

## **COMMITTEE OF THE WHOLE WORKING SESSION NOVEMBER 9, 2004**

### **EMERGENCY MANAGEMENT PROGRAM**

#### **Recommendation**

The Fire Chief and Manager of Emergency Planning recommends that:

1. A By-Law be enacted to:
  - i. Adopt an Emergency Management Program
  - ii. Adopt the City of Vaughan Emergency Plan
  - iii. Repeal By-Law 12-90

#### **Purpose**

To adopt the Emergency Management Program and City of Vaughan Emergency Plan in accordance with the *Emergency Management Act (2003)* and repeal By-Law 12-90.

#### **Background - Analysis and Options**

The Emergency Management Act became law on April 15, 2003. The Act identifies the mandatory requirements of an Emergency Management Program for all municipalities across the province including:

1. An Emergency Management Program By-Law;
2. An Emergency Plan;
3. Training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities;
4. Public education on risks to public safety and on public preparedness;
5. Identification and assessment of the various hazards and risks to public safety that could give rise to emergency, and the identification of the facilities and infrastructure that are at risk of being affected by emergencies; and
6. Any other element required by the standards for emergency management programs as set under section 14 of the Act.

Emergency Management Ontario has identified three levels of components - Essential, Enhanced and Comprehensive as the basis of an Emergency Management Program. The Province has advised the Municipalities that the Essential Level elements should be achieved by December 31, 2004 and subsequently the Enhance Level by December 31, 2005 and Comprehensive Level by December 31, 2006.

Attached as Schedule A is the description of the Emergency Management Program for the City of Vaughan, which is based upon the Ontario Emergency Management Program Standards "Framework for Community Emergency Management Programs".

Also attached as Schedule B is the revised City of Vaughan Emergency Plan.

#### **Relationship to Vaughan Vision 2007**

Development and implementation of an emergency management program to comply with the *Emergency Management Act (2003)* is an objective under Serve Our Constituents – Promote Community Safety, Health and Wellness – evaluate, sustain, enhance and promote community safety, health and wellness through design, education enforcement and response.

This report is consistent with the priorities previously set by Council and the necessary resources have been allocated and approved for the remainder of 2004.

**Conclusion**

To assist the City of Vaughan in achieving compliance with the Emergency Management Act, it is recommended that Council approve the attached Emergency Management Program and Emergency Plan.

**Attachments**

1. Schedule A - Emergency Management Program Description
2. Schedule B - City of Vaughan Emergency Plan

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### Schedule A

#### **City of Vaughan Emergency Management Program**

The Emergency Management Act requires every municipality to develop and implement an Emergency Management Program. The Ministry of Community Safety and Correctional Services has established standards by which the Essential, Enhanced and Comprehensive Levels of an Emergency Management Program are measured. The Act identifies the mandatory components of an Emergency Management Program. The City of Vaughan Emergency Management Program incorporates these standards and components, into our program. The program activities include, but are not limited to

##### Administration

- Designation of a Community Emergency Management Coordinator in alternates
- Formulation of a Community Emergency Management Committee who will be responsible for assisting in the development, implementation and evaluation of the Emergency Management Program
- Ensuring the primary and alternate Emergency Operations Centres are equipped for effective operations
- Designation of a Public Information Officer and Centre
- Annual Program review.

##### Emergency Plan

- Formulation of a plan governing the provision of necessary services during an emergency and the procedures under and the manner in which employees of the municipality and other persons will respond to the emergency
- Annual review and if necessary revision of the plan
- Development of supporting plans for high risks
- Development and implementation of an Incident Management System within the structure of the plan
- Development of a supporting plan for the dissemination of emergency information
- Development of prevention/mitigation strategies and plans for identified high risks
- Development of a recovery plan for high risks
- Development of response strategies for identified hazards
- Development of a community evacuation plan

##### Training and Exercise Program

- Implementation of a staff-training program for the Emergency Management Team in the strategies and methodologies of emergency planning, response and recovery.
- Development and implementation of an emergency exercise program to test the Emergency Plan and train the Emergency Management Team on identified risks in the community
- Designing varying degrees of complex exercises based upon identified hazards

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### Hazard Identification, Risk Assessment and Critical Infrastructure Identification

- Identification of potential hazards and risks in the community which could cause an emergency
- Identification of critical infrastructure in the community that could be impacted by an emergency
- Reassessment and updating yearly
- Development and implementation of guidelines for risk-based land use planning
- Designation of dangerous goods routes

### Public Awareness and Education Program

- Development and implementation of public awareness initiatives to promote personal emergency preparedness
- Development and implementation of a public education program based on identified risks and management strategies.



# **EMERGENCY PLAN**

**REVISED OCTOBER 2004**

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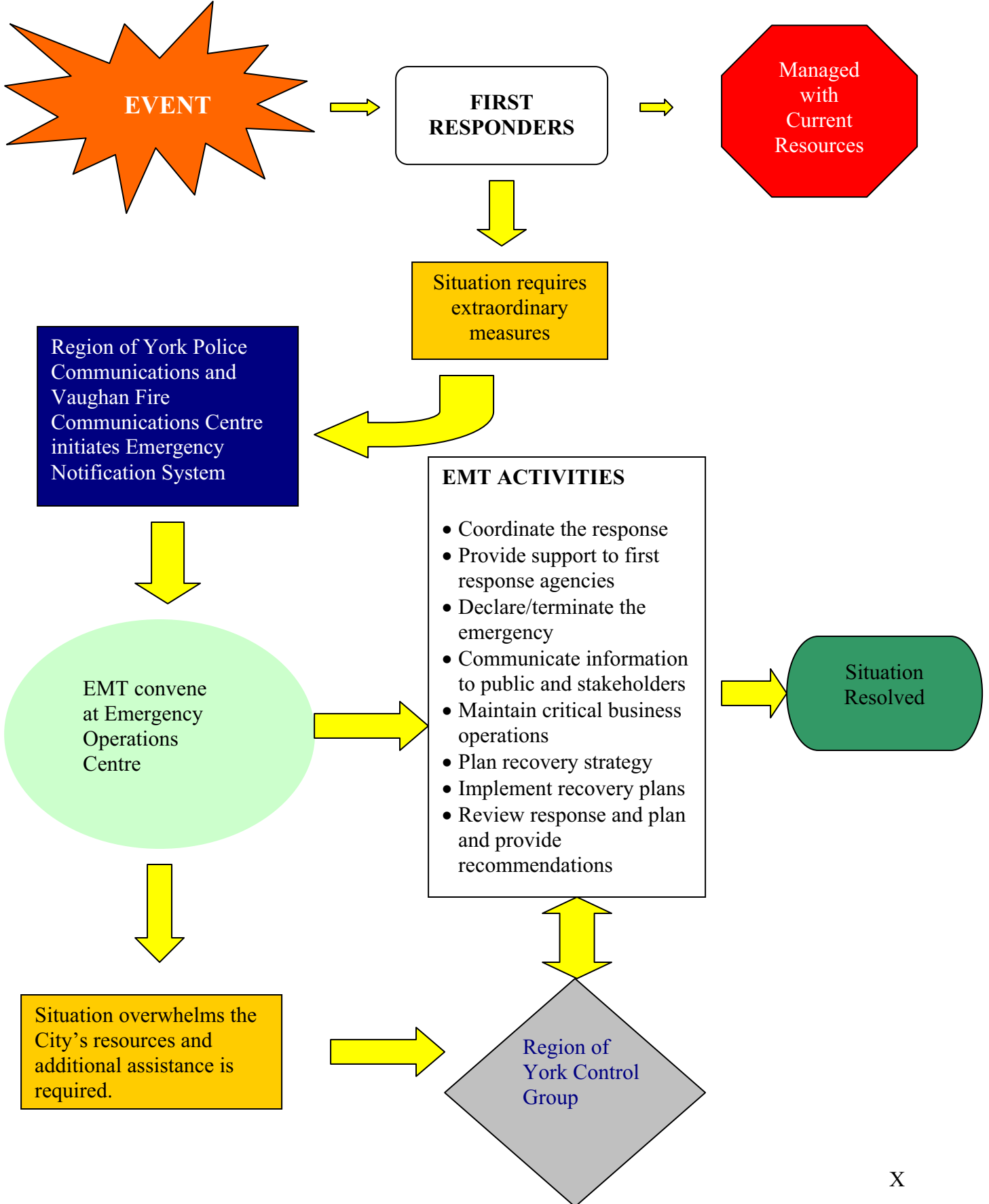


**ACRONYMS**

<b>ARES</b>	<b>Amateur Radio Emergency Services</b>
<b>CANUTEC</b>	<b>Canadian Transport Emergency Centre</b>
<b>CEMC</b>	<b>Community Emergency Management Coordinator</b>
<b>CRIB</b>	<b>Central Registration and Inquiry Bureau</b>
<b>DFAA</b>	<b>Disaster Financial Assistance Arrangement</b>
<b>EMO</b>	<b>Emergency Management Ontario</b>
<b>EMS</b>	<b>Emergency Medical Services</b>
<b>EMT</b>	<b>Emergency Management Team</b>
<b>EOC</b>	<b>(Vaughan) Emergency Operations Centre</b>
<b>GIS</b>	<b>Geographic Information System</b>
<b>HMRU</b>	<b>Hazardous Materials Response Unit</b>
<b>IC</b>	<b>Incident Commander</b>
<b>IMS</b>	<b>Incident Management Systems</b>
<b>IT</b>	<b>Information Technology</b>
<b>LOC</b>	<b>Logistics Operations Centre</b>
<b>MOH</b>	<b>Medical Officer of Health</b>
<b>MP</b>	<b>Member of Parliament</b>
<b>MPP</b>	<b>Member of Provincial Parliament</b>
<b>NGO</b>	<b>Non-Governmental Organization</b>
<b>ODRAP</b>	<b>Ontario Disaster Relief Assistance Program</b>
<b>OPP</b>	<b>Ontario Provincial Police</b>
<b>PIC</b>	<b>Public Inquiry Centre</b>

<b>PIO</b>	<b>Public Information Officer</b>
<b>POC</b>	<b>Provincial Operations Centre</b>
<b>RECG</b>	<b>Regional Emergency Control Group</b>
<b>REOC</b>	<b>Regional Emergency Operations Centre</b>
<b>SAC</b>	<b>Spills Action Centre</b>
<b>VFRS</b>	<b>Vaughan Fire and Rescue Services</b>
<b>YRP</b>	<b>York Regional Police</b>

## Summary of the Emergency Plan



## **SECTION 1: INTRODUCTION**

### **1.1 PREAMBLE**

The City of Vaughan covers a land area of 275 square kilometres and is situated in the Region of York. The Township of King to the north, the Towns of Markham and Richmond Hill to the East, the City of Toronto to the South and the Region of Peel to the West, borders the City. The City of Vaughan is a mix of urban and rural communities, which includes Concord, Kleinburg, Maple, Thornhill, and Woodbridge with a total population of over 231,000 inhabitants.

Within the borders of Vaughan are many unique aspects, which have been identified through a risk analysis that require effective emergency response capabilities. These include

- Major transportation routes including highways and rail corridors, on which significant volumes of dangerous goods are transported, and heavy commuter usage
- Major gas pipelines transverses the Northern and Southern sections of the City
- Major heavy industrial areas situated in the Southern section of the City, which use, store or transport potentially dangerous goods
- Large landfill site with a methane-fired electrical generating station
- Several tracts of environmentally sensitive and protected lands
- Tourism industry with significant volumes of people congregating
- Hydro transmission corridors
- Close proximity of two airports, one international in service delivery
- Potential for natural disasters such as severe summer and winter storms
- Two rail yards, which manage transfer and transport of large volumes of dangerous goods.

The City routinely handles situations involving responses by Fire, Police, Emergency Medical Services and Public Works, however some situations may escalate in scope beyond normal response operations. In the event of a larger-scale emergency the Emergency Plan may be activated.

The primary role of government in an emergency is to provide an organizational structure and the resources necessary to protect lives, property and the environment. To ensure a coordinated response effort, the plan outlines the roles and responsibilities of the responding municipal, regional, provincial, federal, private sector and non-governmental agencies.

The City maintains an Emergency Management Program for the purpose of developing, implementing and evaluating plans and strategies to mitigate potential emergencies, prepare the community, respond to and recover from emergency situations; and thus safeguard lives, property, the environment and

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welfare of the inhabitants of the City of Vaughan. Through the program, mechanisms are in place to test and update plans and protocols annually.

## **1.2 PURPOSE OF THE PLAN**

The purpose of this Plan is to establish guidelines and operational structures to make provisions for the extraordinary arrangements and measures that may be taken during an emergency. The plan is designed to

1. Maximize emergency response capabilities
2. Establish roles and responsibilities of responding agencies in preparing for, responding to and recovering from an emergency
3. Efficiently and effectively deploy resources
4. Minimize the impact upon the health, safety, and welfare of citizens, property and the environment
5. Coordinate the actions of all responding agencies
6. Provide the means to identify, request and procure additional resources, expertise and manpower that may be required.

The Plan has been designed to be flexible to ensure an all-hazards approach to managing emergency situations.

## **1.3 DEFINITION OF AN EMERGENCY**

The *Emergency Management Act* defines an emergency as

*“A situation or impending situation caused by the forces of nature, an accident, an intentional act or otherwise; that constitutes a danger of major proportions to life and property”*

An emergency can result from an existing danger or it can be a threat of an impending danger, which by its nature and magnitude necessitates a controlled and coordinated response by a number of government, private and community agencies.

Emergencies are categorized as natural, human-made or technological in origin. Emergencies vary in scale as local, regional, provincial, national or international.

## **SECTION 2: AUTHORITY**

### **2.1 THE CITY'S RESPONSIBILITY**

The City is responsible for demonstrating due diligence through compliance with the *Emergency Management Act*. Compliance with the Act is achieved through a comprehensive Emergency Management Program, which includes an approved Emergency Plan.

The City must submit a copy of this Emergency Plan to the Chief, Emergency Management Ontario and ensure that the Chief has at any time the most current version of the Emergency Plan. The Chief, Emergency Management Ontario shall keep in a secure place the most current version of the Emergency Plan submitted to him or her.

### **2.2 THE EMERGENCY MANAGEMENT ACT**

#### **2.2.1 EMERGENCY MANAGEMENT PROGRAM**

The *Emergency Management Act* makes it mandatory for every municipality to develop and implement an Emergency Management Program and the council of each municipality shall by by-law adopt the Emergency Management Program. The Act requires that every Emergency Management Program consist of,

- An emergency plan
- Training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and procedures to be followed in emergency response and recovery activities
- Public education on risks to public safety and on public preparedness for emergencies
- An assessment of various hazards and risks to public safety that could give rise to emergencies and identify the facilities and other elements of the infrastructure that are at risk of being affected by emergencies.
- Any other element required by the standards for emergency management programs set under section 14 of the Act.

### **2.3 THE AUTHORITY OF THE CITY OF VAUGHAN EMERGENCY PLAN**

1. The Head of Council is hereby authorized to declare that an emergency exists in all or any part of the City and make such orders as considered necessary and are not contrary to law to implement the emergency plan.
2. That during the absence or during his/her inability to act, the designated alternate who shall be a member of Council may exercise the powers and

perform the duties of the Head of Council under the Emergency Management Act or this Emergency Plan.

3. Employees of the City are authorized to take action under this plan where an emergency exists but has not yet been declared to exist.
4. Authority is hereby given to obtain and distribute necessary materials, equipment and supplies during an emergency.

## **2.4 PRECEDENCE**

The Emergency Management Act states that

“The emergency plan of a lower-tier municipality in an upper-tier municipality, excluding a county, shall conform to the emergency plan of the upper-tier municipality and has no effect to the extent of any inconsistency.”

The City of Vaughan, Emergency Plan conforms to the Region of York Emergency Plan.

## **2.5 PROTECTION FROM PERSONAL LIABILITY**

Under the *Emergency Management Act*, Section 11,

11.(1) “No action or other proceeding lies or shall be instituted against a member of council or an employee of a municipality ... for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency management program or an emergency plan or in connection with an emergency.”

## **2.6 MUNICIPALITY NOT RELIEVED OF LIABILITY**

11.(3) “Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1) and the municipality is liable as if subsection (1) had not been enacted and in the case of a member of council, as if the member were an employee of the municipality.”

## **2.7 PUBLIC ACCESSIBILITY TO THE PLAN**

The public electronic version of the Emergency Plan is available on the City’s website: [www.vaughan.ca](http://www.vaughan.ca), and paper copies are available for viewing at the Civic Centre or in local libraries.

## **2.8 FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY**

Any personal information collected under the authority of this Plan shall be used solely for the purpose of planning, preparing and responding to emergencies as

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defined within this Plan. The release of any information under this Plan shall be made in conformity with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, Ch. M.56 as amended.

A head of an institution, as defined in the *Municipal Freedom of Information and Protection of Privacy Act*, may refuse under that Act to disclose a record of personal information collected.

## SECTION 3 – IMPLEMENTATION OF THE PLAN

### 3.1 DETERMINING AN EMERGENCY

At the threat of an impending emergency and/or at the scene of an emergency, the Incident Commanders of the first response agencies and/or the EMT will assess the situation to determine if this is an extraordinary event that requires extraordinary measures to respond to, contain and recover from the situation.

The Incident Commanders of the first response agencies or the City Manager or an Emergency Management Team (EMT) Leader may activate this Plan upon determination that the situation exceeds or may exceed normal response capabilities. Once the request has been made to activate the plan the first response agencies can immediately implement actions under the Plan's authority.

### 3.2 EMERGENCY NOTIFICATION SYSTEM

Upon direction from an Incident Commander at the scene or the City Manager or an Emergency Management Team Leader, the Vaughan Fire and Rescue Service Communications Centre will activate the Emergency Notification System. The Emergency Notification System may be activated in whole or in part on the advice of the Unified Command Incident Commanders, or the City Manager or an Emergency Management Team Leader.

The Vaughan Fire and Rescue Services Communications Centre will contact the Emergency Management Team members. VFRS Communication will provide the following details of the incident to EMT members:

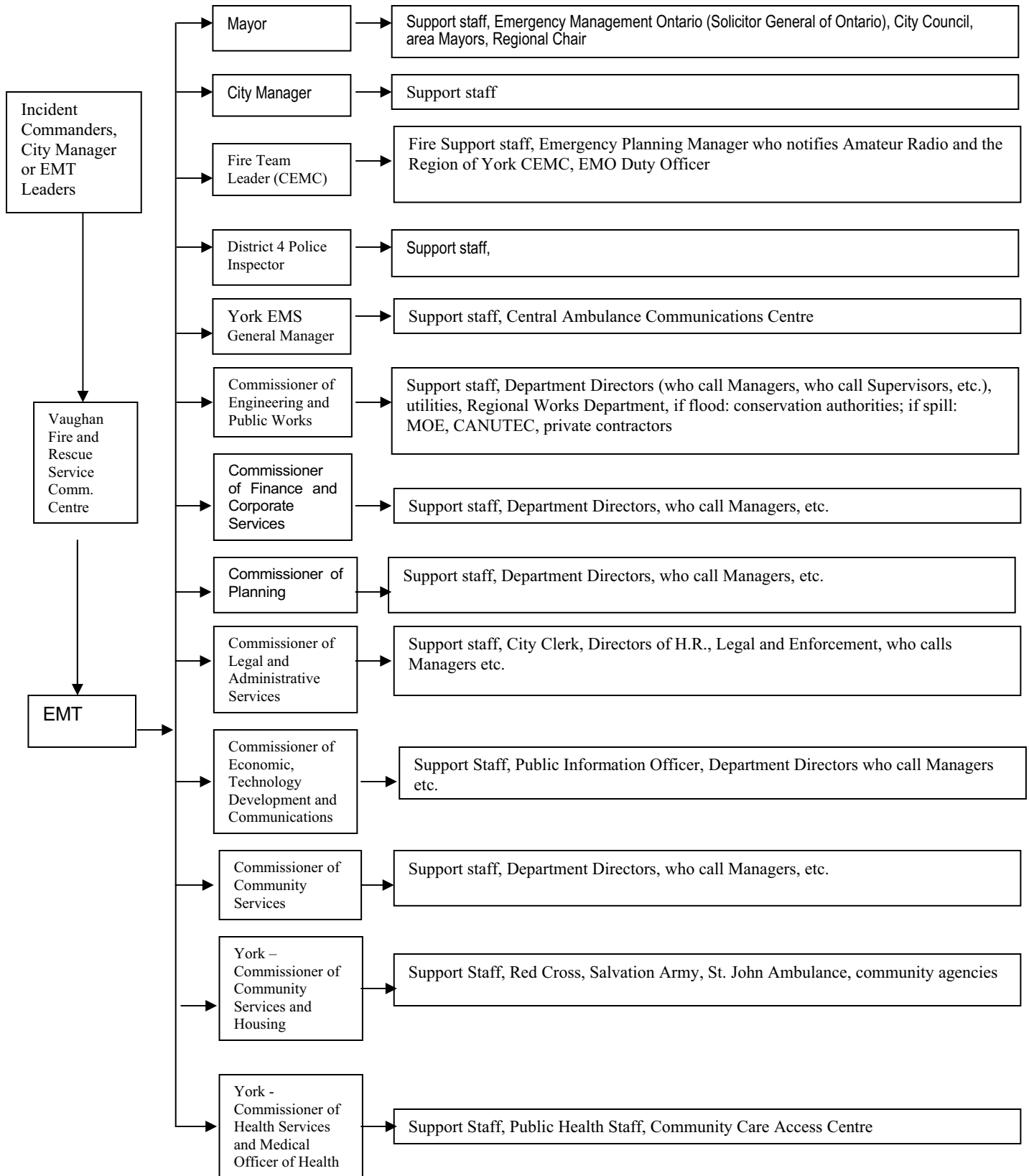
- Nature of the incident
- Location
- Extent of the impact or damages
- Manpower and equipment on the scene.

The members of the EMT may be

- Deployed immediately to the Emergency Operations Centre
- Requested to be on standby, monitor the situation and be prepared to convene at the EOC rapidly
- Alerted of a possible emergency situation, which may be developing.

Should VFRS-Communications Centre Dispatcher not receive a response from the primary EMT contacts **within 15 minutes of initial contact**, they are to proceed in contacting the first and or second designated alternates. EMT members and/or alternates will then notify staff within their departments.

**3.3 EMERGENCY NOTICATION FAN-OUT CHART**



### **3.4 DECLARATION OF AN EMERGENCY**

1. In making the determination that a situation or impending situation is of the scale and/or magnitude, which a declaration of emergency should be made; the EMT will utilize the “Emergency Declaration Checklist” as a guide.
2. The Mayor or his/her designated alternate is responsible for declaring that a municipal emergency exists within Vaughan’s geographic boundaries in consultation with the EMT.
3. Upon declaration of an emergency, the Mayor or alternate will ensure that the following notifications are made:
  - a. The Solicitor General of Ontario, through Emergency Management Ontario at (416) 314-0472 (Provincial Emergency Operations Centre - PEOC).
  - b. In the event that contact with the PEOC is unsuccessful, notification can be made through the O.P.P. Duty Officer (705) 329-6950
  - c. City Council
  - d. The Regional Chair
  - e. Mayors of neighbouring municipalities
  - f. The public; and
  - g. MP’s and MPP’s representing the constituents of Vaughan.
4. The Mayor or designated alternate will submit a written and signed official declaration of an emergency by fax to the Provincial Emergency Operations Centre (416) 314-3758.
5. The Mayor, the City Manager or the Emergency Management Team Leaders may request assistance and resources from another level of government and that request shall not be considered to be a request for implementation of the Emergency Plan for that jurisdiction, unless specifically indicated by the Mayor or EMT.
6. The Premier of Ontario has the authority under the *Emergency Management Act* to declare an emergency in all or any part of Ontario.

### **3.5 TERMINATING AN EMERGENCY**

1. The authority to terminate an emergency is that of the
    - a. Mayor or designated alternate or
    - b. City Council or
    - c. The Premier of Ontario.
  2. Upon declaring an emergency is terminated, the Mayor will issue a verbal and written notice to
    - a. The Solicitor General, through the Provincial Emergency Operations Centre Tel: (416) 314-0472 and Fax (416) 314-3758
-

- b. In the event that contact with the PEOC is unsuccessful, notification can be made through the O.P.P. Duty Officer Tel: (705) 329-6950
- c. City Council
- d. The public
- e. The Regional Chair
- f. The Mayors of neighbouring municipalities; and
- g. The MP's and MPP's who represent the constituents of Vaughan.

### **3.6 ESCALATION OF AN EMERGENCY TO REGIONAL PLAN IMPLEMENTATION**

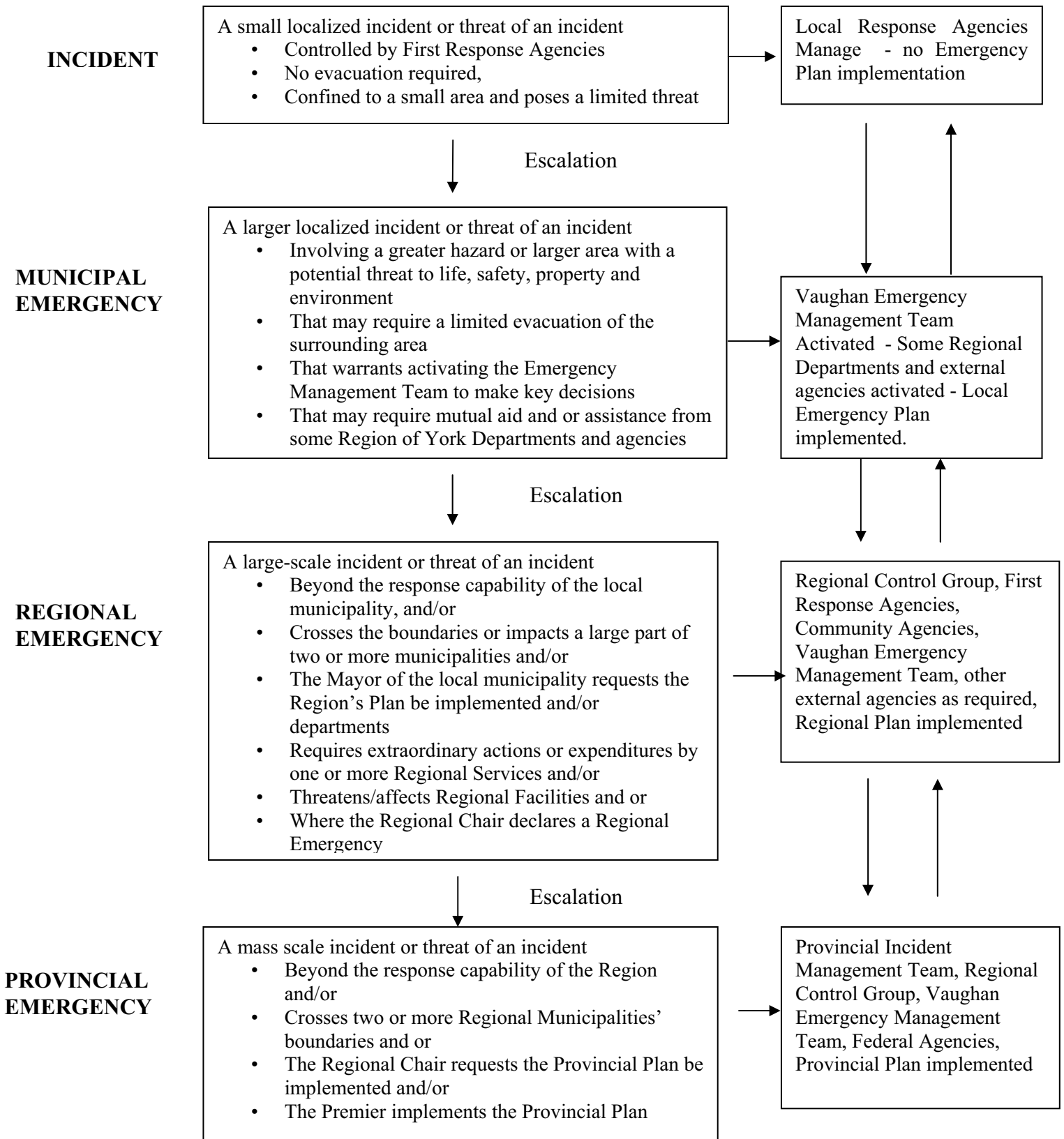
1. In some instances a localized emergency or impending emergency may escalate in scope or be of such a magnitude that a controlled and coordinated response is required at the Regional Government level. The Mayor can request through the Regional Chair that the Region of York Emergency Plan be activated. The following situations outline instances of when the Regional Emergency Plan may be implemented:
  - The incident is beyond the capability of a local municipality and the Mayor requests implementation of the Regional Plan
  - The incident crosses boundaries of or impacts a large part of 2 or more municipalities
  - The incident requires extraordinary expenditures of money by one or more Regional Departments
  - The situation threatens or affects Regional facilities
  - In a Provincially declared emergency, the Premier directs the Region to activate its Emergency Plan.
2. In the instance of a declaration of a Regional Emergency, the City will
  - Continue to operate and maintain the Vaughan EOC
  - Continue to provide services to residents
  - Continue to manage the localized response
  - Jointly coordinate with the Region in emergency response efforts
  - Provide a representative to the Regional Emergency Operations Centre to establish a liaison between the City and the Region.

These activities will continue until the emergency or impending emergency is declared terminated.

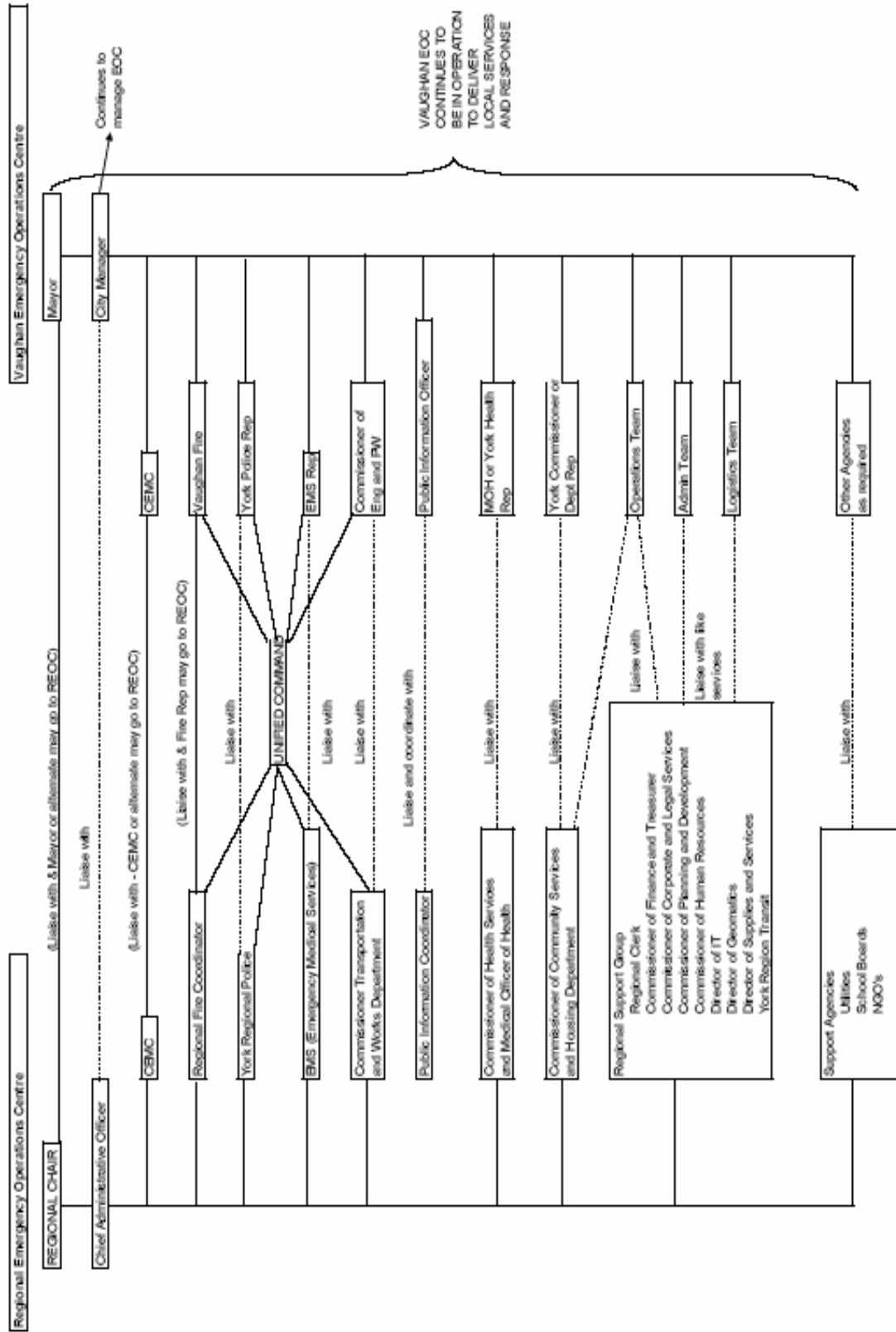
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### 3.7 SCALES OF EMERGENCIES

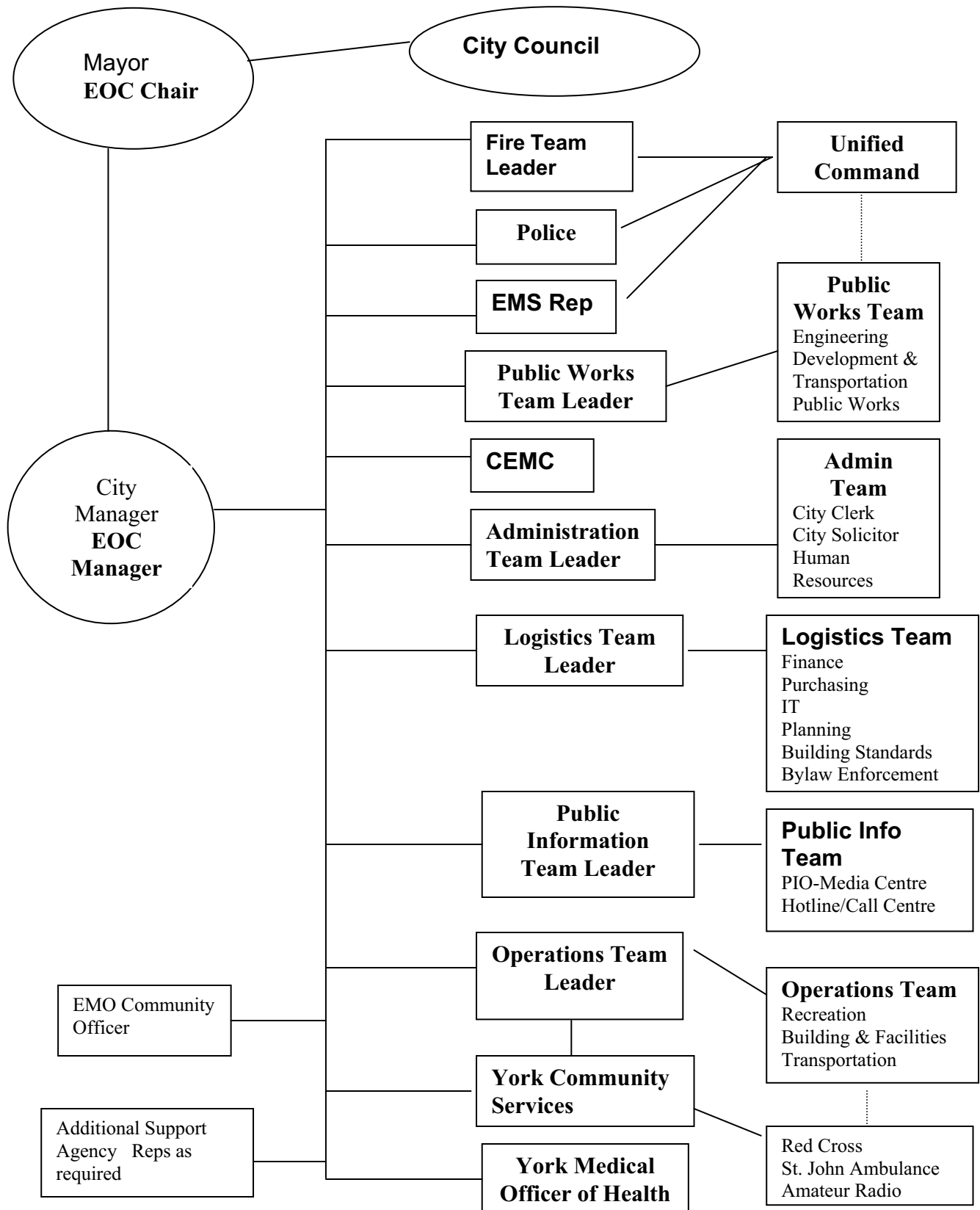


3.8 COMMUNICATION FLOW BETWEEN REGIONAL EMERGENCY OPERATIONS CENTRE AND VAUGHAN EMERGENCY OPERATIONS CENTRE



VAUGHAN EOC CONTINUES TO BE IN OPERATION TO DELIVER LOCAL SERVICES AND RESPONSE

**SECTION 4 – EMERGENCY MANAGEMENT SYSTEM ORGANIZATIONAL CHART**



## 4.1 EMERGENCY MANAGEMENT TEAM

The Emergency Management Team (EMT) is responsible for directing and controlling all emergency operations and for providing the essential services needed to minimize the effects of the emergency on the City. The EMT will commence operations when an emergency situation represents a threat which exceeds the normal response capabilities of the agencies designated to handle such an emergency or the emergency threatens the well being of the municipality in large parts or as a whole. The EMT is comprised of senior staff of the lead response agencies that have the authority to make decisions on all matters affecting that agency's participation in the emergency.

The EMT is comprised of three functional components; management functions, support functions and Incident Site Team.

### 4.1.1 MANAGEMENT FUNCTIONS TEAM

REPRESENTATIVE	EOC POSITION
Mayor	EOC Chair
City Manager	EOC Manager
Fire Chief	Fire Command and/or CEMC
York Regional Police	Police Rep
York EMS	EMS Rep
Commissioner Economic/Technology Development and Communications	Public Information Team Leader
Director of Corporate Communications	Public Information Officer
Commissioner Legal and Administrative Services	Administration Team Leader/Legal Officer
Commissioner Engineering and Public Works	Public Works Team Leader
Commissioner of Finance and Corporate Services	Logistics Team Leader/ Finance Officer
Commissioner of Planning	Logistics Team Leader/ Planning Officer
Commissioner of Community Services	Operations Team Leader
Region of York Commissioner of Health and Medical Officer of Health	Medical Officer of Health
Region of York Commissioner of Community Services and Housing	Social Services

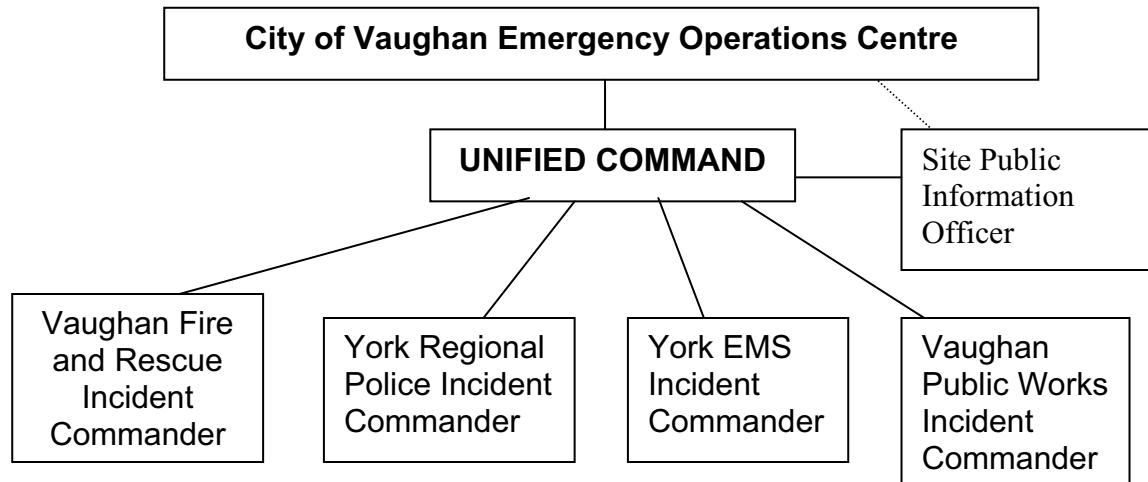
#### 4.1.2 SUPPORT FUNCTIONS TEAM AND AGENCIES

<b>REPRESENTATIVE</b>	<b>EOC POSITION</b>
Manager of Emergency Planning	Alternate CEMC
Director of Public Works	Public Works Team - Public Works Officer
Director Engineering Services	Public Works Team - Engineering Officer
City Clerk	Admin Team – Clerks Officer
Director of Human Resources	Admin Team – Human Resources Officer
Director of Purchasing	Logistics Team - Purchasing Officer
Director of Information Technology	Logistics Team – IT Officer
Senior Manager Business Development	Logistics Team – Economic Development Officer
Director of Building Standards	Logistics Team – Building Standards Officer
Senior Manager of Bylaw Enforcement	Logistics Team – Enforcement Officer
Manager Access Vaughan	Public Information Team – Public Inquiry Centre Officer
Building and Facilities Manager	Operations Team – Building and Facilities Officer
Director of Recreation and Culture	Operations Team – Officer
Manager or Supervisor of Fleet	Operations Team – Transportation Officer

#### SUPPORTING AGENCIES

- Emergency Management Ontario
- Red Cross
- Power Stream
- Hospitals
- Toronto Region Conservation Authority
- St. John Ambulance
- School Boards
- York Region Amateur Radio Emergency Services
- Ministry of Environment – Spills Action Centre
- York CEMC
- Hazardous Materials Response Units
- Ontario Provincial Police
- Coroner

### 4.1.3 INCIDENT SITE TEAM



## 4.2 ROLES AND RESPONSIBILITIES OF THE EMT

### 4.2.1 PRE-EMERGENCY

- Maintain a current copy of the Plan at home and in the office
- Regularly review the Plan and their roles and responsibilities
- Designate two alternates for their role
- Ensure that the alternates review the Plan and their role and responsibilities regularly.
- Ensure the safety of their families through a personal emergency preparedness plan
- Attend annual emergency management training and exercise sessions

### 4.2.2 DURING THE EMERGENCY

- Notify departmental and agency staff
  - Obtain a briefing from Unified Command Incident Commanders on the actions taken and status of the incident
  - Direct and manage emergency operations and departmental responses
  - Provide essential services to minimize the effects of the emergency
  - Make decisions on behalf of their agency on matters related to the emergency
  - Gather required data and information related to the emergency area
  - Advise the Head of Council regarding declaring or terminating an emergency
  - Advise the Head of Council on designating sections of the city as an emergency area
  - Authorize expenditures
  - Procure and distribute equipment and services
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- Notify, coordinate with, request assistance from and liaise with other levels of government, public and private agencies
- Assess human resource needs and procure or reallocate staff
- Assess and coordinate transportation of supplies, equipment, personnel and evacuees
- Order and coordinate the evacuation of inhabitants in impact areas
- Plan long-term response strategies
- Establish a schedule of reporting with business cycle meetings
- Inform the public and media of the situation
- Advise staff of any changes in the incident status
- Maintain detailed records and logs of the actions taken and submit to the Team Leaders of Administration and Logistics

#### **4.2.3 POST EMERGENCY**

- Submit all logs to the Administration Team and financial records to the Logistics Team
- Provide input and recommendations for continuous improvement at the post emergency debriefing meeting
- Update sub-plans as required
- Participate in the Recovery Plan operations.

### 4.3 INDIVIDUAL RESPONSIBILITIES

#### 4.3.1 EOC CHAIR (Head of Council or Designate)

- Orders activation of the Emergency Plan and Notification System
- Reports to EOC and establishes a work station
- Opens and maintains a log (may be delegated to a scribe)
- On the advice of the Emergency Management Team (EMT) officially declares and terminates an emergency and an emergency area
- Notifies the Solicitor General, Regional Chair, City Council, neighbouring municipal officials, Members of Parliament, Members of Provincial Parliament and the public of the emergency declaration and termination
- Oversees the operations of the EMT
- Ensures that the EMT carries out its functions and executes decisions
- Apprises City Council of changes in the status of the emergency
- Makes formal requests to the Region for assistance or to implement the Regional Emergency Plan
- Makes formal requests to the Province for assistance and informs the Regional Chair of such requests
- Chairs all Business Cycle Meetings or delegates to EOC Manager
- In coordination with the PIO and EMT, acts as the official spokesperson for the City at media conferences
- Provides input into the response and recovery planning process
- Delegates duties to an alternate as needed and briefs alternate of actions taken and status of emergency
- Submits logs and expense records to the Team Leaders of Administration and Logistics daily.



**4.3.2 MANAGER OF EOC (City Manager)**

- Orders activation of the Emergency Plan and Notification System
- Reports to EOC and establishes a work station
- Opens and maintains a log (may be delegated to a scribe)
- Selects or designates an alternate location for the EOC should the primary site be inaccessible
- Manages the operations of the EMT.
- Be knowledgeable in and able to assume the duties of the EOC Chair as needed, with the exception of declaring and terminating an emergency
- Liaises with City Managers and Chief Administrative Officers of neighbouring municipalities and the Region
- Coordinates with Public Information Officer and act as City Spokesperson as required.
- Delegates duties to an alternate as needed
- Briefs alternate on actions taken and status of the emergency
- Chairs response and recovery planning process meetings
- Attends and or chairs Business Cycle meetings
- Ensures that post-emergency debriefing meeting and report are prepared.

**4.3.3 VAUGHAN FIRE AND RESCUE TEAM LEADER (Fire Chief)**

- Orders activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Obtains briefing from and maintains continuous communication with Fire Incident Commander or Unified Command on the status of the incident
  - Coordinates with Police and EMS to establish a Unified Command Post at the scene with interoperable communications systems
  - Coordinates Fire and Rescue Services activities to ensure appropriate community coverage
  - Advises EMT on fire fighting matters
  - Coordinates the provision of equipment, resources, and specialists through EMT members to support the scene as identified by Unified Command and to ensure service continuity
  - Activates Mutual Aid Agreements and/or supplier contracts as needed
  - Coordinates with Police, EMS, Region of York Community Services regarding evacuation of emergency areas
  - Liaises with Fire Services from neighbouring municipalities and the Regional Fire Coordinator
  - Requests Hazmat Response Units, Ministry of Labour – Radiation Protection Services as needed
  - Liaise with PIO to provide expert information at media conferences
  - Participates in response and recovery planning process
  - Attends and provides updates at Business Cycle Meetings
  - Delegates duties to and briefs alternate on actions taken and status of the emergency as needed
  - Submits logs and expense records to the Team Leaders of Administration and Logistics
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**4.3.4 POLICE TEAM LEADER (District 4, Inspector)**

- Recommends activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Requests activation of the York Regional Police Emergency Operational Plan
  - Coordinates with Fire and EMS to establish a Unified Command System, Command Post and interoperable communications systems
  - Deploys York Regional Police Mobile Command Unit to the Emergency Scene
  - Coordinates the Police Response with Unified Command to
    - Establish Inner and Outer Perimeters at the site
    - Establish access control measures
    - Provide traffic control to facilitate the movement of emergency vehicles
    - Alert residential, commercial and industrial buildings of need to evacuate
    - Implement crowd control measures
    - Investigate the incident
  - Obtains a briefing from and establish continuous communications with Police Incident Commander
  - Advises the EMT on policing matters
  - In coordination with Unified Command and EMT plans evacuation of the emergency area and implements an Evacuation Plan
  - Coordinates with Region of York Community Services and Red Cross to identify, open and provide security at evacuations or Reception Centres
  - Dispatches specialized police units and activate mutual aid agreements as needed
  - Maintains an inventory of Regional, Municipal and private sector communications equipment and facilities that may be accessed during an emergency
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- Coordinates with Coroner's Office on fatalities, establishing morgues, investigation of deaths, establishing a property recovery centre, identification of victims and notification of next of kin
- Delegates duties to and briefs alternate on actions taken and status of the emergency as needed
- Provides input into response and recovery planning process
- Attends and provides updates at Business Cycle Meetings
- Submit logs and expenditure reports to Team Leaders of Administration and Logistics daily

**4.3.5 EMS TEAM LEADER (General Manager or Designate of York Emergency Medical Services)**

- Recommends activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Requests activation of the York Region EMS Contingency Plan
  - Coordinates with Fire and Police to establish a Unified Command System, Command Post and interoperable communications systems
  - Obtains briefing from and establishes continuous communications with EMS Incident Commander
  - Liaises with the Ontario Ministry of Health and Allied EMS agencies
  - Advises the EMT on Emergency Medical Services matters
  - Coordinates EMS activities
    - Triage
    - Patient Stabilization
    - Any other treatment required in pre-hospital care
    - Transportation to hospital
    - Evacuation of citizens needing assistance
  - Identifies resources and equipment required, coordinate with the EMT to procure
  - Liaises with neighbouring municipal EMS agencies for mutual assistance
  - Provides input into response and recovery planning process
  - Attends and provides updates at Business Cycle Meeting
  - Delegates duties to and briefs alternate on actions taken and status of the emergency as needed
  - Submits logs and expense records to Team Leaders of Administration and Logistics daily
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**4.3.6 COMMUNITY EMERGENCY MANAGEMENT COORDINATOR – CEMC (Fire Chief, or Manager – Emergency Planning)**

- Orders activation of the Emergency Plan and Notification System
- Reports to EOC and establishes a work station
- Opens and maintains a log (may be delegated to a scribe)
- Coordinates with Building and Facilities Officer and I.T. Officer and oversees the set up of the EOC
- Liaises with the CEMC's for the Region, neighbouring municipalities and province
- Advises the EMT on emergency management matters, procedures and plan implementation
- Monitors and informs EMT of status of implementation of plan and response
- Ensures that the EMT has all necessary resources, plans, supplies, maps and equipment
- Activates York Region Amateur Radio Emergency Services
- Liaises with EMT members to collect data and operational updates
- Issues situation reports to Provincial Operations Centre
- Attends and provides updates at Business Cycle Meeting
- Provides input into response and recovery planning process
- Delegates duties to and briefs alternate on actions taken and status of the emergency as needed
- Schedules and conducts a post emergency debriefing and prepares the post emergency report
- Collects all logs from Administration Team and financial reports from Logistics team for post emergency analysis

**4.3.7 PUBLIC WORKS TEAM LEADER (Commissioner of Engineering and Public Works)**

- Orders activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Obtains a briefing from and establishes continuous communications with the Public Works on scene Incident Commander
  - Advises EMT on Engineering and Public Works related matters
  - Oversees and directs Public Works response activities
    - Traffic Control Aids
    - Sewers Systems
    - Water Systems
    - Roads
    - Spills
    - Snow/Ice Control
    - Flood Response
    - Refuse Removal
    - Potable Water and Sanitation Facilities
    - Water Supply for fire suppression
    - Clearing of Evacuation and Emergency Routes
    - Provide access to off road emergency scenes
    - Ensure continuation, restoration, repair and cleanup of municipal public works systems
    - Engineering drawings of City infrastructure
  - Liaises with the Region of York Commissioner of Transportation and Works, and neighbouring municipalities' Public Works Departments
  - Coordinates with EMT members to procure equipment, supplies, human resources, contractors and experts to support the response efforts
  - Designates an on scene Incident Commander as needed
  - Oversees coordination with Utilities Companies for disconnection and reconnection of services in the emergency area
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- On the approval and direction of the Ministry of Environment and on advisement of the EMT, directs Public Works staff to initiate cleanup, and disposal of contaminants and debris as necessary
- Liaises with the Spills Action Centre (Ministry of the Environment), CANUTEC and other experts on handling, containment and clean up of hazardous materials
- Coordinates with Toronto Region Conservation Authority on flood management matters
- Participates in response and recovery planning process
- Attends and provides updates at Business Cycle Meetings
- Delegates duties to and briefs alternate on actions taken and status of the emergency as needed
- Submits logs and expense records to the Team Leaders of Administration and Logistics daily.

#### **4.3.8 PUBLIC WORKS OFFICER (Director of Public Works)**

- Reports to Public Works Team Leader and EOC
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Coordinates the provision of Public Works Department Services
    - Solid Waste Management
    - Water/Waste Water and Drainage
    - Public Works Dispatch Office
    - Environmental and Technical
    - Road Maintenance
    - Street Lights and Traffic Signals
  - Coordinates winter snow/ice removal plan activities
  - Appoints a site incident commander as needed to liaise with Unified Command
  - Liaises with and advises EMT on Public Works Matters
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- Coordinates with Region of York Transportation and Works Department and area Municipal Public Works Departments
- Provides regular updates to Team Leader
- Coordinates with Team Leader and EMT to ensure sufficient staffing is available, scheduled and additional human resources needs identified
- Identifies supplies, equipment and services required and coordinates with EMT to procure
- Coordinates with community and government agencies (TRCA, SAC, MOE, CANUTEC etc)
- Coordinates with utilities for disconnection and reconnection of services in the impacted area
- Provides input into response and recovery planning process
- May be required to attend and provide updates at Business Cycle Meeting
- Delegates duties and provides briefing to the alternate
- Submits logs and records of expenses to Team Leader daily

#### **4.3.9 ENGINEERING OFFICER (Director of Engineering Services)**

- Reports to Public Works Team Leader and EOC
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Coordinates the provision of Engineering Services
    - Infrastructure data
    - Infrastructure maps
    - Engineering drawings
  - Coordinates with GIS mapping
  - Advises EMT on engineering matters
  - Provides input into response and recovery planning process
  - Provides regular updates to Team Leader
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- Delegates duties and provides briefing to alternate
- Submits logs to Team Leader daily

**4.3.10 ADMINISTRATION TEAM LEADER (Commissioner of Legal and Administrative Services)**

- Orders activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Oversees and directs all administrative operations in the EOC
  - Ensures the Clerks Officer or alternate establishes and maintains a Master Events Log
  - Ensures that updates are provided to the Clerks Officer as they are available
  - Ensures that hard and soft copies of records are maintained by EMT members and submitted daily
  - Identifies additional support staff as may be required such as scribes and directs the Human Resources Officer to recruit/reallocate appropriate staff
  - Liaises with EMT members to identify and provide additional administrative services as required
  - Advises EMT on legal matters, or may delegate this duty to an alternate
  - Schedules Business Cycle Meetings in consultation with the EOC Chair and EOC Manager
  - Arranges for minutes to be recorded at and distributed for all meetings of the EOC members
  - Ensures replacement staff are scheduled for Administration Team members
  - Ensures logs from the various Teams are provided to Administration Officer for filing and consolidation
  - Briefs and updates administration team members at regularly scheduled team meetings
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- Delegates duties and provides briefing to designated alternate Team Leader
- Provides input into response and recovery planning process
- Attends and provides updates at Business Cycle Meetings
- Submits Records of expenditures to Team Leader of Logistics Daily

#### **4.3.11 ADMINISTRATION TEAM – CLERKS OFFICER (City Clerk)**

- Reports to EOC and Administration Team Leader
  - Opens and maintains the Master Events Log, ensuring it is current
  - Notifies Clerks Department Staff
  - Orientates scribes to information documentation process
  - Requests additional staff for records management in coordination with Human Resources Officer
  - Implements document control and records management measures
  - Takes minutes at all meetings, sets agendas and distributes information to all EMT members or delegates to an alternate
  - Ensures that a current list of property owners is available to EMT
  - Coordinates with the Medical Officer of Health, Public Works Team Leader, Coroner's Office and local funeral homes to organize large scale burial operations if required
  - Consolidates daily logs into a daily situation report and distribute to EMT
  - Participates on the Disaster Relief Committee to assess and approve applications for assistance
  - Attends regular team meetings to update Administration Team Leader
  - Delegates duties and provides briefing to designated alternate
  - Provides input into response and recovery planning process
  - Submits records of expenditures to Team Leader daily
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**4.3.12 ADMINISTRATION TEAM – HUMAN RESOURCES OFFICER (Director of Human Resources)**

- Reports to EOC and Administration Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Establishes a site for assembly, intake, registration and orientation of city staff, temporary workers and volunteers
  - Coordinates with EMT to identify and intake requests for additional staff
  - Coordinates with PIO to issue a public appeal for volunteers and to terminate appeal when sufficient numbers of human resources are attained
  - Establishes a registration system and generate files for all temporary and volunteer workers recruited and ensures files are kept secured
  - Provides identification to staff, temporary workers and volunteers
  - Coordinates with Transportation Officer to arrange transportation of workers to and from work sites
  - Issues work assignments, description of duties, who to report to at the work site and insurance information to temporary workers and volunteers
  - Advises EMT on human resources and health and safety matters
  - Arranges for critical incident stress counseling services for response staff as needed
  - Identifies staff who are overtired or in distress and takes steps to relieve them
  - Ensures there is sufficient human resources are scheduled to respond to the emergency for second and third shifts and for an extended duration
  - Provides input into the response and recovery planning process
  - Delegates duties and provides briefing to designated alternate
  - Submits logs and records of expenditures Team Leader daily
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**4.3.13 ADMINISTRATION TEAM – LEGAL OFFICER (Commissioner of Legal and Administrative Services or Director of Legal Services)**

- Reports to EOC and Administration Team Leader
- Opens and maintains a log (may be delegated to a scribe)
- Activates departmental emergency plan and notification plan
- May also be performing the role of Administration Team Leader
- Advises the EMT on legal matters
- Coordinates with the EMT members to ensure that appropriate site cleanup arrangements are made and carried out at the expense of those legally responsible
- Collects evidence of any legal violations related to the emergency
- Liaises with the Regional Solicitor and solicitors for neighbouring municipalities
- Provides input into the response and recovery planning process
- Delegates duties and provides briefing to designated alternate
- Submits logs and records of expenditures to Team Leader daily

**4.3.14 LOGISTICS TEAM LEADER (Commissioner of Finance and Corporate Services or Commissioner of Planning)**

- Orders activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Oversees and directs Logistics Team functions for the response
    - Financial management
    - Purchasing
    - Information Technology
    - Planning
    - Building Inspections
    - By-Law Enforcement
  - Briefs and updates Logistics Team on a regular basis
  - Coordinates the establishment of a Logistics Operations Centre
  - Advises EMT on logistics related matters
  - Ensures records of expenditures are obtained from EMT members daily for consolidation by Finance Officer
  - Coordinates with EMT members to ensure all financial transactions, purchases, IT needs, GIS needs and Planning needs for the response are managed by the Logistics Team Officers.
  - Coordinates supplier agreements and contracts
  - May also fulfill the role of Finance Officer
  - When the Commissioner of Planning is the Logistics Team Leader, he/she may also fulfill the role of Planning officer but is not authorized to approve unbudgeted expenditures
  - Liaises with Finance Departments/Planning from neighbouring municipalities and the Region
  - Delegates duties and provides briefing to designated alternate Team Leader
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- Ensures replacement staff are scheduled for Logistics Team
- Attends and provides updates at Business Cycle Meetings
- Provides input into response and recovery planning process
- Submits logs to Administration Team Leader daily

**4.3.15 LOGISTICS TEAM – FINANCE OFFICER (Commissioner of Finance and Corporate Services or Director of Financial Services)**

- Reports to EOC and Logistics Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - May also be performing the role of Logistics Team Leader
  - Establishes a work station in the Logistics Operations Centre
  - Advises the EMT on financial matters and coordinates with EMT members to support the response
  - Opens a sub-cost center under the Emergency Planning Program Cost Centre to record financial expenditures for the emergency
  - Liaises with Finance Personnel at the Region and neighbouring municipalities
  - Prepares daily financial reports for EMT
  - Ensures prompt payment of invoices
  - Updates Team Leader regularly, may attend and provide updates at the Business Cycle Meeting
  - Provides input into the response and recovery planning process
  - Delegates duties and provides briefing to designated alternate
  - Acts as chair of the Disaster Relief Committee as needed to assess and approve applications for financial assistance related to the emergency under the Ontario Disaster Relief Assistance Program (Appendix )
-



- Submits logs to Team Leader daily

#### **4.3.16 LOGISTICS TEAM – PURCHASING OFFICER (Director of Purchasing)**

- Reports to EOC and Logistics Team Leader
- Opens and maintains a log (may be delegated to a scribe)
- Activates departmental emergency plan and notification plan
- Establishes a work station in the Logistics Operations Centre
- Intakes and fulfills all purchasing requests from EMT
- Maintains a current list of vendors
- Ensures the Purchase Orders, Credit Cards, cheques and cash are available to make emergency purchases
- Advises EMT on purchasing matters
- Liaises with purchasing departments of neighbouring municipalities and the Region
- Regularly update Team Leader on actions taken, may attend Business Cycle Meeting
- Delegates duties and provides briefing to designated alternate
- Provides input into response and recovery planning process
- Submits all purchasing records to Logistics Team Leader daily
- Submits logs to Team Leader daily

#### **4.3.17 LOGISTICS TEAM – IT OFFICER (Director of Information Technology Services)**

- Reports to EOC and Logistics Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Establishes a work station in the Logistics Operations Centre
-

- Coordinates with Building and Facilities Officer and CEMC to set up EOC, Media Centre, Public Inquiry Centre, and Logistics Operations Centre with information technology systems
- Coordinates with PIO to develop key messages and update the website with current information related to the emergency and protective measures
- Coordinates GIS support for the EMT and ensure that suitable equipment is available for GIS
- Ensures corporate databases are in place and functional
- Coordinates with EMT to identify and support their needs
- Ensures that IT support personnel are available 24 hour/day to support the response
- Advises EMT on Information Technology matters
- Liaises with IT/GIS departments of neighbouring municipalities and the Region
- Regularly updates Team Leader on actions taken, may attend Business Cycle Meeting
- Delegates duties and provides briefing to designated alternate
- Provides input into response and recovery planning process
- Submits all logs and records of expenditures to the Team Leader daily

#### **4.3.18 LOGISTICS TEAM – PLANNING OFFICER (Commissioner of Planning or Director)**

- Reports to EOC and Logistics Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Establishes a work station in the Logistics Operations Centre
  - May also be performing the role of Logistics Team Leader
  - Advises EMT on Planning related matters
-

- Liaises with Planning Departments at neighbouring municipalities and the Region
- Provides maps and planning data to EMT
- Coordinates with EMT to provide support to the response
- Provides input into the response and recovery planning process
- Updates Team Leader on actions taken, may attend Business Cycle Meetings
- Delegates duties and provides briefing to designated alternate
- Submits logs and records of expenditures to Team Leader daily

#### **4.3.19 LOGISTICS TEAM – ECONOMIC DEVELOPMENT OFFICER (Senior Manager of Business Development)**

- Reports to EOC and Logistics Team Leader
- Opens and maintains a log (may be delegated to a scribe)
- Activates departmental emergency plan and notification plan
- Establishes a work station in the Logistics Operations Centre
- Advises EMT on Businesses, Industry, products and manufacturing processes, demographic information vacant land inventory
- Liaises with Economic Development Departments at neighbouring municipalities and the Region
- Provides input into the response and recovery planning process
- Updates Team Leader on actions taken, may attend Business Cycle Meetings
- Delegates duties and provides briefing to designated alternate
- Submits logs and records of expenditures to Team Leader daily

#### **4.3.20 BUILDING STANDARDS OFFICER (Director of Building Standards)**

- Reports to EOC and Operations Team Leader
-

- Opens and maintains a log (may be delegated to a scribe)
- Activates departmental emergency plan and notification plan
- Coordinates with Unified Command and EMT on building safety matters
- Coordinates building safety inspections in the emergency area to determine habitability or need for demolition
- Arranges and supervises private sector contractors conducting demolition of unsafe structures
- Provides regular updates to Team Leader on Building Standards activities
- Delegates duties and provides briefing to alternate
- Provides input into response and recovery planning process
- May participate on the Disaster Relief Committee as needed to assess and approve applications for financial assistance related to the emergency under the Ontario Disaster Relief Assistance Program (Appendix I)
- Provides input into the response and recovery planning process
- Submits logs and records of expenditures to the Team Leader daily

#### **4.3.21 ENFORCEMENT OFFICER (Senior Manager of By-Law Enforcement)**

- Reports to EOC and Operations Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Establishes a work station in the EOC or Logistics Operation Centre
  - Liaises and advises EMT on By-Law Enforcement and security matters
  - Coordinates with the Police to assist in
    - Traffic control,
    - Evacuation centre security,
    - Facility security and
    - Other security matters
  - Coordinates with Unified Command and EMT on re-entry planning
-

- Provides regular updates to Team Leader
- Delegates duties and provides briefing to alternate
- Provides input into response and recovery planning process
- In coordination with Team Leader and EMT, ensures that sufficient staffing is available and scheduled
- Submits logs and records of expenditure to the Team Leader daily

**4.3.22 PUBLIC INFORMATION TEAM LEADER (Commissioner of Economic/Technology Development and Communications)**

- Orders activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Oversees and directs Public Information Team functions and response
    - Providing information to public and media
    - Call centre to respond to public inquires
  - Briefs and updates team on a regular basis
  - Directs the establishment of a media centre, public inquiry call centre and information hotline
  - Appoints and Incident Site Public Information Officer if required
  - Advises and coordinates with EMT on public information matters
  - Ensures that Public Information Team receives current information on the status of the emergency and public safety precautions being implemented
  - Ensures media broadcasts and print articles related to the emergency are monitored for content and accuracy
  - Coordinates with the EMT to ensure sufficient numbers of staff are available and scheduled for the Public Information Team
  - May be required to act a Public Information Officer in the designates absence
  - Delegates duties and provides briefing to alternate
  - Attends and provides updates at Business Cycle Meetings
  - Provides input into response and recovery planning process
  - Submits logs and records of expenditures to the Team Leaders of Administration and Logistics daily
-

**4.3.23 PUBLIC INFORMATION OFFICER (Director of Corporate Communications)**

- Reports to EOC and the Public Information Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates Crisis Communication Plan
  - Coordinates with Buildings and Facility Officer and IT Officer to establish a media centre with appropriate equipment and supplies
  - Coordinates with EMT to gather and obtains approval for release key information to the public, City staff and stakeholders
  - Informs public, staff and stakeholders of the status of the emergency, response activities and public action directives through various media sources
  - Informs Public Inquiry Centre Officer of key messages
  - Coordinates with IT Officer to ensure the City's Website has current information posted on the emergency
  - Ensures communications links are established with Incident Site PIO's and Regional PIO
  - Provides support to, liaises and coordinates with Incident Site PIO's to ensure uniform messaging
  - Coordinates the preparation of photographic and /or video footage for the media if access to the scene is not possible
  - Coordinates pooling for the media to take pictures
  - Advises EMT on media procedures and strategies
  - Arranges for EMT members and other experts to speak to the media
  - Coordinates with EMT to set a schedule for regular media briefings and act as moderators at the media briefings
  - Monitors media coverage for accuracy and takes immediate action to correct misinformation
  - Provides updates to Team Leader regularly
-

- Delegates duties and provides briefing to alternate
- Attends and provides updates at Business Cycle Meetings
- Provides input into response and recovery planning process
- Submits logs and records of expenditures to the Team Leader daily

#### **4.3.24 PUBLIC INQUIRY CENTRE OFFICER (Manager of Access Vaughan)**

- Reports to EOC and Public Information Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates Public Inquiry Centre Plan
  - In coordination with Buildings and Facilities Officer and IT Officer, establishes a Public Inquiry Centre with the appropriate equipment and supplies
  - Identifies staff requirements and coordinates with Team Leader and EMT to appropriately staff Public Inquiry Centre
  - Ensures recorded messages are current on the hotline
  - Ensures PIC staff log all calls to track inquires and collect statistics
  - Liaises with PIO and EMT to ensure that call takers have up to date information to provide to the public
  - Ensures that call takers are oriented to their duties and know the appropriate agencies to redirect callers
  - Ensures a translation service is accessible as required for call takers
  - Delegates duties and provides briefing to alternate
  - Provides updates to Team Leader regularly
  - Provides input into response and recovery planning process
  - Submits logs, statistics and records of expenditures to the Team Leader daily
-



**4.3.25 OPERATIONS TEAM LEADER (Commissioner of Community Services)**

- Orders activation of the Emergency Plan and Notification System
  - Reports to EOC and establishes a work station
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Oversees and directs the Operations Team functions and responses
    - Buildings and facilities managements
    - Support services for Evacuation Centres/Reception Centres
    - Transportation of evacuees, staff and supplies
    - Building inspection
    - Food service provision for EMT and scene responders
    - Establish and emergency worker centre if required
    - Identification of City arenas to be used as temporary morgues as required
  - Coordinates with Unified Command, York Commissioner of Community Services and Red Cross to identify and activate City facilities as Reception or Evacuation Centres
  - Briefs and updates team regularly
  - Advises and coordinates with EMT on operations related matters
  - Liaises with neighbouring municipalities, the Region, School Boards and community agencies to support the provision of humanitarian aid
  - Delegates duties and provides briefing to alternate
  - Ensures sufficient staff are available and scheduled to support the Operations team in coordination with EMT
  - Attends and provides updates at Business Cycle Meetings
  - Provides input into response and recovery planning process
  - Submits logs and records of expenditures to the Team Leaders of Administration and Logistics daily
-

**4.3.26 BUILDING AND FACILITIES OFFICER (Manager of Buildings and Facilities)**

- Reports to EOC and Operations Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
  - Coordinates with IT Officer and CEMC to set up and maintain of the primary or alternate EOC facility
  - Coordinates with PIO and IT Officer to set up and maintain the media centre
  - Coordinates with PIC Officer and IT Officer to set up and maintain the Public Inquiry Centre
  - Coordinates with the Logistics Team to set up and maintain the Logistics Operations Centre
  - Provides security for the EOC
  - Establishes a rest area at the EOC facilities for EMT members
  - Coordinates with Recreation Officer to open, set up, maintain and close, city facilities being used as Evacuation Centres, Reception Centres, morgues or Emergency Worker Centres
  - Coordinates with EMT to identify facility needs during the emergency
  - Liaises with Power Stream and the private sector to coordinate the provision of electrical power and or generators for municipal facilities
  - Liaises with neighbouring municipal and regional departments
  - Coordinates with Transportation Officer to move EOC supplies to the alternate location if possible
  - Coordinates shut down of City facilities which are impacted by the emergency
  - Coordinates restoration of facilities to their pre-emergency state
  - Updates Team Leader on Building and Facilities activities
-

- Delegates duties and provides briefing to alternate
- Provides input into response and recovery planning process
- Submits logs and record of expenditures to the Team Leader daily

#### **4.3.27 RECREATION OFFICER (Director of Recreation and Culture)**

- Reports to EOC and Operations Team Leader
- Opens and maintains a log (may be delegated to a scribe)
- Activates departmental emergency plan and notification plan
- Arranges for municipal recreation facilities to be opened as Evacuation or Reception Centres
- Maintains an inventory of facilities and supplies that may be used for evacuees
- Coordinates with Regional Commissioner of Community Services and Red Cross to provide leisure activities at the Evacuation or Reception Centres
- Arranges for municipal arenas to be used as temporary morgues as needed
- Arranges for the provision of food for EMT members and emergency site responders
- Provides regular updates to Team Leader on Recreation activities
- Delegates duties and provides briefing to alternate
- Provides input into response and recovery planning process
- Submits logs and records of expenditure to the Team Leader daily.

#### **4.3.28 TRANSPORTATION OFFICER (Fleet Management Supervisor)**

- Reports to EOC and Operations Team Leader
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates departmental emergency plan and notification plan
-

- Establishes a work station in the EOC or Logistics Operation Centre
- Liaises and coordinates with EMT to provide transportation for evacuees, staff, volunteers and supplies
- Liaises and coordinates with York Region Transit and school boards to access buses
- Coordinates with private transportation companies to access vehicles
- Arranges for the provision of fuel for emergency vehicles and other response vehicles and equipment
- Coordinates with EMT and Unified Command to designate pick up and drop off locations for evacuees, volunteers, staff and supplies
- Coordinates with Unified Command and EMT on re-entry planning
- Provides regular updates to Team Leader
- Delegates duties and provides briefing to alternate
- Provides input into response and recovery planning process
- In coordination with Team Leader and EMT, ensures that sufficient staffing is available and scheduled as drivers
- Submits logs and records of expenditure to the Team Leader daily

**4.3.29 REGION OF YORK COMMISSIONER OF HEALTH SERVICES  
DEPARTMENT AND MEDICAL OFFICER OF HEALTH**

- Liases with the EOC and if required will provide a representative
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates Public Health Department emergency plan and notification plan
  - Liaises with the Ministry of Health and Long Term Care, other provincial Ministries and Community Health Agencies
  - Consults with Unified Command and EMT in determining protective actions for the public
  - Deploys a Health Department Incident Commander to the Scene as required
  - Coordinates with the PIO to release public action directives and health safety precautions
  - Advises EMT on health matter such as drinking water, food, air quality, disease and hygiene
  - Oversees and coordinates Health Department response to the emergency
  - Liaises with Transportation Officer and EMS to coordinate evacuation of Home Care Clients to appropriate facilities
  - Coordinates with York Commissioner of Community Services and Housing and Red Cross on areas of mutual concern in the Evacuation and/or Reception Centres in accordance with Health Canada Guidelines
  - Food and water safety
    - General safety and sanitation
    - Disease control
    - Accommodation standards
    - Health assessment needs
    - Critical incident stress management
  - Deploys Public Health Staff to Evacuation and/or Reception Centres as required
  - Coordinates with community agencies to assist in providing basic health care at evacuation and/or reception centres
-

- Activates mutual aid agreements as required
- Delegates duties and provides briefing to alternate
- May attend or send a representative if requested to Business Cycle Meetings
- Provides input into response and recovery planning process
- Submits logs and records of expenses to the Team Leaders of Administration and Logistics

**4.3.30 REGION OF YORK COMMISSIONER OF COMMUNITY SERVICES AND HOUSING**

- Liaises with EOC and if required will provide a representative
  - Opens and maintains a log (may be delegated to a scribe)
  - Activates Community Services Department emergency plan and notification plan
  - Oversees and coordinates Community Services activities or citizens impacted by the emergency in accordance with Health Canada Guidelines
    - Food
    - Clothing
    - Shelter
    - Personal assistance
    - Registration and Inquiry
    - Care of unattended children
    - Counselling services
  - Liaises and coordinates with EMT and Unified Command on evacuations
  - Maintains and inventory of facilities designated for use as Evacuation and/or Reception Centres
  - Coordinates with EMT to procure supplies for the Evacuation/Reception Centres
  - Arranges of Evacuation/Reception Centres to be opened, operated and closed
  - Coordinates with volunteer agencies to assist with care of evacuees at the centres
  - Coordinates with Public Health to ensure that Evacuation/Reception Centres adhere to satisfactory health requirements
  - Liaises with provincial ministries and neighbouring municipal Social Services Departments
  - Ensures that sufficient staff and volunteers are available and scheduled to operate the Evacuation/Reception Centres 24 hours per day, 7 days a week
-

- Participates on the Disaster Relief Committee to assess and approve applications for financial assistance related to the emergency under the Ontario Disaster Relief Assistance Program
- Delegates duties and provides briefing to alternate
- Attends and provides updates at Business Cycle Meetings
- Provides input into response and recovery planning process
- Submits logs and records of expenditures to the Team Leaders of Administration and Logistics daily



## **4.4 INCIDENT SITE MANAGEMENT TEAM**

### **4.4.1 UNIFIED COMMAND**

Unified Command is a structure that brings together the Incident Commanders of all major organizations involved in the incident to coordinate an effective response while also carrying out their jurisdictional responsibilities.

Unified Command includes Incident Commanders from first response agencies and potentially private sector, non-governmental sector, and upper tier government. The make up to the unified command structure will vary for each incident.

- Incident Commanders will establish a unified command structure at the scene and designate an Operations Chief (usually from the agency with the greatest level of involvement). The Operations Chief will change as the incident evolves and the response needs change
- Incident Commanders will establish an on scene command post in the York Regional Police Mobile Command Post and ensure integrated communications systems
- Authorizes activation of the Emergency Plan and Emergency Notification System
- Establishes communications links with and provide regular updates to the EOC on priorities, plans, problems and progress made
- Plans and coordinates response strategies and objectives and ensures objectives are achieved
- Identifies resources required and coordinates with EMT to obtain resources
- Tracks actions taken
- Coordinates with the Incident Site PIO's to provide uniform public messaging
- Identifies perimeters, evacuation areas and shelter in place areas
- Coordinates evacuations with EMT
- Establishes a staging area

- Ensures safety precautions are followed and personal protective equipment is worn by responders
- Coordinates re-entry procedures post emergency
- Delegates duties and provides briefing to alternates
- Evaluates the response performance
- Provides input into response and recovery planning process
- Submits incident reports
- Attends post incident debriefing

#### **4.4.2 INCIDENT COMMANDERS (Fire, Police, EMS, Public Works, Health, Private Sector, Provincial Government and other representatives as needed)**

- Establish a Unified Command structure and appoint an Operations Chief as the lead through mutual agreement. The Operations Chief is usually from the agency with the greatest level of involvement in the incident
  - Establish a command post and integrated communications systems
  - Open and maintain log
  - Activate each agency's emergency response plan
  - Activates the City's Emergency Plan and Notification System
  - Establish and maintain communications links with the EOC
  - Provide regular updates to the EOC on actions taken and status of the emergency
  - Jointly evaluate the situation, plan strategies, set priorities and identify resources required
  - Coordinate through Unified Command with the EMT to secure additional resources and support
  - Coordinate response actions, monitor and review progress of their agencies
  - Assign staff to Unified Command support functions as required
-

- Liaise with site Information Officers and act as media spokesperson for their agencies
- Demobilize resources at termination of emergency
- Completes incident reports for their agencies
- Attends post emergency debriefing

#### **4.4.3 INCIDENT SITE PUBLIC INFORMATION OFFICER**

- Reports to outer perimeter of the scene and establishes a media centre
- Liaises with Unified Command, Incident Commanders and agency on scene Information Officers
- Establishes and maintains a communication link with EOC and Public Information Officer
- Opens and maintains a log
- Coordinates with Public Information Officer and EMT to secure resources and support
- Redirects inquiries to PIO as required
- Responds to media inquiries pertaining to the scene only
- Controls and redirects media on the scene
- Coordinates with Unified Command to schedule media briefings
- Attends post emergency debriefing
- Submits logs to PIO daily

## **4.5 VOLUNTEER AGENCIES**

### **4.5.1 CANADIAN RED CROSS – REGION OF YORK BRANCH**

- May be required to report to the EOC and work in coordination with York Community Services and Housing
- Opens and maintains a log
- Activates the Red Cross Disaster Response Plan
- Liaises with and advises EMT on humanitarian aid matters
- Under the direction of York Community Services, coordinates staffing and operating Evacuation/Reception Centres to ensure the following services are provided in accordance with Health Canada Guidelines
  - Feeding
  - Lodging
  - Clothing
  - Personal Services
  - Registration and Inquiry
- At the request of EMT or York Community Services establishes a Central Registration and Inquiry Bureau (CRIB) for registration of evacuees, intake of inquiries and reuniting families
- Activates a mobile Registration and Inquiry process to travel to designated locations
- Submits daily situation reports of activities to EMT
- Provides input into response and recovery planning process
- Attends and provides updates at Business Cycle Meetings

### **SMALL SCALE EMERGENCIES AFFECTING 50 PEOPLE OR LESS**

- May be activated by Fire Incident Commander or EMT to provide food, shelter, clothing, lodging, hygiene supplies, referrals and registration and inquiry for the victims at the scene by calling (905) 953-3644.
  - Coordinates with Recreation and Buildings and Facilities to establish receptions centres as needed
  - Implements the Personal Disaster Assistance Program
-

**4.5.2 ST. JOHN AMBULANCE**

- On the request of EMT or York Community Services, provide first aid services at the Evacuation/Reception Centres
- Upon the request of York EMS, provide basic first aid at the emergency scene
- Provide sufficient volunteers to support the emergency response for an extended duration of time

**4.5.3 YORK REGION AMATEUR RADIO EMERGENCY SERVICES**

- At the request of EMT, establish radio communications at the EOC
- Under direction of York Community Services and Red Cross establish communications at the Evacuation/Reception Centres
- Provide sufficient volunteers to provide long term radio operations as needed
- Assist with emergency communications in the event of telephone system disruption and/or to enhance communications capabilities of the EOC

## **4.6 OTHER SUPPORT AGENCIES**

### **4.6.1 HAZARDOUS MATERIALS RESPONSE UNITS (HMRU)**

- Vaughan Fire and Rescue Services may request assistance from these specially equipped and train personnel and vehicles to respond to actual or potential hazardous materials emergencies
- HMRU's are based at Fire Departments in Richmond Hill, Vaughan, Newmarket and Georgina Township. Additional Hazmat Response Units are located in Toronto, Ajax, Oshawa and Clarington
- HMRU's operate under the direction of the Vaughan Fire Incident Commander and Unified Command structure
- Responsible for rescuing trapped or injured casualties at hazardous materials incidents
- Responsible for collecting weather data at the scene
- Advise Unified Command on response strategies and protective actions
- Contain, control, and or extinguish fire, explosions or spills
- Decontaminate personnel and equipment
- Liaise with hospitals, hazardous materials manufacturers, transporters, Spills Action Centre, CANUTEC and private contractors on hazardous materials matters
- Assist with clean up and provide stand-by protection during clean up
- Maintain logs
- Submit response reports on the emergency

### **4.6.2 AREA HOSPITALS**

- Provide advanced medical care to casualties
- Activates Hospital Emergency Plan
- Liaises with EMS to determine numbers of casualties, injury types and treatment provided at the scene

**4.6.3 SCHOOL BOARDS**

- Assists Community Services and Red Cross with the use of Secondary Schools as Evacuation/Reception Centres
- Provides maintenance staff and cafeteria staff as required to support the Evacuation/Reception Centres in schools
- Coordinates with Transportation Officer on the use of school buses, vehicles and personnel to support the response efforts

**4.6.4 ONTARIO PROVINCIAL POLICE (OPP)**

- Responds to traffic related emergencies on provincial roads
- Coordinates with Unified Command on matters of mutual concern
- Deploys OPP helicopter on the direction of the Solicitor General
- Liaises with EMT through Unified Command structure

**4.6.5 CORONER**

- Oversees and directs the investigation of fatalities
- Determines the need for an inquest and initiates proceedings
- Coordinates the collection of evidence regarding fatalities
- Establishes temporary morgues and initiates autopsies
- Coordinates with police to notify next of kin of the deceased
- Requests assistance of coroners in neighbouring jurisdictions.

**4.6.6 MINISTRY OF ENVIRONMENT – SPILLS ACTION CENTRE**

- Are notified of hazardous materials incidents
  - Provide computer modelling for worst case scenario impact zone
  - Assess, advise and approve containment, clean up and disposal of hazardous materials
  - Monitor and test air, water and soil quality
-

**4.6.7 TORONTO REGION CONSERVATION AUTHORITY**

- Alerts EMT of potential for flooding
- Monitors flood areas and weather conditions
- Issues flood warnings
- Recommends areas to be evacuated
- Supplies sand bags to responders
- Liaises with Ministry of Natural Resources and EMT
- Provides flood plain maps to EOC

**4.6.8 YORK REGION CEMC**

- Acts as liaison between Region and EOC
- Arranges for support from Regional Departments not directly involved in the response, as required

**4.6.9 EMERGENCY MANAGEMENT ONTARIO**

- Monitors emergency situation
- Notifies Solicitor General of declarations and terminations of emergencies
- Deploys a community officer to act as liaison to the province

**4.6.10 POWER STREAM, BELL CANADA, ENBRIDGE GAS, TRANSCANADA PIPELINES**

- Advises EMT on utilities and major pipelines related matters
- Deploys Incident Commander to emergency scene to liaise with Unified Command as needed
- Disconnects, maintains, and restores services



**SECTION 5 – EMERGENCY OPERATIONS FACILITIES AND PROCEDURES****5.1 EMERGENCY OPERATIONS CENTRE**

1. The City of Vaughan, Emergency Operations Centre (EOC) is located in the Civic Centre at 2141 Major Mackenzie Drive.
2. An alternate location will be designated relative to the circumstances of the emergency situation.

**5.2 MEDIA CENTRE**

1. The Media Centre is a separate component of the EOC and will be located with in the Civic Centre or alternate location distal to the EOC room.
2. The Scene Media Centre will be located on the outer perimeter of the incident in close proximity to the Mobile Command Post.
3. In coordination with Public Inquiry Centre, establishes an information hotline.

**5.3 LOGISTICS OPERATIONS CENTRE**

1. The Logistics Operation Centre is a component of the EOC which functions in a Centralized location with in the Finance Department building space in the Civic Centre or at the alternate location as needed.

**5.4 PUBLIC INQUIRY CENTRE (PIC)**

1. The Public Inquiry Centre is a component of the EOC which will operate in the Civic Centre Call Centre space or in the alternate location as needed.

**5.5 COMMAND POST**

1. A temporary command post will be established at the scene at the outer perimeter and utilizing the vehicles of the ranking officers from first response agencies.
  2. The York Regional Police Mobile Command Post will be dispatched to the scene and upon arrival will be utilized by Unified Command as the central base of operations.
  3. The Mobile Command Post will be situated on the outer perimeter, upwind of and with an unobstructed view of the incident site.
  4. The Command Post provides integrated communications systems for first response agencies and communications links with the EOC.
-

## **5.6 CENTRAL REGISTRATION AND INQUIRY BUREAU**

1. The Red Cross will establish a Central Registration and Inquiry Bureau (CRIB) to centralize registration information, intake inquiries and reunite families.
2. The Red Cross will provide the City of Vaughan Public Information Officer with the contact number for the CRIB for broadcast.

## **5.7 BUSINESS CYCLE MEETING**

1. The EOC Manager (City Manager) will establish a schedule of meetings; the EOC Chair (Mayor) or EOC Manager (City Manager) will chair the meetings.
2. The Business Cycle Meetings will be kept brief and address the following
  - i. Actions taken
  - ii. Status of the emergency
  - iii. Identification of problems
  - iv. Decision-making, planning actions and strategies
  - v. Coordination of expertise, personnel, equipment and supplies
  - vi. Formulating requests for assistance.

## **5.8 RESPONSE AND RECOVERY PLANNING MEETING**

1. The EOC Manager (City Manager) will establish a schedule of meetings and act as Committee Chair.
2. The purpose of the Planning Meeting is to identify needs beyond the first 24 to 72 hours of the emergency, including
  - i. Business continuity strategies for implementation to ensure continuation of City services
  - ii. Assess potential financial, economic and public relations impacts
  - iii. Designate business continuity responsibilities to specific senior staff
  - iv. Determine long term emergency response needs
  - v. Identify recovery and rehabilitation needs, develop and implement action plans
  - vi. Evaluate effectiveness of plans and strategies.

## **5.9 EVACUATION PROTECTIVE MEASURES**

In an emergency situation or impending emergency, evacuation orders may be issued for the purpose of protecting lives, safety, health, property and/or the environment. The decision to evacuate an area that may be impacted or is impacted by an emergency situation is usually made by Unified Command-Incident Commanders and whenever possible with the Emergency Management Team. Upon determination of the need to evacuate, Unified Command and the EMT will implement the Evacuation Plan.

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Evacuation may occur prior to an event occurring, when the incident occurs or after the onset of the incident. Evacuation is initiated based upon the level of threat to and safety of the public. In some instances, sheltering in place orders will be issued, when the environment external to a building poses a greater threat than remaining in the building.

#### **5.10 DISASTER RELIEF COMMITTEE**

1. The Finance Officer will act as Chair and set a schedule for meetings.
2. Multi-agency representatives assess and approve applications for financial assistance related to the Emergency in accordance with ODRAP guidelines.
3. Committee identifies sources for donor funds, administers donations and distributes funds to approved applicants in accordance with ODRAP guidelines.

## **SECTION 6 – REQUESTS FOR ASSISTANCE**

### **6.1 GENERAL**

1. The Emergency Management Act provides the authority for the City to enter into agreements with neighbouring municipalities to provide assistance during an emergency.
2. The City can request assistance from volunteer organizations, the private sector and community agencies.
3. The request or response to a request for assistance is made by the City Manager.
4. The City Manager on the advice of EMT makes the final determination to ask for assistance from or provide assistance to a neighbouring municipality.

### **6.2 ASSISTANCE FROM THE REGION**

1. On the advice of EMT, the Mayor may request assistance from the Region of York without the Region's Emergency Response Plan being implemented.
2. The Mayor may request the implementation of the Regional Emergency Response Plan.

### **6.3 ASSISTANCE FROM THE PROVINCIAL GOVERNMENT**

1. On the advice of EMT, the mayor may request assistance from the Province through the Solicitor General.
2. Financial assistance for private homeowners, small businesses, non-profit agencies and farmers, who have sustained heavy losses for essential items as a result of a natural disaster, is available through the Ontario Disaster Relief and Assistance Program ODRAP.
3. Emergency Management Ontario will deploy a liaison team to the EOC upon declaration of an emergency to provide advice and assistance.

### **6.4 ASSISTANCE FROM THE FEDERAL GOVERNMENT**

1. Requests for assistance from the Federal Government for personnel or resources must be made through the Province of Ontario. Federal assistance is only provided when the resources of the Region and Province have been exhausted
  2. Financial assistance for natural disasters is available through the Disaster Financial Assistance Arrangements program and is initiated by the Province.
-

## **SECTION 7 – PLAN MAINTENANCE**

### **7.1 EMERGENCY MANAGEMENT PROGRAM COMMITTEE**

1. The Emergency Management Program Committee is comprised of Senior Management Staff, the Fire Chief, the Manager of Emergency Planning, representatives of the Region of York, representatives from Non-Governmental Organizations as designated in this Emergency Plan and a representative from the private sector.
2. The City Manager or designate will act as the Chair of the Committee.
3. The Committee is responsible for overseeing the formulation, development, implementation and evaluation of the City's Emergency Management Program.
4. The Committee is responsible for reviewing, updating, and approving emergency response plans and sub-plans for the City and recommending adoption of the City Emergency Plan by Council

### **7.2 PLAN MAINTENANCE AND REVISION**

1. The City's Emergency Plan will be maintained and distributed by the Manager of Emergency Planning.
2. Proposed administrative changes will be forwarded to the Emergency Management Program Committee for review and approval and the Committee will recommend context changes for approval by Council.

### **7.3 TESTING OF THE EMERGENCY PLAN**

1. The City's Emergency Plan will be tested in whole or in part once per year.
2. Testing of Departmental Response Plans may be done separately or in conjunction with the City's Emergency Plan.
3. The Emergency Notification Plan will be tested at a minimum of once per year.

### **7.4 EMERGENCY MANAGEMENT TRAINING**

1. Emergency Management Team members and alternates must attend yearly training on emergency management theory and practices.
  2. City Staff will receive yearly orientations on the Emergency Plan and departmental response plans.
  3. Each EMT member and alternate is responsible for reviewing the plan on a regular basis to ensure complete understanding of the process, procedures, roles and responsibilities.
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