

**The Corporation of
The Town of Bancroft**



Municipal Emergency Plan

Municipal Emergency Plan approved by Council By-Law 2018-47 dated June 5, 2018.

This Municipal Emergency Plan is a public document with the exception of all Appendices. All appendices are deemed CONFIDENTIAL (See Section 2 – Authority)

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Emergency Plan

Introduction

Bancroft is located in the heart of Ontario, tucked away from the bustle of the big city. Central to several mid-sized cities, the urban area is strategically located at the intersections of Highways 28 and 62. 3 hours west of Ottawa, 1 ½ hours north of Belleville, 1 ½ hours northeast of Peterborough, 45 minutes south to Algonquin Park and 3 hours east of Toronto. The unique positioning of the town's urban center located at the intersection of two major tourism transportation corridors that extend throughout the town's boundaries travelling in all four directions are primary routes for the traveling public. Bancroft offers the tranquility of the Canadian Shield with all the amenities of a modern community. Built alongside the York River in the mid-1800s, Bancroft sits at the northern tip of Hastings County and the southern end of Algonquin Park, commonly referred to as the hub of "North Hastings".

Historically fueled by the mining and lumber industries, the Bancroft region offers residents and visitors access to lakes, forests, parks, golf courses, theatres and museums, cultural and sporting events, recreation trails, well-established municipal services, K-12 and post-secondary education, modern health care facilities, and a thriving downtown core. With a regional population of more than 40 000, Bancroft is anything but a typical small town.

Today the town provides many public and private year-round services to a regional population, and many businesses rely heavily on a seasonal tourism market. The six neighbouring municipalities within the Bancroft region are largely occupied with lakeshore seasonal dwellings. Both seasonal and permanent residents of these municipalities rely heavily on the Town of Bancroft for their daily servicing needs.

Bancroft welcomes visitors (150 000 annually) from all over Canada and the world and is a favourite destination for four-season vacations.

Foreword

Municipal Emergencies could be defined as situations caused by the forces of nature, an accident, an intentional act, or otherwise that constitutes a danger of major proportions to life or property. The situations or the threat of impending situations, abnormally affecting the lives and property of our society, by their nature and magnitude require a controlled and co-ordinated response by several agencies, both governmental and private, under the direction of the appropriate authorities, as distinct from routine operations carried out by an agency or agencies such as police forces, fire departments, emergency medical services.

Whenever an emergency occurs, which affects the lives and property of citizens, the initial and prime responsibility for providing immediate assistance rests with the local municipal government.

This emergency plan is designed for the designated Municipal Control Group to utilize an Incident Management System (IMS) to ensure the co-ordination of municipal, provincial, federal, private, and volunteer services in an emergency to bring the situation under control as quickly as possible and limit the effects on persons and property.

All municipal officials and employees of the Town of Bancroft, whether elected or appointed, must be fully aware of the contents of this emergency plan and be prepared to carry out the functions and responsibilities allotted to them should the need arise.

Section 1

Purpose:

The purpose of this Emergency Plan is to:

- a) Comply with the *Emergency Management and Civil Protection Act, Section 3 (1)* and *Ontario Regulation 380/04* that require a municipality to have an Emergency Plan and an Emergency Response Plan in place;

- b) Establish, by By-law 47-2018, a Council-approved policy document titled: “Municipal Emergency Plan”. The Municipal Emergency Plan shall be used during an emergency, and shall include:
 - i) the approval of Incident Management System (IMS) as the response system/process to be used to provide a co-ordinated, early response to an emergency, using the resources available, to protect the health, safety, welfare and property of the inhabitants of the emergency area. IMS system will be used prior to the declaration of an emergency and through the recovery stage of an emergency;

 - ii) the establishment of a procedure for the formal declaration and termination of an emergency within the Town;

 - iii) the establishment of a Municipal Control Group (MECG) and a Municipal Operations Centre (MEOC) with a mandate to:
 - a) provide support to the emergency incident site(s),
 - b) provide for the requirements of the broader affected area,
and,
 - c) provide for business continuity for the Corporation and the community;

 - iv) the provision of both an effective training program and the deployment of all resources required in an emergency in the Town of Bancroft.

Section 2

Authority:

Authority for the development, content, and implementation of the Municipal Emergency Plan is provided or referenced in the following:

Emergency Management and Civil Protection, Act;

Section 3 (1) states: "Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under and the way employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan". 2002, c. 14, s.5 (2)

Declaration of emergency

Section 4. (1) states: "The head of council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area."

Declaration as to termination of emergency

Section 4.(2) states: "The head of council or the council of a municipality may at any time declare that an emergency has terminated."

Ontario Regulation 380 /04;

Regulation 380 /04 Part II: Municipal Standards: Sections 10 through 15 provides direction on:

Section 10: Emergency Management Program Co-ordinator

Section 11: Emergency Management Program Committee

Section 12: Municipal Emergency Control Group

Section 13: Emergency Operations Centre

Section 14: Emergency Information Officer

Section 15: Emergency Response Plan

Sections 15 (1) and 15 (2) state:

15 (1): The emergency plan that a municipality is required to formulate under subsection 3 (1) of the Act shall consist of an emergency response plan.

15 (2): An emergency response plan shall,
(a) Assign responsibilities to municipal employees, respecting implementation of the emergency response plan; and

- (b) Set out the procedures for notifying the members of the municipal emergency control group of the emergency

Incident Management System (IMS) for Ontario (Doctrine) December, 2008

The IMS System for Ontario was established under the authority of the Office of the Deputy Minister of Community Safety and the Office of the Sector Officer, Emergency Management Ontario, Ministry of Community Safety and Correctional Services and approved January 30, 2009.

The Doctrine is a comprehensive document providing the following content:

- General
- The Introductory Module
- The Response Module
- The Enabling Module
- The Supporting Module

Key Terms in the Doctrine to understand for use are as follows.

Definition of Emergency:

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.

Definition of Incident:

An occurrence or event, natural or human-caused that requires an emergency response to protect life, property, or the environment.

An incident may be geographically confined (e.g. within a clearly delineated site or sites) or dispersed (e.g. a widespread power outage or an epidemic). Incidents may start suddenly (e.g. a chemical plant explosion) or gradually (a drought). They may be of a very short duration (a call for emergency assistance), or continue for months or even years. Incidents can, for example, include major disasters, terrorist attacks or threats, emergencies related to wild-land and urban fires, floods, hazardous materials spills, nuclear events, aircraft emergencies, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies and other emergencies.

Definition of Incident Management System (IMS):

A standardized approach to emergency management encompassing personnel, facilities, equipment, procedures, and communications operating within a common organization structure. The IMS is predicated on the understanding that in any and every incident there are certain management functions that must be carried out regardless of the number of persons who are available or involved in the emergency response.

a) By-law No. 47-2018 passed by the Council of the Corporation of the Town of Bancroft

By-law No. 47-2018 of the Town of Bancroft as certified by the CAO/Clerk of the Town documents Council's official approval of this Municipal Emergency Plan.

This Plan and By-law have been filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services

Section 3

Application:

All elected or appointed municipal officials and employees of the Town have an obligation to be fully aware of the contents of this Emergency Plan and must be prepared, to carry out the functions and responsibilities assigned to them.

Section 4

Confidentiality of Plan

The Town of Bancroft Municipal Emergency Plan is a public document, excluding the appendices, which are deemed confidential.

As defined in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M. 56, the Head of an institution may refuse under that Act to disclose a record:

- a) If the record contains information required for the identification and assessment activities associated with the Hazard and Risk assessment and Infrastructure Identification;
- b) Reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly;
- c) If its disclosure could reasonably be expected to prejudice the defence of Canada or of any foreign state allied or associated with Canada or be injurious to the detection, prevention or suppression of espionage, sabotage or terrorism.
- d) If the record contains personal information.

Section 5

Incident Management Systems (IMS)

IMS Overview:

The designated Municipal Emergency Control Group (MECG) for the Corporation of the Town of Bancroft has adopted the Province of Ontario Incident Management System (IMS) as the tools and process to assist them in managing an emergency incident should it occur. In doing so, it will allow them to be efficient and effective in acting in the best interest of the residents and citizens they serve.

The IMS applies a functional approach to emergency management. In doing so, allows for the **utilization of available personnel** to fulfill the **required functional roles** regardless of their normal daily positions and assignments within the Town. It is however important to note that some functional requirements in the Municipal Emergency Operations Centre (MEOC) are best suited by individuals who possess the required training, competency, and professional skills to fulfill the functional responsibilities.

The five functions of the Incident Management System as listed in the following chart (Key IMS Functions & Responsibilities) are the responsibility of the Municipal Emergency Operations Centre (MEOC) Commander. The first arriving Municipal Emergency Control Group (MECG) member will assume the function of the MEOC Commander. The MEOC Command function may be transferred as other members of the MECG arrive. The MEOC Commander has the authority to delegate functions as required (tool box approach) and in doing so may establish each level as the need arises. The general practice is the more complex the incident; the larger the command structure to effectively and efficiently manage the incident.

It is important to note the MEOC Commander is responsible for **ensuring all functions** of the IMS are completed regardless if he/she chooses to delegate the function or not.

IMS Key Functions:

The five key functions of IMS are; **Command, Operations, Planning, Logistics, and Finance/Administration.**

Refer to the following chart for an IMS Functions Guide. Municipal Control Group members assuming the primary functions of IMS should have previously achieved the required training to do so.

Key IMS Functions & Responsibilities

Function	General Responsibilities
MEOC Commander	Responsible for the overall management of the MEOC facility and assigned resources within the MEOC, and the provision of support to the Site and the Incident Commander.
Safety Officer (S.O.)	Monitors safety conditions and develops safety measures related to the <u>overall</u> health and safety of <u>all</u> incident responders. The Safety Officer must have the knowledge and professional experience to be able to control or reduce occupational hazards and exposures. (usually not delegated, remains as the I/C responsibility)
Emergency Information Officer (E.I.O.)	Responsible for the development and release of emergency information regarding the incident to the public. Command must approve all emergency information that the EIO releases.
Liaison Officer (L.O.)	Serves as the primary contact for Assisting or Supporting Organizations and advises Command of issues related to outside assistance and support, including current or potential inter-organization needs.
Operations Section Chief	Responsible for providing overall supervision and leadership to the Operations Section, including the implementation of the Municipal Emergency Operations Centre Action Plan (MEOC AP), as well as the organization and assignment of all operations resources.
Planning Section Chief	Responsible for providing overall supervision and leadership to the Planning Section as well as the organization and assignment of all planning resources. Responsible for coordinating the development of the MEOC AP for each operational period and the collection, collation, evaluation, analysis and dissemination of incident information.
Logistics Section Chief	Responsible for providing facilities, services and materials in support of the incident. Participates in the development of logistics-related Section of the MEOC A.P. and activates and supervises the Branches and Units as well as the organization and assignment of resources within the Logistics Section.
Finance & Administration Section Chief	Responsible for financial and administrative support to an incident, including all business processes, cost analysis, financial and administrative aspects and ensures compliance with financial policies and procedures. Provides direction and supervision to

	Finance & Administration Section staff including their organization and assignment.
Scribe	The Scribe supports the efficient functioning of the Municipal Operations Centre and IMS Structure supporting the MEOC with ongoing documentation processes for briefings, meetings and events.
Policy Group	The purpose of the Policy Group is to provide a structure to allow a functional avenue for the communication of information, advice and assistance, council resolution for additional governance as required. The MEOC Command Team will communicate through the Head of Council (Mayor) to the Policy Group in order to keep them informed of decisions regarding the emergency situation.

IMS Principles

It is important to note that the five (5) key Functions of the Incident Management System are consistent throughout the **Planning, Emergency Response, Mitigation, and Recovery** stages of an Emergency.

The following seventeen (17) standard principles provide guidance to implementation of the key functions:

1. Standard Terminology
2. Applicability
3. Management by Objectives
4. Simplicity & Flexibility
5. Standardization
6. Interoperability
7. Unity of Command
8. Span of Control
9. Consolidated Incident Action Plan
10. Integrated communications
11. Sustainability
12. Modular & Scalable Organization
13. Information Management
14. Inter-Organizational Collaboration
15. Comprehensive Resource Management
16. Designated Incident Facilities
17. Accountability

Municipal Hierarchy

Unlike other emergency services the Municipal Corporation has no official designated ranking structure as found in the chain of command of emergency services, (i.e. from Recruit to Section Chief). The corporate structure does however have a natural inferred hierarchy that is applicable to an Incident Management System.

The following flow chart shows the municipal hierarchy applies for implementing the Incident Management System. (Listed in descending order)

Head of Council (Mayor)
Chief Administrative Officer (CAO)
Clerk
Department Managers (Treasurer, Public Works, Emergency Services, Leadhands)

Note: The Head of Council (Mayor), and in his/her absence the Deputy Mayor, are designated officials by legislation. Under this IMS structure they, and as needed other members of Council, form the **“Policy Group”**. This is a designated separate entity, not included actively in the MEOG for the MEOC. However, only the Mayor represents this group which is an intricate part of the Incident Management System in the MEOC as the Elected Official Representative.

MEOC Standard Colours and Identification

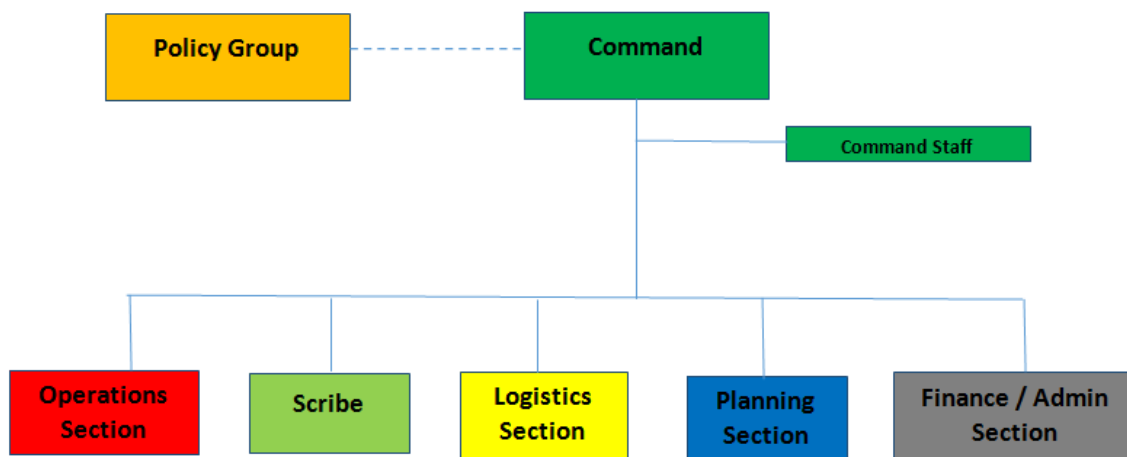
The Town of Bancroft Municipal Emergency Operations Centre (MEOC) adopts the Colour identification system set out in the Province of Ontario IMS Doctrine.

- MEOC Commander, Command Staff, and General Staff will wear a “Coloured Vest” with Function I.D. which a lines with the role/function that they fill in the MEOC.

Function I.D.	Colour
MEOC Commander & Command Staff	Green
Operations Section Chief	Red
Planning Section Chief	Blue
Logistics Section Chief	Yellow
Finance / Admin. Section Chief	Grey
Scribe	Neon Green
Policy Group	Orange

- All other management, subordinates, and staff will be identified by lanyards with a Coloured Tag and Function I.D. Name should additional support positions be required.

IMS Functional Structure



MEOC Functional Process

The following list outlines a typical functional cycle within the MEOC. The IMS is reliant upon an approved MEOC Action Plan with specific objectives and operational period.

- i. Establish Command Function
- ii. Set up MEOC
- iii. Begin information gathering process (size up) (Incident Briefing)
- iv. Perform Planning Function (expand as required)
- v. Determine Primary Objectives & Strategy

- vi. Develop MEOC Action Plan & Operational Period (acquire approval)
- vii. Perform Logistics Function (expand as required)
- viii. Perform Operations Function (expand as required) (Operations Briefing)
- ix. Perform Finance Administration Function (expand as required)
- x. Evaluate, Adjust, and Re-Evaluate

Once established the functions remain ongoing until the demobilization of the IMS structure and Command is terminated.

Establishing Command

The “function” of MEOC Command will be assumed by the first arriving MCEG member based on the above noted hierarchy (Key IMS Functions & Responsibilities). The MCEG member shall remain as the MEOC Commander until relieved by the arrival of the CEMC or Alternate or senior higher-ranking MCEG member or when a shift change is necessary.

The CEMC has the authority to assume and/or delegate MEOC Command as he/she determines the emergency requires.

Transfer of Command

MEOC Command, Command Staff, and Section Chiefs level transfers will take place via a detailed face to face briefing and exchange of information 30 mins prior to transfer, with the final approval and acceptance of the new MEOC Commander, Command Staff, and Section Chiefs completed prior to the next operational period.

MEOC Action Plan

The MEOC Commander is responsible for the development of the MEOC Action Plan (MEOC AP), either personally or by delegation with the assignment of a Planning Section Chief. The MEOC AP will identify the strategy and objectives of the MCEG for a specified operational period. The MEOC AP requires final approval of the MEOC Commander prior to implementation.

Operating Period

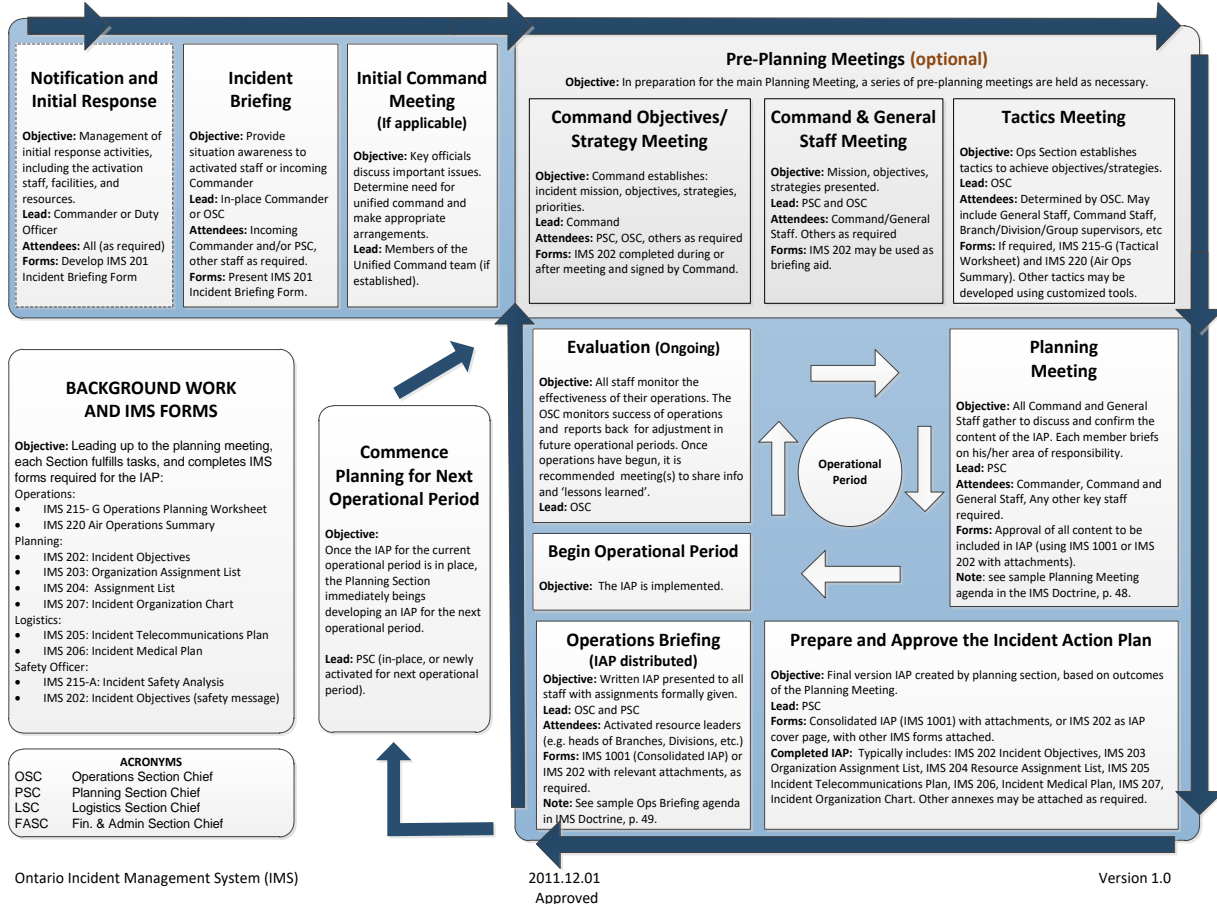
Members of the Municipal Emergency Control Group (MEOC) will gather at regular intervals to inform each other of actions taken, pertinent information, and problems encountered. The Operational Period is set as the specific time period in order to achieve the objectives of the MEOC AP.

The MEOC Commander will establish the frequency of briefings/meetings based on the MEOC AP and the specified Operational Period. Meetings/briefings will be kept as brief as possible thus allowing members to carry out their assigned responsibilities.

Under the direction of the MEOC Commander and/or the Planning Section Chief, the Scribe will ensure the status board is maintained and information/maps etc. are to be prominently displayed and kept up to date.

Example: MEOC Action Plan and Operational Period Development

IMS PLANNING CYCLE - GENERAL

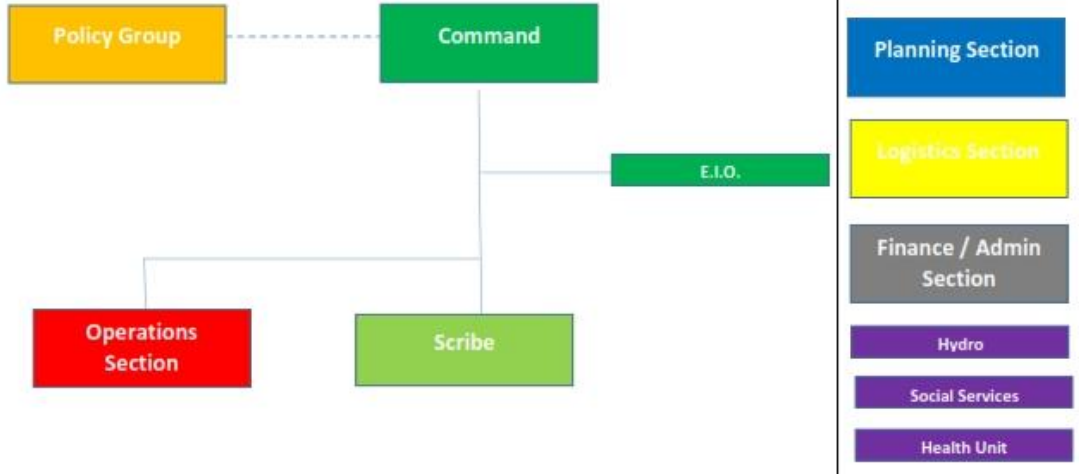


Expansion of the MEOC & IMS

The MEOC Commander shall be responsible to assign and delegate the primary functions of IMS. In many instances the Base Model (Level 1 Activation) may be all that is required for a Town the size of Bancroft. However, as the incident grows more assistance may be required in all or some of the functional areas. This process is governed by the “span of control” and modular organization. For example; the addition of branches, divisions and/or sectors may be required.

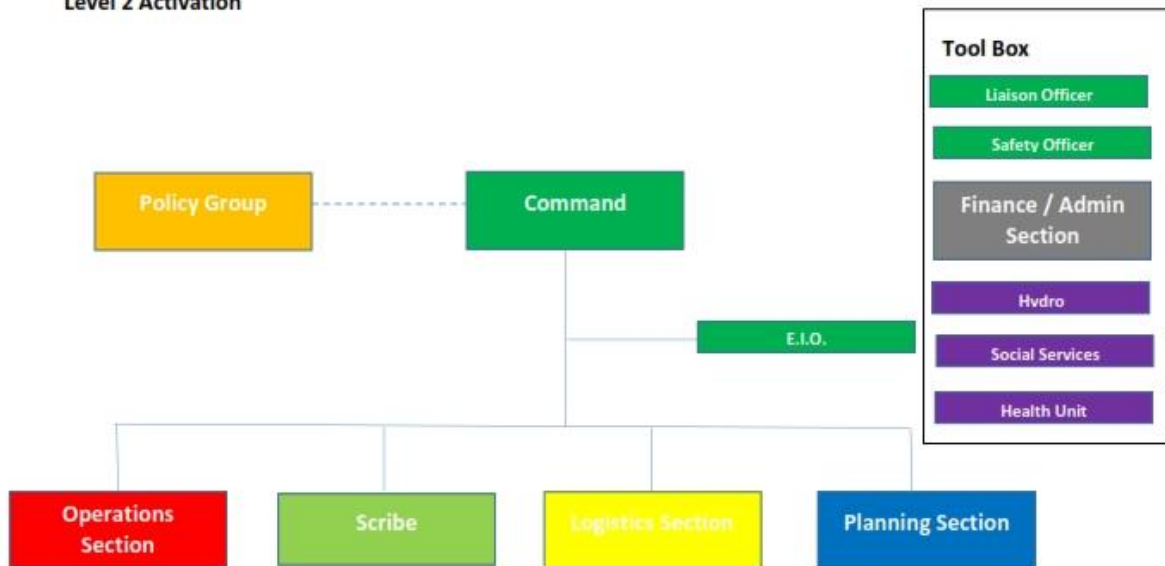
Town of Bancroft Level 1 Activation

Level 1 Activation



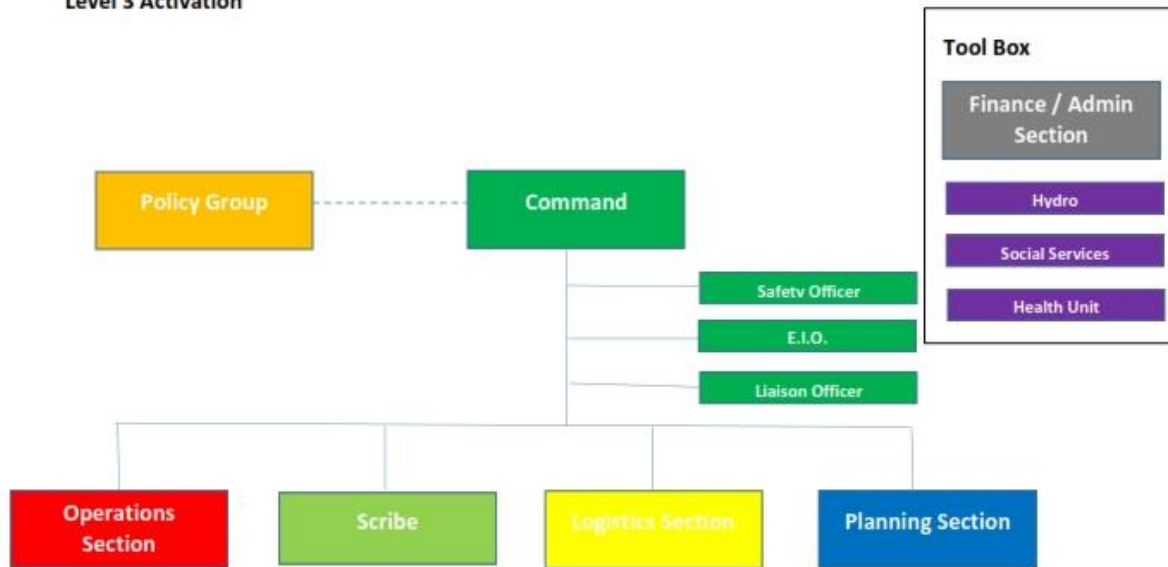
Town of Bancroft Level 2 Activation

Level 2 Activation



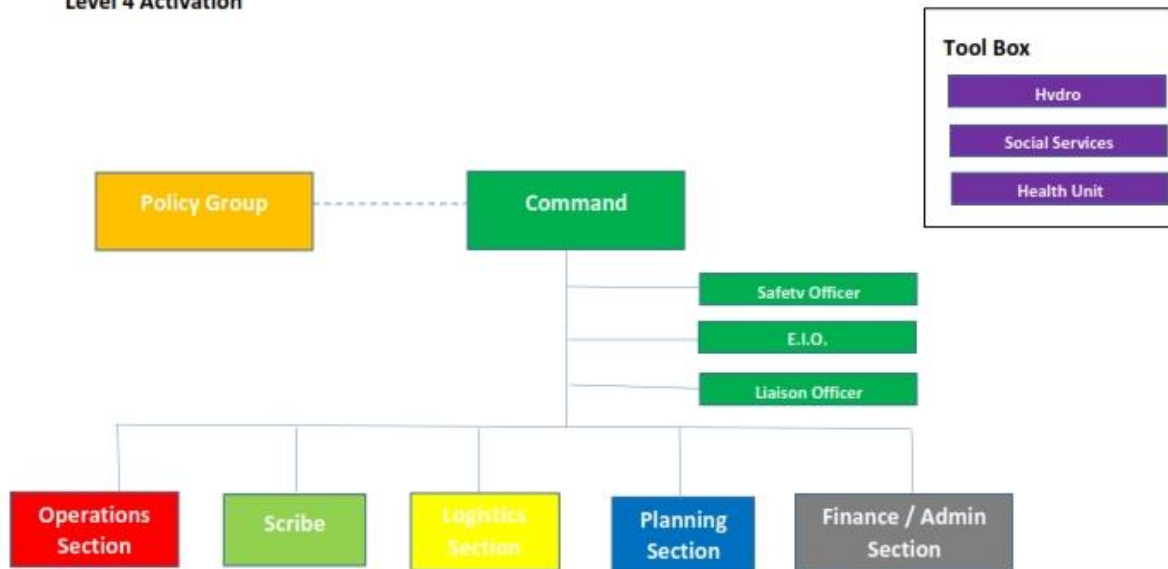
Town of Bancroft Level 3 Activation

Level 3 Activation



Town of Bancroft Level 4 Activation

Level 4 Activation



The IMS Structure may be expanded or contracted as required based on the span of control as needed.

Note: CEMC (MEOC Commander) is to be present in the MEOC to liaise with the PEOC/EMO until responsibility transferred.

Section 6

Municipal Emergency Control Group (MECG)

Municipal Control Group (MECG) Responsibilities:

The general responsibilities of the MECG during an emergency are:

1. Providing support to the incident site, including:

- Setting priorities and strategic direction,
- Information collection, collation, evaluation and dissemination,
- The management of resources,
- Finance and Administration approvals.

2. Providing for the Corporation and the Community at Large:

- Ensuring that business continuity and essential services are maintained and/or restored Corporately, and for the Community at large, including where possible, the areas impacted by the emergency

3. Under specific circumstances, the MECG may also exercise the following functions.

- Performing an Area Command role for multiple Incident Sites
- Performing an Incident Command role.

Additional Responsibilities:

In addition, the members of the Municipal Emergency Control Group (MECG) are likely to be responsible for the following actions or decisions:

- Calling out and mobilizing their emergency services, agency and equipment;
- Coordinating and directing their service and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law;
- Determining if the location and composition of the Municipal Emergency Control Group are appropriate;
- Establishing communications with the Policy Group and the Incident Site.
- Advising the Head of Council (Mayor) as to whether the declaration of an emergency is recommended;
- Advising the Head of Council (Mayor) on the need to designate all or part of the Town as an emergency area;
- Ensuring that an Incident Commander (I/C) is established for each incident location;
- Ensuring support to the site I/C by offering equipment, staff and resources, as required;
- Ordering, coordinating and/or overseeing the evacuation of residents considered to be in

danger in conjunction with the I/C at site;

- Discontinuing utilities or services provided by public or private suppliers, i.e. hydro, water, gas, closing a building or service supplier;
- Arranging for services and equipment from local agencies and non-governmental organizations (NGO) i.e. private contractors, industry, volunteer agencies, service clubs;
- Notifying, requesting assistance from and/or liaison with various levels of government (County, Provincial, Federal) and any public or private agencies not under community control, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transport is required for evacuation or transport of persons and/or supplies;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer, for dissemination to the media and public;
- Determining the need to establish additional advisory groups and/or subcommittees/working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required for dealing with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Maintaining a log outlining decisions made and actions taken;
- Participating in the debriefing following the emergency.
- Notifying the upper tier - Hastings County Control Group as required.

Municipal Emergency Control Group Membership (MECG)

The emergency response will be supported, directed and controlled by members of the Municipal Emergency Control Group (MECG) performing the functions of IMS. They are responsible for coordinating the provision of additional resources and support agencies necessary to minimize the effects of an emergency on the community. (See Appendix "F")

The MECG may include or consist of the following municipal officials / employees / volunteers:

- i. Head of Council (Policy Group)
- ii. Clerk
- iii. Planning Clerk
- iv. Deputy Fire Chief/FPO
- v. Public Works Manager
- vi. Treasurer
- vii. Media Relations Coordinator
- viii. Deputy Treasurer
- ix. Station Chief
- x. CEMC /Fire Chief
- xi. Fire Admin

The MECG may function with only a limited number of persons depending upon the scale of emergency. While the MECG may not require the presence of all the people listed as members of the MECG, only those required will be activated based on the levels of activation.

When an emergency exists but has not yet been declared to exist, MECG members may take such action(s) under this emergency response plan as may be required to protect person(s) health, safety and welfare and property in the Town of Bancroft.

The following chart identifies the suggested assigned responsibilities for primary and alternate MECG members. It is recognized that any member of the MECG may be required to carry out one or more of the five functions of the IMS or be assigned to perform a supporting role.

	Primary	Alternate
Policy Group	Head of Council (Mayor)	Deputy Mayor
MEOC Commander	CEMC/Fire Chief	Deputy Fire Chief/FPO
Safety Officer	Deputy Fire Chief/FPO	Station Chief
Liaison Officer	Media Relations Coordinator	Clerk
Emergency Information Officer	Clerk	Planning Clerk
Operations	Public Works Manager	Fire Chief/CEMC
Planning	Planning Clerk	Treasurer
Logistics	Station Chief	Public Works
Admin / Finance	Treasurer	Deputy Treasurer
Scribe (IC/MEOC)	Deputy Treasurer	Fire Admin

Notification Procedure of the Municipal Emergency Control Group (MECG)

The Town of Bancroft Municipal Plan and the Municipal Emergency Control Group (MECG) are notified via the municipal emergency 2 Tone Detection notification system. This system sends a pre-populated text and email to the MECG to attend the MEOC based on the Level of Activation required. This is followed up with a phone call if there is no response to the 2 Tone System from a call list.

The Municipal Emergency Plan and the Municipal Emergency Operations Centre may be activated in response to a variety of problems and any one of the members of the Municipal Emergency Control Group (MECG) may call and/or initiate activation.

Notification Purpose:

The purpose of the Notification Procedure is to alert members of the MECG of the emergency and to relay that information to the rest of the Municipal Control Group in a timely manner.

Refer to Appendix # “D”, Emergency Notification Procedure and backup procedure.

The “Notification of Emergency Alert” form is attached as Appendix #“E”. The Emergency Notification “Fan Out” Contact List, including contact numbers for requesting assistance, is attached as Appendix #“F ”

Municipal Emergency Operations Centre (MEOC)

Upon notification, the Municipal Emergency Control Group shall report to the primary Municipal Emergency Operations Centre, in the event this operation centre cannot be used, the alternate MEOC shall be activated. The primary and secondary MEOC locations are identified in Appendix # “G” for reference purposes.

The MEOC is a facility that the Municipal Emergency Control Group (MECG) has strategically predetermined for its location and is equipped to facilitate executive decision-making and coordination. The MEOC is equipped with technological communication devices and equipment that is readily available to the members of the Municipal Emergency Control Group to assist them in carrying out their assigned functions and duties.

Requests for Assistance

Assistance may be requested from Hastings County at any time by contacting the Hastings County Emergency Control Group as per Appendix #“1”, Hastings County (HCEOC) activation. The request shall not be deemed to be a request that the County assume authority and control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario through the Provincial Operations Centre (PEOC) through the Duty Officer.

Assistance may be requested from other Municipalities who are participating in the Municipal Mutual Assistance Agreement as per Appendix # “P”.

Assistance may be requested from other Municipalities who are participating members in the Hastings & Prince Edward County Mutual Aid Plan, commonly referred to as Mutual Aid.

Section 7

Declared State of Emergency (Notification)

The Head of Council (Mayor), or in his/her absence the Deputy Mayor, of the Town of Bancroft, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the Municipal Emergency Control Group.

Upon declaring or terminating an emergency, the Head of Council (Mayor) will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services;
- Council;
- County Warden, as appropriate;
- Local Member of the Provincial Parliament (MPP);
- Local Member of Parliament (MP);
- Neighbouring community officials, as required;
- Public;

A municipal emergency may be terminated at any time by:

- Head of Council (Mayor) or in his/her absence the Deputy Mayor; or
- Council; or
- Premier of Ontario.

Section 8

Policy Group

Policy Group Members:

The Head of Council (Mayor) or Alternate (Deputy Mayor)

The Head of Council (Mayor) and/or his/her designate are members of the policy group in order to fulfill legislative duties and **such are the representation for this group in the MEOC**. The Head of Council (Mayor) shall enlist other such persons, including other elected official, legal advisors, to form part of the Policy Group as he/she deems necessary to assist in the functions of the Policy Group.

Policy Group Function:

The Policy Group is an intricate and required part of the IMS Structure during a Municipal State of Emergency. The purpose of the Policy Group is to provide a structure to allow a functional avenue for the communication of information, advice and assistance, council resolution for additional governance as required. The MEOC Command Team will communicate through the Head of Council (Mayor) to the Policy Group in order to keep them informed of decisions regarding the emergency situation.

The number of the Policy Group members is dependent upon the incident type, severity, and size, and is at the discretion of the Head of Council (Mayor) to seek and request assistance as required.

Responsibilities:

1. The Head of Council (Mayor) and/or his/her designate as head of the Municipal Council of the Town of Bancroft has designated authority under legislation when a potential or real state of emergency exists within the Town.
2. The Head of Council (Mayor) and/or his/her designate reside as the head of the Policy Group in the IMS structure, providing governance and input, to the MEOC Commander throughout the emergency.
3. The Head of Council (Mayor) and/or his/her designate shall declare a state of emergency, as required.
4. The Head of Council (Mayor) and/or his/her designate shall terminate the declared state of emergency, as required.
5. The Head of Council (Mayor) and/or his/her designate shall provide information to the Policy Group (Municipal Council) and other levels of government with regards to impacts of an emergency, as required.
6. The Head of Council (Mayor) and/or his/her designate will provide information necessary to keep the media and public informed under the direction of the MEOC Command as provided and approved by the MEOG.

Activation Phases:

Level 1, Level 2, Level 3, Level 4

Common MEOC check-in activities:

- Sign in on the MEOC Check-in/Check-out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Policy Group Binder for necessary reference documents (i.e. Position Checklist)
- Set up/replenish workstation and request necessary resources – e.g., computer, phone, pager/cell phone, stationary, and necessary reference documents (e.g. plans).
- Review your Position Checklist,
- Establish/maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g. briefing minutes, status information boards, Situation Reports, Status Reports, Review of Position Log, etc.)

Specific functional activities:

- Determine appropriate level of activation based on available situation information, in consultation with MEOC Commander.
- Consult with MEOC Commander to determine what Policy Group Members, Municipalities and upper levels of Government have been notified.

Operational Phase:

- Declaration of the state of emergency in consultation with the MEOC Command, as required.
- Monitor MEOC activities and update MEOC Command of any additional actions required to ensure operational efficiency and effectiveness from Policy Group.
- Document all decisions, approvals, and significant actions in the Position Log.
- Attend periodic MEOC briefings to share status and situational information.
- In conjunction with the MEOC Command and Emergency Information Officer, review media releases for final approval.
- Conduct/participate in media briefings as required in coordination with the Emergency Information Officer/MEOC Command
- Provide input to allocation priorities for critical resource requests, as required.
- Brief the Policy Group on any changes or operational requirements as required through the MEOC Command
- Brief incoming Policy Group Alternate (Deputy Mayor) at shift change, ensuring that ongoing activities are identified, and follow-up requirements are known.
- Consult with MEOC Command regarding MEOC demobilization strategies.
- Conclude emergency response and transition to recovery phase in consultation with MEOC Command

Demobilization Phase:

- Declare termination of the state of emergency in consultation with the MEOC Command.
- Deactivate the assigned position after all other MEOC functions are demobilized.
- Ensure that any open actions are completed.
- Complete all required forms, reports, and position logs and submit to Planning Section Chief / Scribe.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g. sign out, leave a contact phone number, return equipment or other materials, etc).
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 9

MEOC Commander

Reports to:

CAO

Responsibilities:

1. Exercise overall management responsibility for activation, coordination, and demobilization of site support activities in the MEOC.
2. Chair the MEOC briefing meetings
3. Determine MEOC priorities and objectives in consultation with MCEG and monitor continuously to ensure appropriate actions are taken and modified as necessary.
4. Ensure sufficient support, policy advice, and resources are made available to accomplish priorities and objectives.
5. Ensure appropriate staffing levels for the MEOC are established and maintained to support organizational effectiveness.
6. Direct appropriate emergency public information actions in consultation with the Emergency Information Officer, ensure appropriate risk management measures, including worker care strategies, are instituted; and ensure communications are established with appropriate assisting and cooperating agencies.
7. Maintain communication link with Policy Group.

Activation Phase:

Level 1, Level 2, Level 3, Level 4

Common MEOC check-in activities:

- Sign in on the MEOC Check-in/Check-out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Command Binder for necessary reference documents (i.e. Position Checklist)
- Set up/replenish your workstation and request necessary resources – e.g., computer, phone, pager/cell phone, stationary, and necessary reference documents (e.g. plans).
- Review your Position Checklist, as well as checklists of other positions you are responsible for.
- Establish/maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g. briefing minutes, status information boards, Situation Reports, Status Reports. Review of Position Log, etc.)

Specific functional activities:

- Determine appropriate level of activation based on available situation information.
- Determine/assess which Sections or functions are needed and ensure appropriate personnel are mobilized for the initial activation of the MEOC.
- Assign MEOC Command Staff and Section Chiefs personnel as required
- Ensure the MEOC IMS organizational staffing chart showing assigned positions is posted.
- Establish initial priorities for the MEOC based on current status and information from Incident Commander(s), and communicate to all involved parties.
- Schedule MEOC Action Planning meeting, and as needed appoint and have the Planning Section Chief prepare the agenda.

- Consult with Liaison Officer and the MECG to determine what representation is needed at the MEOC from other organizations or assisting agencies.

Operational Phase:

- Monitor MEOC activities and advise the MECG of any further actions required to ensure operational efficiency and effectiveness.
- Document all decisions, approvals, and significant actions in the Position Log.
- Conduct periodic MECG briefings to share status and situational information.
- Identify higher level Management priorities for inclusion in the initial MEOC Action Planning meeting.
- Convene the initial MEOC Action Planning meeting; ensure objectives, strategy, and operational periods are established and appropriate planning procedures are followed.
- Review, approve, and authorize implementation of MEOC Action Plan objectives and strategy once completed by the Planning Section.
- Consult periodically with the MECG to ensure MEOC AP priorities for the operational period remain current and appropriate.
- Ensure the Liaison Officer establishes contact with the Hastings County EOC, adjacent jurisdictions/agencies and other levels of site support as appropriate, and that contact is maintained.
- Ensure that the Liaison Officer establishes and maintains effective inter-agency coordination with cooperating agencies and other stakeholders.
- In conjunction with the Emergency Information Officer, review media releases for final approval.
- Conduct/participate in media briefings as required in coordination with the Emergency Information Officer.
- Approve MEOC Situation Reports, prior to distribution.
- Approve allocation priorities for critical resource requests, as required.
- Conduct periodic briefings for the Policy Group.
- Ensure the Policy Group and MECG are informed and/or involved with any emergency declarations or policy directives, as applicable.
- Supervise the MECG personnel.
- Brief incoming MEOC Commander at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.
- Ensure a Demobilization Plan is developed prior to the demobilization phase.
- Advise the Policy Group regarding MEOC demobilization strategies.
- Authorize demobilization in whole or in part of the IMS structure when they are no longer required.
- Conclude emergency response and transition to recovery phase.

Demobilization Phase:

- Deactivate MEOC when emergency event no longer requires the MEOC activated, and ensure all other facilities are notified of deactivation.
- Deactivate your assigned position after all other MEOC functions are demobilized.
- Ensure that any open actions are completed.
- Complete all required forms, reports, and position logs and submit to Planning Section Chief / Scribe.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g. sign out, leave a contact phone number, return equipment or other materials, etc).
- Access critical incident stress management support, as needed.

- Be prepared to contribute to an MEOC Post Incident Action Report (PIAR).
- Participate in formal post-operational debriefings, as required by your organization.

Section 10

Safety Officer “SO” – (Command Staff)

Reports to:

MEOC Commander

Responsibilities:

1. Ensure that good risk management practices are applied throughout the MEOC and that every function contributes to the management of risk.
2. Protect the interests of all MEOC participants, agencies and organizations by ensuring due diligence in information collection, decision-making, and implementation.
3. Monitor situations for risk exposures and ascertain probabilities and potential consequences of future events.
4. Provide advice on safety issues.
5. Ensure the implementation of appropriate safety measures and worker care practices in the MEOC.
6. Exercise authority to halt or modify any and all unsafe operations within or outside the scope of the MEOC Action Plan and notify the MEOC Commander of actions taken.
7. Ensure that appropriate security measures have been established to allow for only authorized access to the MEOC facility and documentation.
8. Notify Police of issues with non-MECCG members attempting to enter the MEOC

Activation Phase:

Level 2, Level 3, Level 4 (If role not filled by EOC Command)

Common MEOC Check-In Activities:

- Sign in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Safety Officer Binder for necessary reference documents (i.e. Position Checklist)
- Set-up/replenish your workstation and request necessary resources – e.g. computer, phone, pager/cell phone, stationary, and necessary reference documents.
- Review your Position Checklist, as well as checklists of any other positions for which you are responsible.
- Establish and maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g. briefing minutes, status information boards, Situation Reports, Status Reports, review of Position Log, etc.)

Specific Functional Activities:

- Report to MEOC Commander to obtain current situation status, priorities, and specific job responsibilities.
- Perform a risk identification and analysis of the MEOC and activities.
- Request the assistance of a safety specialist, if you are not familiar with all aspects of safety and relevant legislation.
- Monitor set-up procedures for the MEOC to ensure that proper safety regulations are adhered to.

- Ensure that security protocols are implemented; including checkpoints at all MEOC entrances to allow only authorized personnel access to the MEOC, as well as staff sign-in and identification procedures.
- Coordinate health, safety and worker care information for staff orientation briefings.

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- Brief the incoming MEOC Safety Officer at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.
- Review and assess reports of damage and loss. If any reported assigned and/or work with the Planning Section Chief and Finance/Admin Section Chief.
- Identify and document risk and liability issues and ensure that the MEOC Commander is advised.
- Gather and organize evidence that may assist MEOC organizations in future legal defense.
- Assist the MEOC Commander in reviewing news releases, public alerts and warnings, and public information materials from a risk management perspective.
- Evaluate situations for risk exposure and advise the MEOC Commander of any conditions and actions that might result in liability (e.g. oversights, improper response actions, etc.).
- Conduct interviews and take statements to investigate major risk management issues.
- Identify potential claimants and the scope of their needs and concerns.
- Advise personnel regarding strategies for risk management and loss reduction.
- Assist the MEOC Commander in deactivation activities, including collection of all relevant paper and electronic records, and any materials necessary for after-action reporting procedures, and organizing records for final audit.
- Monitor and evaluate MEOC activities to ensure applicable occupational health and safety standards are implemented and adhered to.
- Coordinate with Finance/Admin. Section Chief on any MEOC personnel injury claims or records preparation, as necessary for proper case evaluation and closure.
- Coordinate with Logistics Section Chief to ensure that appropriate worker care measures are implemented, and all MEOC personnel are aware of their responsibilities in this regard.
- Monitor security checkpoints and MEOC facility access.
- Address security issues with MEOC Command, recommending improvements where necessary.

Demobilization Phase:

- Deactivate your assigned position when authorized by the MEOC Commander.
- Assist with the deactivation of the MEOC at designated time, as appropriate.
- Ensure that any open actions in your position log, that are not yet completed at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs submit to Planning Section Chief / Scribe, prior to demobilization.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g. sign out, leave a contact phone number, return equipment or other materials, etc.).
- Be prepared to provide input to the MEOC Post Incident Action Report (PIAR).
- Coordinate critical incident stress and other debriefings, as necessary.
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 11

Liaison Officer “LO”– (Command Staff)

Reports to:

MEOC Commander

Responsibilities:

1. In consultation with the MCEG, ensure procedures are in place for working and communicating with the Hastings County Operations Centre (HCOC) and other government and Non-Government Organization (NGO) agency representatives.
2. Request agency representatives for the MEOC, as required by the MCEG, to ensure all necessary roles and responsibilities are addressed, enabling the MEOC to function effectively and efficiently.
3. Maintain a point of contact and interact with representatives from other agencies arriving at the MEOC.
4. Liaise with relevant operation/coordination centres or agencies/departments not represented in the MEOC.
5. Assist and advise the MEOC Commander and the MCEG as needed, and provide information and guidance related to external agencies and organizations.
6. In coordination with the Emergency Information Officer, assist the MEOC Commander in ensuring proper procedures are in place for communicating with the Policy Group.
7. Liaise with local authorities, other MEOCs and Provincial and Federal organizations and share information in accordance with MEOC and organizational policies.

Activation Phase:

Level 2, Level 3, Level 4 (If role not filled by EOC Command)

Common MEOC Check-In Activities:

- Sign in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Liaison Officer Binder for necessary reference documents (i.e. Position Checklist)
- Set up/replenish your workstation and request any necessary resources – e.g. computer, phone, pager/cell phone, stationary, and necessary reference documents.
- Review your Position Checklist, as well as checklists of any other positions for which you are responsible.
- Establish/maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g. briefing minutes, status information boards, Situation Reports, Status Reports, review of Position Log, etc.)

Specific Functional Activities:

- Report to MEOC Commander to obtain current situation status, priorities, and specific job responsibilities.
- Assist the MEOC Commander in identifying appropriate personnel to staff the MEOC, if required.
- Provide assistance and information to the MCEG regarding external assisting organizations.

- Establish contact with external agencies and confirm that contact information for agency representatives (e.g. telephone, radio, internet) is current and functioning.
- Ensure registration and sign-in procedures are established for external assisting agencies working within the MEOC.

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- In conjunction with the MEOC Commander and the MECG, participate in developing overall MEOC priorities and action planning process.
- Provide status reports and situation information from non-represented cooperating agencies to the MEOC Commander and in the MECG briefings, as appropriate.
- Provide general advice and guidance to agencies and MEOC staff, as required.
- Ensure that all notifications (e.g. emergency declarations) are made to agencies not represented in the MEOC.
- Ensure that communications with appropriate external non-represented agencies (such as: public utilities and transportation, volunteer organizations, private sector, etc.) are established and maintained.
- Assist the MEOC Commander in preparing for and conducting briefings with the MECG members and other stakeholders.
- Assist external non-represented cooperating agencies with completing of status and situation reports where necessary, and forward to the Planning Section.
- Advise the MEOC Commander of critical information and requests contained within agency situation reports.
- Forward approved MEOC Situation Reports to non-represented agencies, as requested.
- Assist the MEOC Commander in establishing and maintaining an inter-agency coordination group comprised of external cooperating agency representatives and executives not assigned to specific Sections within the MEOC and other stakeholders, as required.
- Brief the incoming MEOC Liaison Officer at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.
- Assist with the deactivation of the MEOC at the designated time, as appropriate.
- Notify external non-represented agencies in the MEOC of the planned demobilization, as appropriate.
- Assist the MEOC Commander with the transition to recovery phase.

Demobilization Phase:

- Deactivate your assigned position when authorized by the MEOC Commander.
- Ensure that any open actions in your position log, that are not yet completed at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs, and submit to Planning Section Chief / Scribe prior to demobilization.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g., sign out, leave a contact phone number, return equipment or other materials, etc).
- Be prepared to provide input to the MEOC Post Incident Action Report (PIAR).
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 12

Emergency Information Officer “EIO”– (Command Staff)

Reports to:

MEOC Commander

Responsibilities:

1. Serve as the coordination point for all public information, media relations and internal information sources for the MEOC.
2. Ensure that the public within the affected area received complete, accurate, and consistent information about life safety procedures, public health advisories, assistance and recovery programs and other vital information.
3. Coordinate media releases with officials representing other affected municipalities, county and emergency response agencies and other levels of authority.
4. Develop the format for news conferences and briefings in conjunction with the MEOC Commander.
5. Maintain a positive relationship with the media representatives, monitoring all broadcasts and written articles for accuracy.
6. Liaise with the Emergency Information Officer (EIO) at site(s), relevant operation/coordination centres and with external agencies.
7. As directed, activate the Public Inquiry Center.
8. As directed, activate the Public Information Plan.

Activation Phase:

Level 2, Level 3, Level 4 (If role not filled by EOC Command)

Common MEOC check-in activities:

- Sign-in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Emergency Information Officer Binder for necessary reference documents (i.e. Position Checklist)
- Set-up/replenish your workstation and request necessary resources – e.g. computer, phone, pager/cell phone, stationary, and necessary reference documents.
- Review your Position Checklist, as well as checklists of any other positions for which you are responsible.
- Establish and maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g. briefing minutes, status information boards, Situation Reports, Status Reports, review of Position Log, etc.)

Specific Functional Activities:

- Report to MEOC Commander to obtain current situation status, priorities, and specific job responsibilities.
- Determine staffing requirements for providing this function. (Additional staff for Media Monitoring)
- Assess information skill areas required in the MEOC such as: writing, issues management, media relations, event planning, etc. and assign appropriate personnel.

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- Obtain policy guidance and approval from the MEOC Commander with regard to all information to be released to the media and public.
- Refer to the Emergency Public Information Plan of the organization Appendix # "D", as well as sample forms, templates and other information materials.
- Coordinate with the Planning Section and identify methods for obtaining and verifying significant information as it develops.
- Implement and maintain an overall information release program and establish appropriate distribution lists.
- Monitor all media, using information to develop follow-up news releases and rumour control.
- Keep the MEOC Commander advised of all incoming media releases, unusual requests for information, and all major critical or unfavourable media comments. Recommend procedures or measures to improve media relations.
- Develop and publish a media briefing schedule to include location, format, and preparation and distribution of handout materials.
- At the request of the MEOC Commander, prepare media briefing notes for the Head of Council and/or Policy Group members (Elected Officials)
- Establish a media information centre, as required.
- Maintain up-to-date status boards and other references at the media information centre.
- Provide adequate staff to answer questions from members of the media.
- Establish Public Information contact point and/or call centre, to handle public/stakeholder inquiries
- Develop public information message statements for MEOC Staff and call takers, frontline staff.
- Interact with other MEOCs to obtain information relative to public information initiatives.
- In coordination with the MCEG and as approved by the MEOC Commander, issue timely and consistent advisories/instructions for life safety, health, and assistance to the public.
- Liaise with Safety Officer to check for any potential liability or health safety concerns.
- In coordination with Operations Section, ensure that adequate staff is available at incident sites to coordinate and conduct tours of the disaster areas when safe, appropriate and secured.
- Ensure that file copies are maintained of all information released.
- Brief the incoming MEOC Information Officer at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Assist with the deactivation of the MEOC at designated time, as appropriate.
- Deactivate your assigned position when authorized by the MEOC Commander.

- Prepare final news releases and advise media representatives of points-of-contact for follow-up stories.
- Ensure that any open actions in your position log, that are not yet completed at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs, and submit to Planning Section Chief / Scribe prior to demobilization.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures.
- Be prepared to provide input to the MEOC Post Incident Action Report (PIAR).
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 13

Scribe

Reports to:

MEOC Commander

General Responsibility:

The Scribe supports the efficient functioning of the Municipal Operations Centre and IMS Structure supporting the MEOC with ongoing documentation processes for briefings, meetings and events.

Responsibilities:

1. Perform Check-in/ Check-out registration functions for the MEOC and record the arrival and departure of the MEOC members.
2. Keep a sequential events time log/documentation of information on the main events status board and other required forms.
3. Ensure log supplies, forms and office supplies are of adequate supply for the MEOC.
4. Ensure MEOC members individual Position Logs are being completed and collected at the end of each shift.
5. Establishes a shift change schedule for the MEOC members and alternates.

Activation Phase:

Level 1 (At Scene) Level 2, Level 3, Level 4 (MEOC Site)

Common MEOC Check-In Activities:

- Sign in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Set-up/replenish your workstation and request necessary resources – e.g. computer, phone, pager/cell phone, stationary, and necessary reference documents.
- Review Scribe Binder for necessary reference documents (i.e. Position Checklist)
- Review your Position Checklist, as well as checklists of any other positions for which you are responsible.
- Establish and maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g. briefing minutes, status information boards, Situation Reports, Status Reports, review of Position Log, etc.)

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- In conjunction with the MEOC Commander and the MEOC, participate in documenting overall MEOC priorities and action planning process.
- Perform Check-in/ Check-out registration functions for the MEOC and record the arrival and departure of the MEOC members on an ongoing basis.
- Record and keep a current sequential events and time log/documentation of information on the main events status board and other required forms.
- Ensure log supplies, forms and office supplies are of adequate supply for the MEOC.

- Ensure MEOC members individual Position Logs are being completed and collected at the end of each shift.
- Establishes a shift change schedule for the MEOC members and alternates.
- Advise the MEOC Commander of critical information and requests identified through the event log recording and documentation function.
- Brief the incoming MEOC Scribe at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.
- Assist with the deactivation of the MEOC at the designated time, as appropriate.
- Assist the MEOC Commander with the transition to recovery phase.
- Collect and organize completed forms from MEOC members.

Demobilization Phase:

- Deactivate your assigned position when authorized by the MEOC Commander.
- Ensure that any open actions in your position log, that are not yet completed at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs, prior to demobilization.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g., sign out, leave a contact phone number, return equipment or other materials, etc).
- Be prepared to provide input to the MEOC Post Incident Action Report (PIAR).
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 14

Operations Section Chief

Reports to:

MEOC Commander

Responsibilities:

1. Exercise overall responsibility for coordination and supervision of all required functions within the MEOC Operations Section.
2. Establish the appropriate level of branch and/or unit staffing within the Section, continuously monitoring the effectiveness of the Section and modifying as required.
3. Ensure that Section objectives and assignments identified in MEOC Action Plans are carried out effectively.
4. Maintain a communications link between Incident Commanders (sites) and the MEOC for the purpose of coordinating the overall site support response, resource requests and event status information.
5. Provide timely situational and resource information to MEOC Commander, and as assigned Planning Section.
6. Keep the MEOC Commander informed of significant issues relating to the Section.
7. Conduct periodic briefings for the MEOC Commander and the MEOG.
8. Supervise additional Operations Section personnel if assigned.

Activation Phase:

Level 1, Level 2, Level 3, Level 4.

Common MEOC Check-In Activities:

- Sign in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Operation Section Chiefs Binder for necessary reference documents (i.e. Position Checklist)
- Set up/replenish your workstation and request necessary resources – e.g. computer, phone, page/cell phone, stationary, and necessary reference documents.
- Review your Position Checklists, as well as checklists of any other positions for which you are responsible and develop plans for carrying out all responsibilities.
- Establish and maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g. briefing minutes, status information boards, Situation Reports, review of Position Log, etc.)

Specific Functional Activities:

- Report to the MEOC Commander to obtain current situation status, priorities, and specific job responsibilities. A preliminary situation briefing may be provided by the Planning Section Chief or other MEOC Management Staff, as appropriate.

- Ensure that the Operations Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including telecommunications, maps and status boards.
- Activate appropriate branches based on functions or geographical assignments within the Section and designate Branch Directors as necessary.
- Establish radio or cell-phone communications with the MEOC, and/or other levels of response operating in the region and coordinate accordingly.
- Coordinate with the Liaison Officer regarding the need for Agency Representatives in the MEOC.
- Consult with Logistics Section to ensure that there are adequate communications equipment and frequencies available for the Operations Section. (i.e. Fire, Roads, OPP, EMS)
- Meet with the Finance/Admin Section Chief and determine level of purchasing authority for the Section.
- Coordinate with the MEOC Commander and Planning Section Chief regarding strategies for accurate and timely flow of information.

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- Ensure that all Section personnel maintain position logs and other paperwork, as required.
- Supervise Section personnel.
- Monitor Section staffing levels and request additional personnel as necessary to cover all required shifts.
- Conduct periodic Section briefings/meetings and work to reach consensus among Operations staff on key issues and priorities to include in the Situation Report.
- Provide Section staff with information updates via Section briefings, as required.
- Based on the situation known or forecasted, anticipate potential challenges and future needs of the Operations Section.
- Provide a Situation Report to the Planning Section Chief prior to the end of each operational period to facilitate Action Planning for the next operational period.
- Participate in the MEOC Action Planning process and all the MEOG meetings/briefings.
- Ensure that the Operations Section objectives, as defined in the current Action Plan, are being addressed, and monitor progress, as necessary.
- Ensure that situation and resources information, as well as new incident reports and intelligence information, is provided to Planning Section Chief on a regular/urgent basis.
- Ensure that the branches coordinate all resource needs through the Logistics Section Chief.
- Authorize resource requests from the incident site(s) and forward extraordinary and/or critical resource requests to the MEOC Commander for approval.
- Ensure all expenditures and financial claims are coordinated through the Finance/Admin Section Chief.
- Brief the MEOC Commander and the MEOG on all major incidents.
- Deactivate Section branches and any organizational elements, when no longer required.
- Ensure that all paperwork is complete and logs are closed and sent to Documentation Unit, and any open actions are reassigned to appropriate jurisdictional and/or MEOC staff.
- Brief the incoming MEOC Operations Section Chief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Deactivate your assigned position and the Section when authorized by the MEOC Commander.
- Ensure that any open actions in your position log, that are not yet completed at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs and submit to Planning Section Chiefs / Scribe prior to demobilization.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g., sign out, leave a contact phone number, return equipment other materials, etc).
- Be prepared to provide input to the MEOC Post Incident Action Report (PIAR).
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 15

Planning Section Chief

Reports to:

MEOC Commander

Responsibilities:

1. Exercise overall responsibility for coordination of all required functions within the MEOC Planning Section.
2. Establish the appropriate level of branch and/or unit staffing within the Planning Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure Section objectives and assignments identified in MEOC Action Plans are carried out effectively.
4. Ensure the MEOC Commander is informed of significant issues affecting the Planning Section.
5. In coordination with the other Section Chiefs, ensure that Situation Reports are submitted to Planning Section and used as the basis for the MEOC Action Plans.
6. Supervise additional Planning Section personnel if assigned.

Activation Phase:

Level 3, Level 4

Common MEOC Check-In Activities:

- Sign in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Planning Section Chiefs Binder for necessary reference documents (i.e. Position Checklist)
- Set up/replenish your workstation and request necessary resources – e.g. computer, phone, pager/cell phone, stationary, and necessary reference documents.
- Review your Position Checklist, as well as checklists of any other positions for which you are responsible and develop plans for carrying out all responsibilities.
- Establish and maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g., briefing minutes, status information boards, Situation Reports, Status Reports review of Position Log, etc.)

Specific Functional Activities:

- Report to MEOC Commander to obtain current situation, priorities, and specific job responsibilities.
- At the request of the MEOC Commander, provide a preliminary situation briefing to other the MEOC personnel, as required.
- Ensure that the Planning Section is set up properly and that appropriate personnel, equipment, and supplies are in place, including maps and status boards.
- Activate appropriate units based on functions required within the Section as necessary.
- Meet with Operations Section Chief to obtain and review any major incident reports and coordinate for accurate and timely information sharing.

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- Ensure that all Planning Section personnel maintain position logs and other paperwork, as required.
- Supervise Planning Section personnel.
- Monitor Section staffing level and request additional personnel, as necessary, to cover all required shifts.
- Conduct periodic Section briefings/meetings and work to reach consensus among Section staff on key issues and priorities to include in the Situation Report.
- Provide Section staff with information updates via Section briefings, as required.
- Ensure the maintenance of current information for the MEOC Situation Report.
- Ensure that situation and resources information, as well as new incident reports and intelligence information, as completed by the Operations Section, are accessible by the Planning Section.
- Ensure that an MEOC Situation Report is produced, approved and distributed to MEOC Sections and other relevant operation/coordination centres, prior to the end of each operational period.
- Ensure that all status boards/displays are kept current.
- Ensure that Emergency Information Officer has immediate unlimited access to all situational information.
- Develop a Situation Report prior to the end of each operational period to facilitate Action Planning for the next operational period.
- Participate in the MEOC Action Planning process and all the MEOC meetings/briefings.
- Ensure that the Planning Section objectives, as defined in the current Action Plan, are being addressed, and monitor progress, as necessary.
- Ensure that objectives for each Section are completed, collected and posted in preparation for the next Action Planning meeting.
- Ensure that the MEOC Action Plan is completed, approved, and distributed prior to the start of the next operational period.
- Develop and distribute, as needed, reports which highlight forecasted events and/or conditions likely to occur beyond the forthcoming operational period.
- Ensure that files are maintained on all MEOC activities and provide reproduction and archiving services for the MEOC, as required.
- Provide technical services, such as environmental advisors and other technical specialists, to all MEOC Sections, as required.
- Ensure all expenditures and financial claims are coordinated through the Finance/ Admin Section.
- Ensure a Demobilization Plan is developed, approved and distributed to all Sections.
- Brief the incoming MEOC Planning Section Chief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Deactivate your assigned position and the Section when authorized by the MEOC Commander.
- Ensure that any open actions in your position log, that are not yet completed at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs, and submit to Planning Section Chief / Scribe.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures.
- Be prepared to provide input and assist in preparation of the Post Incident Action Report (PIAR).
- Participate in formal post-operational debriefings, as required by your organization.
- Access critical incident stress management support, as needed.

Section 16

Logistics Section Chief

Reports to:

MEOC Commander

Responsibilities:

1. Exercise overall responsibility for coordination of all required functions within the MEOC Logistics Section.
2. Establish the appropriate elements within the Logistics Section, continuously monitoring the effectiveness of the organization and modifying, as required.
3. Ensure Section objectives/assignments in the MEOC Action Plans are carried out.
4. Keep the MEOC Commander informed of significant issues relating to the Logistics Section.
5. Coordinate closely with the Operations Section Chief to establish priorities for resource allocation within the operational area.
6. Ensure critical resources are allocated according to approved plans.
7. Ensure necessary food and lodging is provided for MEOC and site personnel.
8. Supervise additional Logistics Section personnel if assigned.

Activation Phase:

Level 3, Level 4.

Common MEOC Check-In Activities

- Set up and/or assign the MEOC Check-In/Check-Out Log to be set up.
- Sign in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for first shift, if required.
- Review Logistics Section Chiefs Binder for necessary reference documents (i.e. Position Checklist)
- Set up/replenish your workstation and request necessary resources – e.g. computer, phone, pager/cell phone, stationary, and necessary reference documents.
- Review your Position Checklist, as well as checklists of other positions for which you are responsible.
- Establish and maintain a Position Log.
- Obtain situational information from whatever resources are available, (e.g., briefing minutes, status information boards, Situation Reports, Status Reports, review of Position Log, etc.)

Specific Functional Activities:

- Report to MEOC Commander to obtain current situation status, priorities, and specific job responsibilities.
- Ensure the Logistics Section is set up properly and that appropriate personnel, equipment and supplies are in place, including maps, status boards, vendor references and other resources.
- Activate appropriate units based on functions required within the Section, as necessary.
- Advise Units within the Section to coordinate with the Operations Section to prioritize and validate resource requests from Incident Commander at site.
- Meet with the MEOC Commander and the MECG to identify immediate resource needs.

- Meet with the Finance/Admin Section Chief and determine level of purchasing authority for the Section.
- Assist logistics personnel in developing objectives for Section as well as plans to accomplish their objectives within the first operational period, or in accordance with the MEOC Action Plan.

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- Ensure that all Section personnel maintain position logs and other paperwork, as required.
- Supervise Section personnel.
- Monitor Section staffing levels and request additional personnel as necessary to cover all required shifts.
- Provide a Situational Report to the Planning Section Chief prior to the end of each operational period to facilitate Action Planning for the next operational period.
- Participate in the MEOC Action Planning process and all the MEOG meetings/briefings.
- Ensure that the Logistics Section objectives, as defined in the current Action Plan, are being addressed, and monitor progress, as necessary.
- Ensure that transportation requirements, in support of response operations, are met.
- Ensure that all requests for facilities and facility support are addressed.
- Ensure that all resources are tracked and accounted for in cooperation with the Planning Section, as well as resources obtained through mutual aid.
- Ensure all expenditures and financial claims have been coordinated through the Finance / Administrative Section.
- Identify high cost resources that could be demobilized early and advise other Section Chiefs.
- Ensure coordination with Operations before commencing demobilization.
- Ensure that all paperwork is complete and logs are closed and sent to Finance/Admin, and any open actions are reassigned to appropriate jurisdictional and/or MEOC staff.
- Brief the incoming MEOC Logistics Section Chief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Deactivate your assigned position and the Section when authorized by the MEOC Commander.
- Ensure that any open actions in your position log, that are not yet complete at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs, and submit to Planning Section Chief / Scribe prior to demobilization.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g., sign out, leave a contact phone number, return equipment or other material, etc).
- Be prepared to provide input to the Post Incident Action Report (PIAR).
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 17

Finance/Administration Section Chief

Reports to:

MEOC Commander

Responsibilities:

1. Exercise overall responsibility for coordination of all required functions within the MEOC Finance/Administration Section.
2. Establish the appropriate level of branch and/or unit staffing within the Finance/Admin Section, continuously monitoring the effectiveness of the organization and modifying as required.
3. Ensure Section objectives and assignments identified in the MEOC Action Plans are carried out effectively.
4. Keep the MEOC Commander informed of significant issues relating to the Finance/Admin Section.
5. Supervise Finance Section personnel.

Activation Phase:

Level 4.

Common MEOC Check-In Activities:

- Sign in on the MEOC Check-In/Check-Out Log.
- Participate in facility/safety orientation on arrival for the first shift, if required.
- Review Finance / Administration Section Chiefs Binder for necessary reference documents (i.e. Position Checklist)
- Set up/replenish your workstation and request necessary resources – e.g. computer, phone, pager/cell phone, stationary and necessary reference documents.
- Review your Position Checklist, as well as checklists of any other positions for which you are responsible.
- Establish and maintain a Position Log.
- Obtain situational information from whatever sources are available, (e.g., briefing minutes, status information boards, Situation Reports, Status Reports, review of Position Log, etc.)

Specific Functional Activities:

- Report to MEOC Commander to obtain current situation status and specific job responsibilities. A preliminary situation briefing may be provided by the Planning Section Chief or other MEOC Management Staff, as appropriate.
- Ensure that the Finance/Admin Section is set up properly and that appropriate personnel, equipment, and supplies are in place.
- Activate appropriate units based on functions required within the Section as necessary.
- Consult with MEOC Commander for spending limits.
- Meet with the Logistics and Operations Section Chiefs and review financial and administrative requirements/procedures; determine the level of purchasing authority to be delegated to each.
- Determine the initial Finance Action Planning objectives for the first operational period.

Operational Phase:

- Document all decisions, approvals, and significant actions in the Position Log.
- Ensure that all Finance/Admin Section personnel maintain position logs and other paperwork, as required.
- Supervise Finance/Admin Section personnel.
- Monitor Finance/Admin Section staffing levels and request additional personnel, as necessary, to cover all required shifts.
- Provide Finance/Admin Section staff with information updates via Section briefings, as required.
- Ensure that displays associated with the Finance/Admin Section are current, and that information is posted in a legible and concise manner.
- Participate in all action Planning meetings.
- Provide a Situational Report, including cost estimates, to the Planning Section Chief prior to the end of each operational period to facilitate Action Planning for the next operational period.
- Participate in the MEOC Action Planning process and all the MEOG meetings/briefings.
- Ensure that the Finance Section objectives, as defined in the current Action Plan, are being addressed, and monitor progress, as necessary.
- Keep the MEOC Commander and the MEOG informed of the current fiscal situation and other related matters, on an on-going basis.
- Ensure that financial records are maintained throughout the event of disaster.
- Ensure that the personnel records and all staff time are tracked and recorded.
- In coordination with the Logistics and Operations Sections, ensure that purchasing processes, purchase orders and contract development are conducted in a timely manner.
- Ensure that the compensation claims, resulting from the disaster, are properly recorded and reported in a reasonable timeframe, given the nature of the situation.
- Ensure that time sheets and travel expense claims are processed promptly.
- Ensure that all cost and claim documentation is accurately maintained during the response.
- Brief the incoming Finance Section Chief at shift change, ensuring that ongoing activities are identified and follow-up requirements are known.

Demobilization Phase:

- Ensure that all expenditures and financial claims have been processed and documented.
- Deactivate your assigned position and the Section when authorized by the MEOC Commander.
- Ensure that any open actions in your position log, that are not yet completed at time of demobilization, are reassigned.
- Complete all required forms, reports, and position logs, and submit to Planning Section Chief / Scribe prior to demobilization.
- Clean up your work area before you leave.
- Follow MEOC check-out procedures (e.g., sign- out, leave a contact phone number, return equipment or other materials, etc).
- Be prepared to provide input to the MEOC Post Incident Action Report (PIAR).
- Access critical incident stress management support, as needed.
- Participate in formal post-operational debriefings, as required by your organization.

Section 18

Municipal Services/Resources

The following subsections identify/assign responsibilities for the provision of inherent Municipal Services and Resources in support of the Incident Management System and MEOC Command in the event of the MEOC activation. Municipal managers, staff and other agencies are to provide the following as needed:

Chief Administrative Officer “CAO”

The Services of the CAO continue to be:

The CAO oversees the management of the Municipal Corporation, the individual departments within the corporation, and all staff. The CAO is responsible for maintaining the Business Continuity of the Municipal Corporation and the Municipal Community during an emergency incident, as well as providing support and participating in the IMS.

The responsibilities of the Chief Administrative Officer are, but not limited to, maintaining and providing the following:

- Arrange and provide for Mutual Assistance as required.
- Maintain and provide contact lists and directories for Administrative Level government and agencies.
- Determine the level of staffing required for municipal operations not directly associated with an emergency and arrange support services.
- Ensure that the necessary administrative and clerical staff are provided to assist the Municipal Control Group and IMS Structure.
- Secure the necessary financial reports and support from existing financial institutions and/or Provincial or Federal authorities.
- Ensure that the appropriate legal and statutory requirements are met. Legal assistance shall be provided by the Solicitor.
- Ensure the Municipal Business Continuity is maintained.
- Perform and provide other such CAO Functions as required.

Police Services “OPP”

The Services of the Police continue to be:

The Protection of life and property through, Preservation of the Peace, Prevention of Crime, Crowd and traffic control, and Investigation of Crime.

The responsibilities of the Police are, but not limited to, maintaining and providing the following:

- The Police Service will implement its procedure for Major Incident Plan including the following: Alert and assist other emergency agencies.
- Control and disperse crowds within the Emergency Area.
- Control traffic in the immediate vicinity of the Emergency Area to facilitate the movement of emergency vehicles.

- Provide traffic control to facilitate movement of ambulances to hospitals and medical facilities and to assist in the movement of other emergency vehicles to and from the Emergency Area.
- Alert persons endangered by the disaster and evacuate buildings or areas as authorized and directed by the Municipal Control Group.
- Prevent unauthorized entry into the Emergency Area and maintain law and order, and prevent looting within the Emergency Area.
- Maintain order in any evacuation centre.
- Provide notification of fatalities to the coroner.
- Provide assistance to the coroner in the location and operation of a temporary morgue.
- Provide communications between the MEOC and Police Command.

Fire and Emergency Services

The Services of the Fire Department continue to be:

The Protection of Life, Property, and the Natural Environment, through Fire Prevention, Public Education, Code Enforcement, and Emergency Fire and Rescue Response.

The responsibilities of the Fire Service are, but not limited to, maintaining and providing the following:

- Provide for the activation of Mutual Aid as required.
- Provide operations connected with the fighting of fires.
- Provide rescue and extrication operations.
- Provide Medical Aid in concert with EMS within the Departments Level of Training.
- Provide a list of personnel, equipment and apparatus for the Fire and Emergency Services.
- Provide equipment and manpower to assist in other duties to protect the public
- Arrange and provide transportation for evacuation, as required
- Activate the Hastings and Prince Edward Counties Emergency Fire Services Plan (Mutual Aid), as required.
- Provide interpretation, advice and assistance on the Transportation of Hazardous Materials through CANUTEC, the M.O.E. Spills Action Centre and the Emergency Response Guide.
- Provide Building information through departmental pre-plans and inspection records.
- Activate Provincial HUSAR Response Team, as required.
- Activate Provincial HAZMAT Response Team, as required.
- Provide Hydro related updates as required through usage of protected contact numbers.

Public Works

The Services of Public Works include those areas of operation associated with general construction, maintenance and repair of roadways, physical infrastructure, solid waste collection and disposal, landfill site, street lighting, and municipal water supply systems.

The responsibilities of Public Works are, but not limited to, maintaining and providing the following:

- Provide an inventory of equipment and personnel available to assist in the response to an emergency.
- Ensure that an inventory of contractors and equipment suppliers is available to assist in an emergency.
- Ensure that a list of transportation companies with contacts and equipment available to assist in an emergency is provided.
- Ensure that all vehicles, equipment and personnel are available for assistance.
- Provide barriers and flashers for control for the Emergency Area.
- Clear debris, snow or other obstructions in and around the Emergency Area.
- Arrange delivery of emergency water supplies for human consumption.
- Conduct emergency sandbagging and other flood and water control measures.
- Maintain the essential services of sanitary sewers and storm sewers as required for health and safety purposes.
- Provide supplies of fuel and oil for emergency services vehicles.
- Arrange for the provision of portable washrooms and other sanitary facilities and provide essential waste disposal.
- Maintain essential streets and access routes for pedestrian and vehicular access.
- Provide equipment and personnel to assist in the clearing of trees and property.
- The Director of Public Works shall in concert with the Municipal contracted water supply and maintenance professional, provide the Municipal Emergency Control Group with information as to the operations, capabilities, and safety of Municipal Supply Systems.

Section 19

Allied Agencies

Hastings County Social Services

Activation

The Hastings County Social Services (HCSS) Team may be activated either directly or during a multi-municipal event, via the MCEG Liaison Officer and or EOC Commander, through Hastings County Emergency Operations Centre. When an HCSS Team representative is required to attend the MEOC they will be assigned to the Logistics sector.

General

The responsibilities of the Hastings County Social Services Team include those areas of operation associated with:

- a. Provision of Reception/Evacuation centre services, including registration and inquiry, emergency feeding, emergency clothing, emergency lodging and personal services.
- b. Co-ordination of supply and demand of HCSS human resources, both volunteer and compensated.

Resources

The Hastings County Social Services will maintain a list of equipment and HCSS personnel available to assist in the response to an emergency, including volunteer and community partner agencies

Evacuation Centres

Hastings County Social Services maintain a list of preapproved facilities that have been identified as suitable Reception/Evacuation Centre sites in Hastings County. When requested Hastings County Social Services know in advance the capacity and size which are suitable for the provision of Reception Centre/Evacuation services during a localized emergency event.

Responsibilities

The responsibilities of Hastings County Social Services staff in the Municipal Emergency Operations Centre shall be:

- Establish Reception/Evacuation Centres with regards to the opening, security, facility contact, identification and coordination of the required ESS functions and necessary human resources.
- Work with the impacted Town to coordinate the movement of people from the emergency area to Reception/Evacuation Centres, once the Centres have been established.
- Maintain records of human resources/administrative details, evacuee details and costs associated with the provision of emergency social services.
- When applicable, provide such details to the Ministry of Municipal Affairs and Housing for consideration under the Ontario Emergency Fund.
- Coordinate transportation for HCSS Team human resources, as required.
- Obtain assistance, if necessary, from the Provincial Ministry of Community and Social Services.
- Maintain a log of all actions taken.

Medical Officer of Health

Activation

The Medical Officer of Health may be activated either directly or during a multi-municipal event, via the MCEG Liaison Officer. When a representative is required to attend the MEOC they will be assigned to the appropriate IMS Sector by the MEOC Commander.

General

The responsibilities of the Medical Officer of Health include those areas of operation associated with:

- Communicable Diseases
- Health Inspection Services
- Advice on Medical Services
- Public Health Advisory

Responsibilities of the Medical Officer of Health

The office of the Medical Officer of Health shall:

- Provide information and instructions to the Municipal Emergency Control Group (MECG) and the population on matters concerning public health.
- Protect the health of the community from inherent health threats by enforcement of the applicable legislation.
- Continue delivery of established programs to ensure continuity of care and general health protection.
- Maintain a log of all actions taken

Emergency Medical Services (EMS)

General Responsibilities:

The general responsibilities of Emergency Medical Services include those areas of operation associated with:

- Ensuring provision of emergency medical services at the site of the emergency
- Ensuring continuity of emergency medical services coverage is maintained throughout the remainder of the community/county.
- Liaise with the Quinte Health Care (North Hastings) to help facilitate medical services at the hospital.

Responsibilities of the Emergency Medical Services:

Emergency Medical Services shall ensure the following:

- Establish an ongoing communication link with the senior EMS official at the scene of the emergency.
- Obtain EMS from other County Services for support, if required.
- Ensuring sufficient resources are available and assigned in order to perform triage treatment and transportation for the emergency.

- Advising the MECG if other means of transportation is required for a large-scale response.
- Liaise with the Ministry of Health and Long-Term Care Central Ambulance Communication Centre to ensure balanced emergency coverage is available at all times throughout the community.
- Assist other health institutions to deliver emergency services to victims of the emergency.
- Ensure liaison with the receiving hospitals.
- Ensure liaison with the Medical Officer of Health, as required.
- Ensure distribution of casualties in an appropriate and effective way.
- Maintain a log of all actions taken.

Section 20

Incident Commander “I/C” - (Site)

Reports to:

MEOC Commander

Activation:

The first arriving agency, officer or senior personnel will establish Incident Command. The Incident type will generally dictate the agency who will assume command, and the type of command structure, be it single or unified.

Transfer of Command:

The transfer of command will take place as per agency protocols; normally the arrival of higher ranking officers will initiate the transfer of command. The transfer of command will take place with a detailed face to face briefing.

Incident Command:

There is one Incident Commander per Incident/Site. In the event there is more than one Incident location/site there will be an Incident Commander (I/C) established for each location/site.

Area Command may be established in the event of multiple sites.

The Incident Commander's role is to provide the necessary on-site management, direction, control and coordination of the emergency response by establishing Incident Command, an Incident Command Post, and by implementing the Provincial Incident Management System (IMS).

Responsibilities of the Incident Commander

The I/C shall:

- Assume and establish the appropriate Command Structure for the Incident (Single or Unified).
- Implement the IMS and direct, control and coordinate the on-site emergency response.
- Establish and provide for Planning, Logistics, Administration and Operations, as required.
- Establish an Incident Command Post (ICP).
- Establish and maintain emergency response communications.
- Establish and maintain communications with the Municipal Operations Centre.
- Provide Situational Reports to on-site personnel and agencies.
- Provide Situational Reports to the Municipal Control Group.
- Conduct size-up and develop an Incident Action Plan and set the Operational Period.
- Conduct the necessary briefings as required.
- Seek approval from MEOC on financial limits for procurement of resources.

- Take such action as deemed necessary to minimize the effects of the emergency or disaster.
- Maintain a log of all actions taken.

Section 21

Community Emergency Management Coordinator (CEMC)

Responsibilities of the Community Emergency Management Coordinator (CEMC) include:

- Successfully complete all training, as required by Emergency Management Ontario, and maintain familiarity at all times with current standards and legislated community accountabilities, ensuring that senior management and elected officials are aware of the latter.
- Identify emergency management program financial and resource requirements and prepare, or assist in the preparation of, an annual emergency program budget submission.
- Form a Community Emergency Management Program Committee.
- Conduct the community's Hazard Identification and Risk Assessment process.
- Prepare community emergency response plan and submit changes to EMO.
- Ensure the designation and development of an appropriate community Municipal Emergency Operations Centre.
- Conduct the critical infrastructure identification process.
- Document the existing community emergency response capability and identify and attempt to address additional needs.
- Conduct annual training for the members of the Municipal Emergency Control Group and Municipal Emergency Operations Centre staff.
- Conduct an annual exercise to evaluate the community emergency response plan.
- Identify individual(s) to act as municipal community emergency staff.
- Develop and implement a community emergency management public awareness program.
- Conduct an annual review of the community emergency management program.
- Provide emergency management expertise and administrative support to the Municipal Emergency Control Group during an emergency.
- Maintain the response plan to ensure it is up to date and accurately reflects the community risk assessment and emergency management program priorities.
- Liaise with the sector EMO Officer, at all times, to ensure that the community emergency management program maintains the legislated standards.
- Monitor the community's level of mandated emergency program achievements and process the required verification documents to Emergency Management Ontario.
- Ensure that equipment and supplies are available in the designated (MEOC) Municipal Emergency Operations Centre.
- Compile a final report on the emergency.
- Complete all compliance documentation and submit to EMO on an annual basis.
- Chair the Program Committee meetings and set the agenda and compile the minutes from the meetings

Section 22

Standards

This plan does integrate other applicable standards in the document. The following sections include regulations that have a impact on components of the Emergency plan for the Town of Bancroft.

Accessibility for Ontarians with Disabilities Act / Ontario Regulation 429/11 and 191/11;

The Act specifically identifies Standards to be set by Regulation.

Ontario Regulation 429/07 sets out requirements for Accessible Standards for Customer Service and Providing Documents in an Accessible Format

The Town of Bancroft shall provide Emergency Plan information in an accessible format, upon request, in accordance with the Accessible Customer Service Standards By-Law #76-2013- The Town of Bancroft's Integrated Accessibility Standards Policy.

Ontario Regulation 191/11 clarifies information requirements related to emergencies and to emergency plans.

Key references are provided as follows:

Emergency procedure, plans or public safety information

13. (1) In addition to its obligations under section 12, if an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.

13. (2) Obligated organizations that prepare emergency procedures, plans or public safety information and make the information available to the public shall meet the requirements of this section by January 1, 2012.

Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, Chapter M. 56

The Municipal Emergency Plan is a public document for reference by the general public, excluding the appendices, which are deemed confidential due to the identifiable information contained within.

As stated in the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990,:

Section 8. (1) A Head of an institution may refuse to disclose a record if the disclosure could reasonably be expected to,

- (i) endanger the security of a building or the security of a vehicle carrying items, or of a system or procedure established for the protection of items, for which protection is reasonably required;

Section 9 (1); A head shall refuse to disclose a record if the disclosure could reasonably be expected to reveal information the institution has received in confidence from,

- (a) the Government of Canada;
- (b) the Government of Ontario or the government of a province or territory in Canada;
- (c) the government of a foreign country or state;
- (d) an agency of a government referred to in clause (a), (b) or (c); or
- (e) an international organization of states or a body of such an organization.

Section 10 (1) (a); A head shall refuse to disclose a record that reveals a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence implicitly or explicitly, if the disclosure could reasonably be expected to,

Section 10 (1)(b): Result in similar information no longer being supplied to the institution where it is in the public interest that similar information continue to be so supplied;

Section 13; A head may refuse to disclose a record whose disclosure could reasonably be expected to seriously threaten the safety or health of an individual.

Canadian Standards Association (CSA) Canadian Emergency Management and Business Continuity Program Standard (CSA Z1600);

Business Continuity Program Standard CSA Z1600, establish a common set of criteria for disaster management, emergency management, and business continuity programs. This Standard was published in 2008.

While CSA Z1600 is non-binding, the IMS doctrine is designed to be consistent with it.

Below is an extract from the CSA Z1600 Standard:

6.5 Incident management

6.5.1

The entity shall establish an incident management system to direct, control, and coordinate operations during and after an emergency.

6.5.2

The incident management system shall assign specific organizational roles, titles, and responsibilities for each incident management function.

6.5.3

The entity shall establish procedures for coordinating response, continuity, and recovery activities.