

THE CORPORATION OF THE TOWN OF PETAWAWA

BY-LAW NUMBER 396/07

**BEING A BY-LAW TO ESTABLISH AN EMERGENCY
MANAGEMENT PROGRAM FOR THE PROTECTION OF PUBLIC SAFETY,
HEALTH, THE ENVIRONMENT, THE CRITICAL INFRASTRUCTURE AND
PROPERTY, AND TO PROMOTE ECONOMIC STABILITY AND A DISASTER-
RESILIENT COMMUNITY.**

WHEREAS the Province of Ontario has passed an Act, which requires the development and implementation of an Emergency Management Program (short title *The Emergency Management and Civil Protection Act and Regulation 380/04*) by the Council of a municipality.

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

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

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

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

NOW THEREFORE be it resolved:

1. That an Emergency Management Program be developed and implemented in accordance with the standards published by Emergency Management Ontario in accordance with international best practices.

2. That the Head of Council or designated alternate, as provided in the plan, be empowered to declare an emergency and implement the emergency response plan.
3. That certain appointed officials or their designated alternates, as provided in the approved Community Emergency Response Plan, are empowered to cause an emergency notification to be issued to members of the Community Control Group, and to respond to an emergency in accordance with the emergency response plan where an emergency exists but has not yet been declared to exist.
4. That the Emergency Management Program Committee will cause the emergency management program to be reviewed annually and to recommend changes to the program as considered appropriate and refer recommendations to Council for further review and approval.
5. That the emergency response plan attached hereto as Schedule "A" of this By-law is hereby adopted.
6. **That By-law 304/04 be repealed.**

Read a first and second time this _____ day of _____, 2007.

Read a third and final time this _____ day of _____, 2007.

Mayor

Clerk

TOWN OF PETAWAWA
EMERGENCY RESPONSE PLAN
2007

**TOWN OF PETAWAWA
EMERGENCY RESPONSE PLAN**

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TOWN OF PETAWAWA EMERGENCY RESPONSE PLAN

PART A: INTRODUCTION

Emergencies are defined as situations or impending situations caused by forces of nature, accident or an intentional act that constitutes a danger of major proportions to life and property. They affect public safety, meaning the health, welfare and property, as well as the environment and economic health of the Town of Petawawa.

The current population of the Town of Petawawa is 15,538.

In order to protect residents, businesses and visitors, the Town of Petawawa requires a coordinated emergency response by a number of agencies under the direction of the Community Control Group. These are distinct arrangements and procedures from the normal day-to-day operations carried out by emergency services.

The Town of Petawawa Emergency Management Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Town of Petawawa important emergency response information related to:

- Arrangements, services and equipment, and
- Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors be aware of its provisions. Copies of the Town of Petawawa Emergency Response Plan may be viewed at the Town Hall and Public Library or on the internet at www.petawawa.ca

For more information regarding Emergency Planning please contact:

Karen Cronier
Community Emergency Management Coordinator
1111 Victoria Street
Petawawa, Ontario, K8H 2E6
(613) 687-5536

PART B: AIM

The aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the Town of Petawawa when faced with an emergency.

This plan enables a centralized, controlled and coordinated response to emergencies in the Town of Petawawa, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

PART C: AUTHORITY

The *Emergency Management and Civil Protection Act (EMCPA)* is the legal authority for this emergency response plan in Ontario.

The *EMCPA* states that:

“Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under the manner in which employees of the municipality and other persons will respond to the emergency and Council of the municipality shall by by-law adopt the emergency plan.” [Section 3 (1)]

“The Head of Council of a municipality may declare that an emergency exists in the municipality or in any part thereof and may take such action and make such orders as he/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.” [Section 4 (1)]

As enabled by the *Emergency Management and Civil Protection Act*, this emergency response plan and its elements have been:

- Issued under authority of Town of Petawawa By-law No. 396/07; and
- Filed with Emergency Management Ontario, Ministry of Community Safety and Correctional Services.

a) Definition of an Emergency

The *Emergency Management and Civil Protection Act* defines an emergency as:

“An emergency means 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.”

The Emergency Operations Centre (EOC) can be activated for any emergency for the purposes of managing an emergency, by maintaining services to the community and supporting the emergency site.

b) Action Prior to Declaration

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

PART D: EMERGENCY NOTIFICATION PROCEDURES

On receipt of an official message from an authorized member of the Community Control Group (identified by *), the CAO will verify the emergency by phone with the CCG member who has reported the emergency and then will implement the notification procedure by having members contacted in the order stated in Annex A and requesting that they meet at the municipal offices where the emergency operations headquarters is located.

CAO *
Treasurer/Deputy Clerk

Mayor *
Deputy Mayor

Fire Chief*
Deputy Fire Chief

O.P.P. *
Alternate

Public Works Super *
Ass. P.W. Super.

Health Official *

Emergency Information Officer

Community Emergency Management Coordinator

OCWA Rep

Note:

1. Members will be called in the order shown in ANNEX A;
2. Alternates will be called only if the primary member cannot be contacted; and,
3. Members and alternates are asked to notify the CEMC of any changes in their telephone numbers.

EMO Provincial Operations Centre is operating on a 24/7 basis. Back-up is through the OPP Duty Officer in Orillia. The POC should be advised when the Emergency Plan of a community is activated. At that time, the Community Officer is made aware and is dispatched. When the situation calls for it, the Local State of Emergency is declared and the POC advised in writing. Contact information can be found in ANNEX A.

a) Requests for Assistance

Assistance may be requested from the County at any time by contacting the County Warden. The request shall not be deemed 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.

The contact information for the County of Renfrew and Emergency Management Ontario can be found in ANNEX G and A respectively.

b) A Declared Community Emergency

The Mayor or Deputy Mayor of the Town of Petawawa, as Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the CCG.

Upon declaring an emergency, the Mayor will notify:

- Emergency Management Ontario, Ministry of Community Safety and Correctional Services
- Town Council
- County Warden, as appropriate
- Public

- Neighbouring community officials, as required
- Local Member of Provincial Parliament (MPP)
- Local Member of Parliament (MP)

A community emergency may be terminated at any time by:

- Mayor or Deputy Mayor; or
- Town Council; or
- Premiere of Ontario

When terminating an emergency, the Mayor will notify:

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

PART E: EMERGENCY COMMUNITY CONTROL GROUP

a) Emergency Operations Centre

The CCG will, unless otherwise advised, report to the **Primary** Emergency Operations Centre located at the Town of Petawawa Municipal Office, 1111 Victoria Street. In the event this operation centre cannot be used, then the **Alternate** location will be Fire Station #1 at 23 Schwanz Road or the Petawawa Public Library at 16 Civic Centre Road.

The Emergency Operations Centre is a sensitive and hectic work area during emergency response activities. Therefore, **no unauthorized personnel will be allowed into the Town Hall areas used by the Community Control Group, the communications group, the clerical support and supporting services.**

HOURS OF OPERATION

In an emergency, the need for the Emergency Operations Centre to function, (i.e. manned and operating), outside normal office hours is real. It will operate on a 24 hour day until the emergency has been declared over or until it is determined that a reduced work schedule can be accepted.

b) Community Control Group (CCG)

The emergency response will be directed and controlled by the Community Control Group (CCG) – a group of officials who are responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the community. This group is composed of:

- Head of Council
- C.A.O. or Treasurer/Deputy Clerk
- Fire Chief or alternate
- OPP Detachment Commander or alternate
- Public Works Supervisor or alternate
- Emergency Information Officer
- Medical Officer of Health or alternate
- Ontario Clean Water Agency Representative
- Community Emergency Management Coordinator

The C.A.O. will chair meetings of the CCG. If required, a support group may be formed with additional Town employees, members of public and private agencies having specialist knowledge and advice. This group may be called upon individually or collectively:

- Chief Building Official, Building Inspector
- Director of Recreation and Facilities Manager
- CFB Petawawa representative (Note: all requests for Military assistance must go through Provincial Operations Centre)
- AECL representative
- Ontario Hydro representative
- Enbridge Consumer's Gas representative
- School Board Officials
- Transportation Company representative
- Supplier
- Caterers
- Bell Telephone representative
- Provincial Ministry representative
- Telecommunications Coordinator (ARES)
- Industry representative (such as chemical manufacturers)
- Canutec representative (by telephone)
- Red Cross representative
- Service Clubs representatives
- Salvation Army representative
- St. John's Ambulance representative
- Legion representative

- Snowmobile Club representative

The CCG may function with only a limited number of persons, depending upon the emergency. While the CCG may not require the presence of all people listed as members of the control group, all members of the CCG must be notified.

c) *Operating Cycle*

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

d) *Community Control Group Responsibilities*

The members of the CCG are likely to be responsible for the following actions and decisions:

- Declaring an emergency to exist.
- Advising the Mayor as to whether the declaration of an emergency is recommended.
- Calling out and mobilizing their emergency service, 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.
- Advising the Mayor on the need to designate all or part of the Town as an emergency area.
- Designating any area in the municipality as an "Emergency Area".
- Determining if the location and composition of the CCG are appropriate.
- Ensuring that an Emergency Site Manager (ESM) is appointed.
- Ensuring support to the ESM by offering equipment, staff and resources, as required.
- Authorizing expenditures of funds for implementing the Emergency Plan.
- Evacuating those buildings or sections within an emergency area which are themselves considered dangerous or in which the occupants are considered to be in danger from some other source.
- Casualty collection and evacuation in support of emergency health care authorities.
- Dispersing people not directly connected with the operations that, by their presence, are considered to be in danger or whose presence hinders in any way the efficient functioning of the emergency operations.
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping plaza/mall.
- Arranging for accommodation and welfare, on a temporary basis, of any residents who are in need of assistance due to displacement because of the emergency and establishing a registration centre.

- Calling in and employment of any municipal personnel and equipment which is required in the emergency.
- Arranging for services and equipment from local agencies not under municipal control, ie: private contractors, volunteer agencies, service clubs, etc.
- Arranging assistance from provincial and federal levels of government.
- Establishing an information centre for issuance of accurate releases to the news media and for issuance of authoritative instructions to the general public.
- Establishing a reporting and inquiry centre to handle individual requests for information concerning any aspects of the emergency.
- Notifying, requesting assistance from and/or liaison with various levels of government and any public or private agencies not under community control, as considered necessary.
- 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 Coordinator and Citizen Inquiry Supervisor, for dissemination to the media and public.
- Determining the need to establish advisory groups and/or sub-committees/working groups for any aspect of the emergency
- Authorizing expenditure of money required 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, and submitting a summary of the log to the Chief Administrative Officer within one week of the termination of the emergency, as required.
- Participating in the debriefing following the emergency.

PART F: EMERGENCY RESPONSE SYSTEM

a. The individual responsibilities of the Community Control Group:

1. HEAD OF COUNCIL

Upon learning of a potential emergency, the Head of Council will consider the possible need for the activation of the emergency plan, and, if warranted, will activate the notification procedure.

Thereupon, the Head of Council will report to the Emergency Operations Centre to perform the following functions and responsibilities:

- a) Declare an emergency to exist;
- b) Ensure that the Emergency Management Ontario has been notified of the declaration of an emergency;
- c) Make decisions, determine priorities and issue operational direction through the operations officer and other members of the CCG;
- d) Request assistance from neighbouring municipalities and / or senior levels of government, when required;
- e) Approve news releases and public announcements;
- f) Be the official spokesperson for the Town;
- g) Where necessary, sit on the joint municipal emergency control group and pass directives to the Town's CCG;
- h) Terminate the emergency at the appropriate time and ensure all concerned have been notified.
- i) Ensure that Members of Council are advised of the declaration and termination of an emergency and are kept informed of the emergency situation.
- j) Maintain personal records of all decisions and actions taken.

2. CHIEF ADMINISTRATIVE OFFICER

Upon learning of a potential emergency, the Chief Administrative Officer will consider the need for activation of the emergency plan and, if warranted, will trigger the notification procedure. Thereupon, he/she will perform the duties and responsibilities of an "Operations Officer" and, as such, will:

- a) Chair meeting of the Community Control Group.
- b) Organize and supervise the operations centre and, in particular, make arrangements for obtaining and displaying up-to-date information at all times;
- c) Arrange and co-ordinate telecommunications systems;
- d) Advise the Head of Council on administrative matters;
- e) Be responsible for media arrangements and assist in the preparation and issue of press and public announcements. Press releases and public announcements will be authorized by the Head of Council;
- f) Maintain a record of all major decisions, actions and instructions issued; and,
- g) Maintain a record of all expenditures for later cost recovery, if warranted.

3. SENIOR POLICE OFFICIAL

Upon learning of a potential emergency, the police representative will consider the possible need for activation of the emergency plan and, if warranted, will activate the notification procedure.

Thereupon, he/she will arrange for an on-site replacement and will report to the emergency operations centre to sit as a member of the Community Control Group and to perform the following additional functions and responsibilities:

- a) Provide the Head of Council with information and advice on law enforcement matters;
- b) Recommend to the Community Control Group the most appropriate on-site coordinator to exercise overall control of emergency operations;
- c) Make arrangements to:
 - i) Seal off the emergency site;
 - ii) Control and, if necessary, disperse people who are not directly connected with operations within the emergency area;
 - iii) Control the movements of emergency vehicles to and from the emergency site;
 - iv) Conduct lawful evacuations of buildings or areas when ordered by the Head of Council;
 - v) Maintain law and order in temporary evacuation centres or facilities;
 - vi) Provide security in the emergency area or evacuate areas; and,
 - vii) Obtain additional police assistance as required.

- d) Co-ordinate police operations with municipal departments, provincial ministries and federal agencies and departments and arrange for additional supplies and equipment when needed e.g. barriers and flashers;
- e) In the event of fatalities, advise the Coroner and perform whatever additional responsibilities may be necessary under the *Coroner's Act*; and,
- f) Maintain a log of events and actions taken by or on behalf of the police during the emergency.

4. FIRE CHIEF OR ALTERNATE

Upon learning of a potential emergency, the Fire Chief will consider the possible need for activation of the emergency plan and, if warranted, he/she will activate the notification procedure.

Thereupon, he/she will appoint an on-site replacement and will report to the emergency operations centre to sit as a member of the Community Control Group and to perform the following additional functions and responsibilities:

- a) Provide the Head of Council with information and advice on fire fighting and hazmat matters;
- b) Recommend to the CCG the most appropriate on-site coordinator to exercise overall control of emergency operations;
- c) Alert the County Mutual Aid fire coordinator and Ontario Fire Marshal Regional Advisor;
- d) Determine if additional or special equipment is needed and recommend possible sources of supply e.g. breathing apparatus, protective clothing, etceteras;
- e) Provide assistance to other municipal departments, provincial ministries and federal departments and agencies and be prepared to take charge or contribute to non-fire fighting operations, if necessary, e.g. rescue, first aid, casualty collections, etceteras;
- f) Maintain a log of events and actions taken by or on behalf of the fire department during the emergency; and,
- g) Provide other duties, as directed.

5. PUBLIC WORKS SUPERVISOR OR ALERNATE

Upon learning of a potential emergency, the Public Works Superintendent will consider the possible need for activation of the emergency plan and, if warranted, he/she will activate the notification procedure.

Thereupon, he/she will appoint an on-site replacement and will report to the emergency operations centre to sit as a member of the municipal CCG and to perform the following additional functions and responsibilities:

- a) Provide the Head of Council with information and advice on engineering matters;
- b) Maintain liaison with flood control, conservation and environmental agencies and be prepared to conduct relief or preventative operations;
- c) Provide engineering materials, supplies and equipment and, if not otherwise available, make arrangements for sources of supply from neighbouring municipalities, private contractors, etceteras;
- d) Assist traffic control, evacuations etceteras by clearing emergency routes, marking obstacles, providing road signs, etceteras;
- e) Maintain liaison with private utility companies, eg. Gas, telephone, etceteras, and make recommendations for discontinuation of any utility, public or private, where necessary in the interest of public safety;
- f) Re-establish essential services at the conclusion of an emergency;
- g) Maintain a log of events and actions taken by or on behalf of the roads department during the emergency; and,
- h) Provide other duties, as directed.

6. MEDICAL OFFICER OF HEALTH

In an emergency, the Municipal Community Control Group may request that the M.O.H. sit as a member to provide the following services:

- a) Advice on public health issues;
- b) Arrange for the dissemination of special instructions to the population at large on matters concerning public health;
- c) Arrange for mass immunizations, as required;

- d) Arrange for the testing of water supplies and, where warranted, make recommendations for arranging alternate supplies; and,
- e) Notify other appropriate agencies and senior levels of government about health related matters.

7. COMMUNITY EMERGENCY MANAGEMENT COORDINATOR

The Community Emergency Management Coordinator (CEMC) is responsible for:

- a) Activating and arranging the Emergency Operations Centre.
- b) Ensuring that security is in place for the EOC and registration of CCG members.
- c) Ensuring that all members of the CCG have necessary plans, resources, supplies, maps and equipment.
- d) Providing advice and clarifications about the implementation details of the Emergency Response Plan.
- e) Supervising the Telecommunications Coordinator.
- f) Ensuring liaison with community support agencies (e.g. St. John Ambulance, Canadian Red Cross).
- g) Ensuring that the operating cycle is met by the CCG and related documentation is maintained and kept for future reference.
- h) Addressing any action items that may result from the activation of the Emergency Response Plan and keeping CCG informed of implementation needs.
- i) Maintaining the records and logs for the purpose of debriefings and post-emergency reporting that will be prepared.

8. EMERGENCY INFORMATION OFFICER

The Town's Economic Development Officer will act as the Emergency Information Officer during an emergency. The Emergency Information Officer is responsible for the dissemination of news and information to the media for the public. A detailed Emergency Information Plan is included in Part H.

9. O.C.W.A.

b) Support and Advisory Staff

The following staff may be required to provide support, logistics and advice to the CCG:

1. CAO's Administrative Assistant/Assistants

- Assisting the Chief Administrative Officer, as required.
- Ensuring all important decisions made and actions taken by the CCG are recorded.
- Ensuring that maps and status boards are kept up to date.
- Providing a process for registering CCG members and maintaining a CCG member list
- Notifying the required support and advisory staff of the emergency, and the location of the Emergency Operations Centre.
- Initiation the opening, operation and staffing of switchboard at the community offices, as the situation dictates, and ensuring operators are informed of CCG members' telephone numbers in the EOC.
- Assuming the responsibilities of the Citizen Inquiry Supervisor.
- Arranging for printing of material, as required.
- Coordinating the provision of clerical staff to assist in the Emergency Operations Centre, as required.
- Upon direction by the Mayor, ensuring that all Council are advised of the declaration and termination of declaration of the emergency.
- Upon direction by the Mayor, arranging special meetings of Council, as required, and advising members of Council of the time, date and location of the meetings.
- Procuring staff to assist, as required.

2. Legal Services Representative

The Legal Services Representative is responsible for:

- Providing advice to any member of the Community Control Group on matters of a legal nature as they may apply to the actions of the Town of Petawawa in its response to the emergency, as requested.

3. Treasurer

- Providing information and advice on financial matters as they relate to the emergency.

- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring communities.
- Ensuring that records of expenses are maintained for future claim purposes.
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.

4. Telecommunications (ARES) Coordinator

The Telecommunications Coordinator reports to the Emergency Management Coordinator and is responsible for:

- Activating the emergency notification system of the local amateur radio operators group.
- Initiating the necessary action to ensure the telephone system at the community offices functions as effectively as possible, as the situation dictates.
- Ensuring that the emergency communications centre is properly equipped and staffed, and working to correct any problems, which may arise.
- Maintaining an inventory of community and private sector communications equipment and facilities within the community, which could, in an emergency, be used to augment existing communications systems.
- Making arrangements to acquire additional communications resources during an emergency.

5. Social Services Representative

In an emergency, the CCG may request that a Social Service Representative sit as a member to provide the following services:

- Provide advice to Head of Council and other members of the CCG and,
- According to the nature of the emergency, ensure the survival and well being of people during and following a major emergency by arranging for:
 - a) Emergency clothing to provide adequate protection from the elements;
 - b) Emergency lodging to provide adequate temporary accommodation for the evacuees;
 - c) Registration and enquiry services to re-unite families and to collect information and answer queries concerning the safety and whereabouts of missing persons;
 - d) Emergency feeding to sustain those without food or adequate food preparation facilities; and,
 - e) Individual and family services to assist and counsel individuals and families in need and to provide special care to unattached children and dependent adults.

6. Deputy Mayor and Other Members of Council

Personnel with requisite skill and knowledge crucial to successful emergency response operations determine the effectiveness of the emergency operations centre and operations cell.

Therefore professional municipal employees and designated qualified persons sit as **primary** members of the Emergency Management Program Committee, the Community Control Group and the Operations cell.

Elected municipal officials, not appointed to, designated for or encumbered by specific duties, will assist the Community Control Group or any other specific support agencies, **at the discretion of the Head of Council**, in the following areas:

- a) Public relations and inter-government liaison;
- b) Emergency social services co-ordination; and,
- c) Other tasks, as directed by the Mayor.

7. Other Agencies

In an emergency, many agencies may be required to work with the Community Control Group. Three such agencies are detailed below. Others might include Emergency Management Ontario, Ontario Provincial Police, the Office of the Fire Marshal, industry, volunteer groups, conservation authorities and provincial ministries.

Hydro One

The Hydro One Representative is responsible for:

- a) Monitoring the status of power outages and customers without services.
- b) Providing updates on power outages, as required.
- c) Ensuring liaison with the public works representative.
- d) May provide assistance with accessing generators for essential services, or other temporary power measures.

County Board of Education and Separate School Board

The County Board of Education and the Separate School Board are responsible for:

- Providing any school (as appropriate and available) for use as an evacuation or reception centre and a representative(s) to co-ordinate the maintenance, use and operation of the facilities being utilized as evacuation or reception centres.
- Ensuring liaison with the municipality as to protective actions to the schools (ie. implementing school stay in place procedure and implementing the school evacuation procedure.

Pembroke General Hospital Administrator

The Pembroke General Hospital Administrator is responsible for:

- Implementing the hospital emergency plan.
- Ensuring liaison with the Medical Officer of Health and local ambulance representatives with respect to hospital and medical matters, as required.
- Evaluating requests for the provision of medical site teams/medical triage teams.
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate.

c) Relationship between CCG and Emergency Site Manager (ESM):

Depending on the nature of the emergency, and once the ESM has been assigned, the CCG relationship with the ESM is to offer support with equipment, staff and other resources, as required.

The CCG will also ensure that the rest of the community maintains municipal services.

d) Relationship between ESM, and command and control structures of emergency responders

The senior representative for each emergency responder (police, fire, EMS, public works) at the site will consult with their respective ECG member and co-ordinate with the Emergency Site Manager, so as to offer a coordinated and effective response.

PART G: EMERGENCY TELECOMMUNICATIONS PLAN

Upon implementation of the Emergency Response Plan, it will be important to ensure that communications are established between the emergency site(s) and the EOC. Also communication may be required at various locations, including evacuation centre, hospitals and other key responding agencies.

Communications will be provided by regular communication system means, such as radios, cell phones and telephones. In the event that these means are not available, ARES will be requested to set up a communication system.

PART H: EMERGENCY INFORMATION PLAN

Upon implementation of this Emergency Response Plan, it will be important to coordinate the release of accurate information to the news media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

In order to fulfill these functions during an emergency, the following positions will be established:

- Emergency Information Officer
- Community Spokesperson
- Citizen Inquiry Supervisor

The local Emergency Information Centre (EIC) will be located at the Petawawa Municipal Office at 1111 Victoria Street. In the event that this centre cannot be used, the secondary location will be Fire Station #1 at 23 Schwanz Road.

The Citizen Inquiry section is located at the Petawawa Municipal Office at 1111 Victoria Street, under the supervision of the Social Services Representatives.

1. Emergency Information Officer

The Emergency Information Officer reports to the Chief Administrative Officer and is responsible for:

- Establishing a communication link with the Community Spokesperson, the Citizen Inquiry Supervisor and any other media coordinator(s) (ie. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate.
- Ensuring that the EIC is set up and staffed and a site EIC, if required.

- Ensuring liaison with the CCG to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
- Ensuring that the following are advised of the telephone number of the media centre:
 - Media
 - Community Control Group
 - Switchboard (Town and Emergency Services)
 - Community Spokesperson
 - Police Public Relations Officer
 - Neighbouring Communities
 - Citizen Inquiry Supervisor
 - Any other appropriate persons, agencies or business
- Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public.
- Ensuring that the media releases are approved by the Chief Administrative Officer (in consultation with the Mayor) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
- Monitoring news coverage, and correcting any erroneous information.
- Maintaining copies of media releases and newspaper articles pertaining to the emergency.

2. Community Spokesperson

The Community Spokesperson will be appointed by the Community Control Group and is responsible for:

- Giving interviews on behalf of the Town of Petawawa's Council.
- Establishing a communication link and regular liaison with the Emergency Information Officer at the EOC.
- Redirecting all inquiries about decisions made by the CCG and about the emergency as a whole, to the Emergency Information Officer.
- Coordinating media photograph sessions at the scene when necessary and appropriate.
- Coordinating on-scene interviews between the emergency services personnel and the media.

3. Citizen Inquiry Supervisor

The Citizen Inquiry Supervisor is responsible for:

- Establishing a Citizen Inquiry Service, including the appointment of personnel and designation of telephone lines.
- Informing the Emergency Information Officer of the establishment of the Citizen Inquiry Service and designated telephone number(s).
- Informing the affected emergency services, the CCG and Town switchboards of the establishment of the Citizen Inquiry Service and designated telephone numbers.

- Ensuring liaison with the Emergency Information Officer to obtain current information on the emergency.
- Responding to and re-directing inquiries and reports from the public based upon information from the Emergency Information Officer. (Such information may be related to school closings, access routes or the location of evacuee centres).
- Responding to and redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- Responding to and redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone number(s).
- Procuring staff to assist, as required.

