
Emergency Quick Reference Guide

- ⇒ Upon the arrival of three or more members, the Municipal Emergency Control Group (MECG) may initiate its function.

- ⇒ Ensure that all municipal departments have been notified and either activated or placed on standby. Each MECG member is responsible for their own department.

- ⇒ The Mayor must inform the Province of Ontario that the Township of South Frontenac has declared an emergency, and specify the nature of the emergency situation. The provision of a return contact number is required for communications purposes. The call is made to the Emergency Management Ontario.

- ⇒ Turn to individual responsibilities within the plan. Provide input and assistance as required.

- ⇒ Each member of the MECG will report and respond to immediate needs in accordance with the Operations Cycle format.

Part 1 - Administration

Quick Reference Guide	1
Table of Contents	2
List of Appendices	3
Introduction	4
Aim	5
Authority	6
Plan Maintenance	7
Distribution List	8
Amendments	9

Part 2 – Emergency Operations

2.0	MECG Membership & Responsibilities	10
	Implementation	11
2.1	Emergency Op's Centre Procedures	12
2.2	Operations Cycle	13
2.3	Control Group (Responsibilities)	14
2.4	Mayor	15
2.5	CAO (Incident Commander)	16
2.6	Director of Fire & Emergency Services	17
2.7	Director of Public Services	18
2.8	CEMC	19
2.9	Director of Development Services/Evacuation Coordinator	20
2.10	Director of Corporate Services	21
2.11	Clerk – Emergency Information Officer	22

Part 3 – Emergency Support

3.0	Executive Assistant & Administrative Assistants	23
3.1	OPP Representative	24
3.2	EMS/Ambulance	25
3.3	Medical Officer of Health	26
3.1	Canadian Red Cross	27
3.2	Clergy	28
3.3	Board of Education	29
3.4	Legal Advisor	30

Appendices

- Appendix A - Emergency Notification System
 - MECC
 - Members of Council
 - Outside Emergency Assistance
- Appendix B - Vital Services Directory
- Appendix C - Local Resources Directory
- Appendix D - Emergency Management Act, 2003
- Appendix E - Local Bylaw
- Appendix F - Hazard Identification & Risk Assessment
- Appendix G - Critical Infrastructure
- Appendix H - EOC Log's & Message Forms
- Appendix I - Declaration of Emergency Checklist
- Appendix J - Declaration of Emergency
- Appendix K - Termination of Emergency
- Appendix L - EOC Layout & Set-up Guide
- Appendix M - Guide to Emergency Media Relations
- Appendix N - Glossary of Terms

Introduction

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

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

Together we work to ensure that our community is prepared to respond to an emergency in the most effective manner possible.

Aim

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

Authority

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

Our By-law No. **2019-68** is the local authority for this plan and related activities. The By-law is itself “Appendix E” of this Emergency Plan.

Plan Maintenance

The Plan was written in 2004 and it is essential that it be kept current and viable by adherence to a maintenance schedule. Responsibility for the plan being kept up to date rests with the Community Emergency Management Coordinator who may delegate tasks accordingly.

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

The notification system will be tested annually.

The plan will be exercised once every year as a minimum requirement.

The Municipal Emergency Control Group shall receive training and participate in an exercise, once every year as a minimum requirement.

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

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

Distribution List

Position/Location	Number of Copies
Mayor	1
CAO	1 *
OPP	1
Director of Fire & Emergency Services	1
CEMC	1 *
EMS / Ambulance	1
Fire Dispatch	1
Director of Public Services	1
Medical Officer of Health	1
Director of Corporate Services/Treasurer	1
Director of Emergency Services	1
Clerk – Emergency Information Officer	1
Emergency Management Ontario	2 *
Emergency Operations Centre	14 *

(* = complete copy of plan with Annexes)

Emergency Response Plan Amendments

Amendment No.	Date of Amendment	Date Entered	Entered by
By-law 2006-11	January 24, 2006	January 24, 2006	Deidre Babcock
By-law 2006-11	April 23, 2007	April 23, 2007	Angela Maddocks
By-law 2010-03	January 12, 2010	January 12, 2010	Angela Maddocks
By-law 2010-03	April – May 2014	May 2014	Angela Maddocks
By-law 2018-64	September 11, 2018	October 2, 2019	Darcy Knott
By-law 2019-68	November 6, 2019	November 19, 2019	Darcy Knott

Part 2 Emergency Operations and Procedures

2.0 **Municipal Emergency Control Group (MECG) – Responsibilities and Procedures**

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

The MECG is made up of the following members;

- Mayor
- CAO
- Director of Emergency Services /Fire Chief / CEMC
- Director of Public Services (*or alternate CEMC*)
- Director of Development Services/Evacuation Coordinator
- Director of Corporate Services/Treasurer
- Clerk/Emergency Information Officer

The following Affiliated Organizations and MECG member designates (alternates) will be invited to attend the MECG meetings as appropriate:

- OPP representative
- EMS/Ambulance
- Medical Officer of Health
- Executive Assistant
- Deputy Mayor
- Chief Building Official
- Assistant Fire Chief
- Technical Support Supervisor
- Deputy Treasurer
- Human Resources Officer

IMPLEMENTATION:

Any member of the Municipal Emergency Control Group or one of the Affiliated Organizations or MCEG designates may request, through the CAO, that the Emergency Plan be implemented.

It is the responsibility of the agency that is first at the scene of an emergency to decide whether the emergency plan should be implemented. If the size or seriousness of the emergency is beyond the capability or responsibility of that agency, then the Emergency Plan will be activated. The Emergency Plan may be implemented in whole, or in part, based on conditions at the site or severity of the situation.

The CAO will immediately notify the Mayor and other members of the MCEG. Notification lists and procedures are located in Appendix A.

2.1

Emergency Operations Centre Procedures (EOC)

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

Primary EOC Location:

- Township of South Frontenac Council Chambers - 4432 George St, Sydenham, On

Primary Alternate EOC Location:

- Township of South Frontenac Public Services Facilities - 2490 Keeley Rd, Sydenham On.

Secondary Alternate EOC Location:

- South Frontenac Fire & Rescue Station 6 - 5855 Perth Rd, Perth Road, On

Alternate EOC Location:

- Ontario Provincial Police Detachment Office - 5282 Hinchinbrooke Rd, Hartington, ON

Upon receiving notification the CAO/Operations Officer will contact the administrative staff who has been assigned the task of setting up the EOC. The EOC will be set up and operational within one hour of activation. The Operations Officer will supervise the set up and ensure operational viability.

Upon arrival at the EOC, each MECG member/designate will;

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

Upon leaving the EOC, each MECG member will;

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

Once the initial response is established, routines are put into place by the Incident Commander. The MECG functions most efficiently on a system known as an Operations Cycle.

2.2

Operations Cycle

An operations cycle is how the MECG manages overall emergency operations. MECG members will come together usually around a planning board or map at which time they will in turn report their agencies' status to the Mayor and Operations Officer. It is essential that every member, covering each area of responsibility, be heard from during this process. The MECG is a team, and the actions taken by one, or the lack of action by one, may have a significant impact upon operations.

The round table discussion should include problems, questions, resources requests and any other relevant information so that timely informed decisions can be made as a group. Once the meeting is completed, the members should contact their agencies' and pass on any relevant information or directives that come out of the MECG meeting. The frequencies of the meetings are determined by the Operations Officer in conjunction with the Mayor, but should reflect the pace of the emergency and occur on a scheduled basis which may be adjusted accordingly.

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

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

2.3

Municipal Emergency Control Group (MECG)

The MECG is responsible for the following:

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

2.4

Mayor

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

- a. Declaration of an Emergency.
- b. Termination of an Emergency.
- c. Notifying the Province of Ontario of the declaration of emergency, and termination of the emergency. (*Contact made through Emergency Management Ontario*)
- d. Take such action and make such orders, as considered necessary and not contrary to law, in order to protect the health, safety, welfare, environment and property of residents in the Township of South Frontenac.
- e. Ensuring the members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency operational situation.
- f. Ensuring that the local MPP and MP, neighboring municipalities and the County are advised of the declaration and termination, and kept informed of the emergency situation.
- g. Approving all major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the CAO & Control Group.
- h. Maintain a personal log.

2.5

CAO / Incident Commander

The CAO is referred to as the “Incident Commander” for emergency purposes. The responsibilities of the Operations Officer (*or alternate*) are:

- a. Activating the emergency notification system.
- b. As the Incident Commander, coordinating all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- c. Chair meetings of the Municipal Emergency Control Group.
- d. Advising the head of council on policies and procedures, as appropriate.
- e. Approving, in conjunction with the head of council, major announcements and media releases prepared by the Emergency Information Officer, in conjunction with the MCEG.
- f. Ensuring that a communication link is established between the MCEG and the Emergency Site Manager.
- g. Calling out additional staff as required.
- h. Maintaining a master record of all events and actions taken. (main events board)
- i. Maintaining a personal log.

2.6

Director of Fire & Emergency Services

The Director of Fire and Emergency Services, or designate, is responsible for:

- a. Activating the emergency notification system.
- b. Providing the MCEG with the information and advice on fire fighting and rescue matters.
- c. Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- d. Initiating Mutual Aid as required.
- e. Determining if additional or specialized equipment is required ie. Protective suits, CBRN team, etc.
- f. Coordinating or providing assistance with, rescue, first aid, casualty collection, evacuation etc.
- g. Providing an Emergency Site Manager (ESM) as required.
- h. Maintain a log.

2.7

Director of Public Services

The Director of Public Services or alternate is responsible for;

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

2.8

CEMC

The Community Emergency Management Coordinator is responsible for:

- a. Activating the emergency notification system.
- b. Provide information, advice and assistance to members of the MECG on Emergency Management programs and principles.
- c. Provide direction to EOC support staff as required in support of the Control Group, and ensure proper set-up and operation of the EOC.
- d. Maintain Emergency Response Plan in accordance with requirements of the Emergency Management Act.
- e. In conjunction with the CAO, coordinate a post-emergency debriefing and assist in the development of a final report to Mayor and Council.
- f. Maintain a personal log.
- g. The Director of Fire & Emergency Services is appointed as the Primary CEMC.

2.9

Director of Development Services - Evacuation Coordinator

The Director of Development Services - Evacuation Coordinator or alternate is responsible for;

- a. Ensuring or arranging for the care, feeding and temporary shelter of evacuees.
- b. Management of reception and evacuation centres.
- c. Liaison with the Medical Officer of Health in areas regarding public health in evacuation centers.
- d. Liaison with the public and separate school boards regarding the use of school facilities for reception and evacuation centers if required.
- e. Liaison with Canadian Red Cross if required.
- f. Liaison with local volunteer groups regarding care of citizens at local reception or evacuation centers.
- g. Maintain a personal log.

2.10 Director of Corporate Services/Treasurer

The Director of Corporate Services/Treasurer is responsible for;

- a. Documentation of expenditures, accounts payable and receivable.
- b. Advice regarding all financial aspects of an emergency.
- c. Open and maintain the Main Event board.
- d. Other duties as assigned by CAO/Incident Commander.
- e. Maintain a personal log.

2.11

Clerk - Emergency Information Officer

The Public Information Officer is responsible for;

- a. Notifying information centre staff.
- b. Ensuring that the Information Centre is set up and operational.
- c. Initial and subsequent media releases, subject to approval by the Mayor and Operations Officer.
- d. Establish and maintain linkages with provincial, county and industry media officials as appropriate.
- e. Coordinate interviews and media conferences.
- f. Designate a site media spokesperson as appropriate.
- g. Ensuring set up and staffing of public inquiry lines.
- h. Coordination of public inquiries.
- i. Monitoring news coverage.
- j. Maintaining copies of all media releases.
- k. Maintain a personal log.

3.1 **OPP representative – Affiliate Member**

The Ontario Provincial Police Representative or alternate is responsible for:

- a. Activating the emergency notification system.
- b. Establishing and maintaining ongoing communications with the senior police representative at the emergency site.
- c. The provision of traffic control to facilitate the movement of emergency vehicles.
- d. Co-ordination of evacuation routes.
- e. The protection of life and property and the provision of law and order.
- f. Ensure perimeter security and crowd control at emergency site.
- g. The provision of police services in evacuation centres, morgues, and other facilities as required.
- h. Notifying the coroner of fatalities.
- i. Liaison with external police agencies, as required.
- j. Providing an Emergency Site Manager if requested to by the MECG.
- k. Maintaining a log.

3.2

EMS / Ambulance – Affiliate Member

The EMS/Ambulance representative is responsible for:

- a. Activating the emergency notification system.
- b. Providing the MCEG with information and advice on treatment and transport of casualties.
- c. Liaise with the Medical Officer of Health, area hospitals, police and fire officials during an emergency situation.
- d. Alert all staff using the Provincial Health Emergency Alert System.
- e. Take charge of casualties within the emergency area and be responsible for triage, lifesaving care, and the transport to area hospitals.
- f. Maintain a personal log.

3.3 Medical Officer of Health – Affiliate Member

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

- a. Acting as a coordinating link for all emergency health services at the MCEG.
- b. Liaison with the Ontario Ministry of Health, Public Health Branch.
- c. Liaison with the ambulance service representatives.
- d. Liaison with the Community Care Access representative.
- e. Providing advice on any matters, which may adversely affect public health.
- f. Providing authoritative instructions on health and safety matters to the public through the Public Information Officer.
- g. Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- h. Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- i. Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- j. Ensuring the safety of drinking water in conjunction the public works representative.
- k. Liaison with the senior social services representative regarding health services in evacuee centres.
- l. Maintain a log.

3.4 Canadian Red Cross - Responsibilities

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

3.5

Clergy Responsibilities

- a. Provide for multi-denominational religious observances.
- b. Establish visitations to evacuees in evacuation centres on a scheduled basis.
- c. Provide guidance to the MECG regarding matters of a religious nature.
- d. Provide advice regarding care of the deceased in areas which relate to religious observances.
- e. Liaise with Director, Social Services regarding the use of churches and related facilities for reception and evacuation centres.

3.6

Boards of Education - Responsibilities

- a. Provide schools for reception centres.
- b. Provide schools for evacuation centres.
- c. Provide access to school facilities in accordance with the agreement regarding access/use of schools by the municipality in the event of an emergency for reception and evacuation facilities.
- d. Provide liaison with the Director, Social Services and the MCEG.

3.7

Legal Advisor - Responsibilities

- a. Provide legal opinions and advice to the MECG as required.
- b. Provide legal representation as required.