which section of the Town is safe to be evacuated to will be determined after an assessment to ensure the cause of the emergency does not have the ability to affect the area where evacuees are being sent to.

If, in the opinion of the Emergency Services on-scene, the evacuation will be long term, the Emergency Operations Control Group is to be implemented so that food, clothing, registration, etc. can be initiated for the care and well-being of the citizens.

The Police Service/Fire Service are to use Town resources as much as possible but have the authority to call in any agency they may require to effectively normalize the major emergency/disaster.

During an evacuation, the Police Service will make all reasonable efforts to safeguard the property of the evacuees against criminal activities and willful damage.

Phase III: Return of the Evacuees and Normalization:

The responsibility of the Police Service is to maintain law and order in the evacuated area, to direct the evacuees to a place of safety and provide regular media updates to keep the public informed of public safety issues.

Once it is determined by the Emergency On-Scene Commander or the Emergency Operations Control Group (if applicable) that the evacuated area is safe for people to return to, a general announcement will be made on local radio, television and/or any other form of communication available indicating that it is safe to return and the specific directions for ensuring an orderly flow of traffic and return for evacuees.

The Police and all other Departments or Agencies under the supervision of the Police Service will make every effort to maintain a safe and orderly return of the evacuees to their homes.

Upon the return of the evacuees to their homes, barricades, equipment, signs and associated evacuation material will be removed and returned to the original place of storage by the appropriate agencies.

Any clean-up, dismantling, removal, demolishing or other related acts will be the responsibility of the Department of Public Works and/or specialized forces associated with the evacuation implementation upon approval and co-ordination with Police and Fire Officials.

TOWN OF GANANOQUE RESOURCES

Municipal Emergency Control Group (M.E.C.G.)

If the MECG is required to be activated, the CAO will:

- Ensure that the appropriate Emergency Operations Control Group and civic personnel are alerted and manpower, materials and expertise are available as required.
- Through the MECG appoint a media spokesperson who shall obtain official information from the Public Information Officer and prepare media releases which shall also serve as a chronological record, only after consultation with the Lead Agency/Police and Fire representatives at the On-Scene Command Post.
- Provide support to the Emergency Services in the Field as required, and liaise with the On-Scene Command Post.

Social Services:

- When an evacuation is ordered for a prolonged period, the United Counties of Leeds and Grenville Social Services department will:
 - Co-ordinate reception and registration for all persons in need of food, clothing, or shelter in conjunction with volunteer agencies (Canadian Red Cross Society, Salvation Army, Service Clubs, etc.)
 - Provide temporary rehabilitation assistance until regular social services are restored.
 - Administer the opening, operation and direction of sufficient reception. Centres to provide the immediate social services needed.
 - Participate within the MECG.
 - Operationally - Liaise with other emergency services.
 - Co-ordinate the transportation evacuation of senior citizens, mentally/physically handicapped persons, and nursery/daycare children.
 - Provide and co-ordinate public transportation as required and as requested by the On-Scene Command Post.
 - Liaise with private bus companies for additional buses as required.

Volunteer Agencies:

Professional Volunteer agencies such as Coast Guard, Militia, and others required will be coordinated by the Police Emergency On-Scene Commander.

Public Works:

- Provide barricades and flashers as required or other aggregates or material.
- Provide Municipal equipment together with operators and supervisory personnel.
- Provide direction and signs for emergency routing of traffic.
- Continue to be responsible for the continuity and integrity of the water system.
- Discontinue water where it is considered necessary in the interest of public safety.
- Provide temporary supply of water if required.
- Provide temporary potable water supply points from the water distribution system.
- Arrange for or provide sanitation services.

Eastern Ontario Power (Fortis Ontario Company):

- Continue to be responsible for the continuity and integrity of the electric system.
- Discontinue power where it is considered necessary in the interest of public safety.
- Provide temporary supply of lighting if required.

Health Unit

- Provide advice on public health related matters and assign a senior representative to the MCEG.
- Arrange for the dissemination of all special instructions to the population of health matters in co-ordination with the MCEG.
- Arrange for the testing of water supplies if required.
- Ensure the portability of emergency water supplies for the Municipality.
- Liaise with Social Services relative to evacuation reception centres and health issues.

Part 5. Emergency Assistance for People with Disabilities/Special Needs

Since not every emergency situation is similar or predictable, every person should rely on and use their best judgement when offering assistance to others in an emergency, without putting their own or other people's safety at risk.

Tips on Helping a Person with a Disability

- “Ask First” if the person needs or wants your help – do not just assume that they do.
- Allow the person to identify how best to assist them.
- Do not touch the person, their service animal and/or their assistive device/equipment without their permission.
- Follow instructions posted on special needs equipment and/or assistive device during an emergency.
- Avoid attempts to lift, support or assist in moving someone unless you are familiar with safe techniques.
- Never administer any food or liquids to an unconscious or unresponsive person.
- Be aware that some people who have disabilities may request that you use latex-free gloves to reduce spread of viral infection to them.
- Ask the person with special needs if areas of their body have reduced sensation and if they need you to check those areas for injuries after a disaster.

Mobility

Mobility limitations may make it difficult for a person to use stairs or to move quickly over long distances. These can include reliance on mobility devices such as a wheelchair, scooter, walker, crutches or a walking cane. In addition, people with a heart condition or various respiratory difficulties can experience certain levels of mobility limitations.

Dos & Don'ts When Assisting

- Use latex- free gloves when providing personal care whenever possible. (People with spinal cord injury have a greater risk of developing an infectious disease during an emergency. Gloves help control secondary medical conditions that can easily arise if personal care is disrupted during an emergency.)
- Ensure that the person's wheelchair goes with the person.
- Do not push or pull a person's wheelchair without their permission.

Vision

Vision loss can include a broad range of conditions ranging from complete blindness to partial or low vision that cannot be corrected with lenses or surgery. A person's ability to read signs or move through unfamiliar environments during an emergency may be challenged, creating a feeling of being lost and/or being dependent on others for guidance.

Dos & Don'ts When Assisting

- Always ask first if you can be of any assistance to them.
- For people who are deaf and/or blind, use your finger to draw an “X” on their back to let them know you are there to help during an emergency.
- To communicate with a deaf and/or blind person, try tracing letters with your finger on the palm of their hand.

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- To guide the person, offer them your arm instead of taking theirs and walk at their pace. Keep half a step ahead of them.
- If the person has a service dog, ask them where you should walk to avoid distracting the animal.
- Provide advance warning of upcoming stairs, curbs, major obstacles, or changes in direction.
- Watch for overhangs or protrusions the person could walk into.
- Do not assume the person cannot see you, or that they need your help. Never grab or touch a person with vision loss.
- Do not touch, make eye contact or distract the person's service dog as this can seriously endanger the owner. Do not shout at a person with vision loss. Speak clearly and provide specific and precise directions.
- Avoid the term "over there". Instead, describe locating positions such as, "to your right/left/straight ahead/ behind you", or by relaying clock face positions. (For example: 12 o'clock)

Hearing

A person can be deaf, deafened or hard of hearing. The distinction between these terms is based on the individual's language and means of communicating rather than the degree of hearing loss. In an emergency, the method in which emergency warnings are issued becomes critical to how a person with hearing loss is able to respond and follow instructions to safety.

Dos &Don'ts When Assisting

- Get the person's attention via a visual cue or a gentle touch on their arm before speaking to them.
- Face the person and make eye contact when speaking to them as they may rely on speech reading.
- Communicate in close proximity.
- Speak clearly and naturally.
- Use gestures to help explain the meaning of what you are trying to communicate to the person. Write a message if there is time and keep a pencil and paper handy.
- Avoid approaching the person from behind.
- Refrain from shouting or speaking unnaturally slowly.
- Do not make loud noises as hearing aids amplify sounds and can create a physical shock to the user.

Note: Typically people who are deafened or hard of hearing will need information presented in a text format.

Non-Visible Disabilities

Non-visible disabilities can include communication, cognitive, sensory, mental health, learning or intellectual disabilities in which an individual's ability to respond to an emergency is restricted. They can also range from allergies, epilepsy, hemophilia, diabetes, thyroid condition, multiple sclerosis, pulmonary or heart disease and/or dependency on dialysis, sanitary or urinary supplies. Individuals with non-visible disabilities may have difficulty performing some tasks without appearing to have a disability.

Dos &Don'ts When Assisting

- Allow the person to describe what help they need from you.

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- Find effective means of communication (e.g., provide drawn or written instructions. When giving directions use landmarks instead of terms “go left” or “turn right”).
- Be patient, flexible and maintain eye contact when speaking to the person.
- Repeat instructions (if needed).
- Ask the person about their medication and if they need any help taking it. (Never offer medicines not prescribed by their physician.)
- Keep people with multiple sclerosis cool and dry to avoid making their symptoms worse.
- Avoid shouting or speaking quickly. Instead, speak clearly but not so slowly as to offend the person.
- Do not restrain a person having a convulsion. Instead, roll them on their side to keep their airway clear and place something soft (e.g., your jacket) under their head to protect it from injury. Once the convulsion passes and they become conscious, help them into a resting position unique to your special needs.

Seniors with Special Needs

Since an emergency or an evacuation can be a frightening and confusing time, it is important that seniors, especially those with special needs, know the steps to take in an emergency.

Dos &Don'ts When Assisting

Allow the person to describe what help they need and how it can be provided to them. Be patient, listen actively. If the person appears anxious or agitated, speak calmly and provide assurance that you are there to help. If evacuation is necessary, offer a ride to seniors who do not have access to a vehicle. If time permits, offer to carry the person's emergency survival kit to your car, along with any equipment or assistive devices they will need. Follow instructions posted on special needs equipment and/or assistive devices during an emergency.

- Refrain from shouting or speaking unnaturally slowly.
- Avoid being dismissive of the person's concerns or requests.

High Rise Safety

High-rise buildings present unique challenges when evacuation is necessary during an emergency.

Dos &Don'ts When Assisting

- Check on neighbours and/or co-workers with special needs to find out if they need your help during an emergency or evacuation.
- Listen actively to what the individual with special needs is saying.
- If time permits during an, offer to carry the person's survival kit for them along with any special equipment or assistive devices they will need.
- Review previous categories in this guide on how to assist people with specific disabilities and/or special needs.
- In general, avoid attempts to lift, support or assist in moving a person down the stairs, unless you are familiar with safe techniques.