

# **TOWN OF RICHMOND HILL**

## **EMERGENCY PLAN**

Authorized by:

The Emergency Management & Civil Protection Act R.S.O. 1990

Volume 3 Chapter E9

AND

The Corporation of The Town of Richmond Hill

by By-Law 238-88 as amended.

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## **PART 1**

### **FOREWORD**

Municipalities routinely respond to situations that require responses from fire, police, ambulance, and public works. Large-scale emergencies such as chemical spills, plane crashes, tornadoes and floods can severely deplete available resources and require additional personnel, equipment and expertise. In cases such as these, an Emergency Plan must be implemented.

Response to a large-scale emergency requires an assessment of the situation, an effective determination of resources required and the efficient deployment and management of these resources. The primary function of this Emergency Plan is to provide the organizational framework within which the coordinated response will take place and present key officials, agencies and departments within the Town of Richmond Hill with a general guideline for the initial response to an emergency and an overview of their responsibilities during an emergency.

For this plan to be effective, it is important that all concerned be made aware of its provisions and that every official, agency and department be prepared to carry out their assigned functions and responsibilities in an emergency. The following paragraphs provide an overview of the background and some of the highlights of this plan.

#### **1.1 AUTHORITY**

*The Emergency Management & Civil Protection Act, RSO 1990, CH E9* is the legal authority for this plan. It states that the “Head of Council may declare that an emergency exists in the municipality or in any part thereof and may take such action and may make such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the community and to protect property and the health, safety and welfare of the inhabitants of the emergency area”.

Furthermore, the Emergency Management & Civil Protection Act sets out that an Emergency Plan may:

Authorize employees of the municipality to take action under the Emergency Plan where an Emergency exists but has not been declared to exist;

Specify procedures to be taken for the safety or evacuation of persons in an Emergency area;

Designate one or more members of Council who may exercise the powers and perform the duties of the Head of Council under the Act or the Emergency Plan during the absence of the Head of Council or in the case of his or her inability to act;

Establish committees and designate employees to be responsible for reviewing the Emergency Plan, training employees in their functions and implementing the Emergency Plan during an Emergency;

Provide for obtaining and distributing of materials, equipment and supplies during an emergency; and

Provide for such other matters as are considered necessary or advisable for the implementation of the Emergency Plan during an Emergency.

## **1.2 LIABILITY**

No action or other proceeding for damages lies or shall be instituted against a member of council, an employee of a municipality, a minister of the Crown or a Crown employee for doing any act or neglecting to do any act in good faith in the implementation or intended implementation of an emergency plan or in connection with an emergency. R.S.O. 1990, c. E.9, s. 11 (1).

A municipality is not relieved of liability for the acts or omissions of a member of council or an employee of the municipality. R.S.O. 1990, c. E.9, s. 11 (3).

## **1.3 HIGHLIGHTS OF THE PLAN**

The Town of Richmond Hill is responsible for the initial response to an emergency within the municipality.

Upon warning of an impending situation or notification of an emergency the Mayor, Chief Administrative Officer, Regional Police Chief or Fire Chief (or their alternates), may request the activation of the Municipal Emergency Alerting Procedure.

The Mayor or Deputy Mayor may request assistance from the Regional Municipality of York by contacting the Regional Chair. This may be done without activating the Regional Emergency Alerting System.

The Mayor or Deputy Mayor is ultimately in charge of a Municipal Emergency and the Chief Administrative Officer is the Chair of the Municipal Emergency Operations Control Group.

However, when the resources of the Town of Richmond Hill are deemed insufficient to control the emergency the Mayor or Deputy Mayor shall request that the Regional Chair, Regional Chief Administrative Officer, Regional Police Chief, or the Regional Fire Co-ordinator activate the Regional Emergency Alerting System in the Regional Municipality of York Emergency Plan. This will be carried out by the Communications Branch of the York Regional Police Service.

The Regional Emergency Alerting System will also be activated, and a Regional Emergency declared by the Regional Chair when:

- a) the emergency affects a large portion of inhabitants of **more** than one Area Municipality; or
- b) the emergency requires extraordinary actions or expenditure of monies by one or more regional services for the protection of property, health, safety, and welfare of the inhabitants of the community.

The Mayor(s), Deputy Mayor(s) or appropriate designated Senior Municipal Officials of the affected Area Municipality(s) and the Municipal Fire Chief(s) (as appropriate and practical) will then become members of the Regional Emergency Operations Control Group. All decisions made by the Regional Emergency Operations Control Group with respect to the lives and property of the affected Area Municipality(s) will be made in consultation with the Mayor(s) or Deputy Mayor(s) of the affected Area Municipality(s).

The remaining municipal officials on the Municipal Emergency Operations Control Group(s) of the affected Area Municipality(s) will then become the support group(s) or the support staff to the Mayor(s) or Deputy Mayor(s), or the appropriate designated Senior Municipal Official(s), participating on the Regional Emergency Operations Control Group.

Resources within the Regional Municipality of York will not allow for representation from each emergency and support service or agency on every Municipal Emergency Operations Control Group, as well as the Regional Emergency Operations Control Group. Therefore, once the Regional Emergency Plan is implemented, overall co-ordination and deployment of resources required to mitigate the effect(s) of the emergency will be the responsibility of the Regional Emergency Operations Control Group in accordance with the Emergency Management & Civil Protection Act, RSO 1990.

The Regional Chair is ultimately in charge of a Regional Emergency and the Regional Chief Administrative Officer is the Chair of the Regional Emergency Operations Control Group.

However, it should be stressed that in any emergency, or threat of an emergency, members of either the Municipal or Regional Emergency Operations Control Groups or their alternates, may be called together by the appropriate aforementioned authorities to make decisions or to be on standby, without having to declare that an Emergency exists.

## **PART 2**

### **DEFINITIONS & RELATED TERMS**

#### **Agency On-Scene Commander - OSC**

The ranking on-scene official for each agency reporting to the emergency who is responsible for managing the agency's response operations in consultation and co-ordination with the Emergency Site Manager and Emergency Operations Control Group.

#### **Area Municipality**

Area Municipality means any of the individual municipal corporations within the area of the Regional Municipality of York.

#### **Chief Administrative Officer/CAO**

Responsible for the overall administration of the municipality in accordance with policies and directives of Council. The Chief Administrative Officer or alternate senior municipal official is designated to Chair the Municipal Emergency Operations Control Group and is responsible for co-ordinating operations within the Emergency Operations Centre.

#### **Citizen Inquiry Service**

A service established by the Commissioner of Corporate Services to respond to and redirect inquiries and reports from the public. Throughout this Emergency Plan, the Citizen Inquiry Service shall be referred to as the Call Centre.

#### **Command Post**

A mobile communications/central control centre from which the Emergency Site Manager and Agency On-Scene Commanders will manage on-site activities and communicate with the Regional Emergency Operations Centre and other operational communications centres.

#### **Critical Incident Stress Team**

The CIS Team is a trained team of individuals available for stress debriefing during and/or after emergencies and major incidents. A request for the Regional CIS Team can be made through the fire department dispatch centre at 905-883-5444.

#### **Disaster**

A term which is used by the provincial and federal government to describe a major emergency which is governed by those levels of government.

#### **Emergency**

A situation or the threat of an impending situation abnormally affecting property and the health, safety and welfare of the community, which by its nature or magnitude requires a co-ordinated response by a number of agencies under the direction of the Emergency Operations Control Group. These are distinct from the normal, day to day operations carried out by the first response agencies.

#### **Emergency Alerting Procedure**

The method by which members of the Town of Richmond Hill Emergency Operations Control Group are notified of an emergency.

#### **Emergency Area**

The area in which the emergency exists and is controlled by the Emergency Site Management Team.

#### **Emergency Operations Centre**

The location from which the Municipal or Regional Emergency Operations Control Group operates. The Emergency Operations Centre may be referred to as either the Municipal EOC, Regional EOC, or EOC.

### **Emergency Operations Control Group**

The group of individuals, chaired by the Chief Administrative Officer, responsible for coordinating all emergency operations required to minimize the effects of a declared emergency. The Emergency Operations Control Group may be referred to as the EOCCG or the ECG.

### **Emergency Planning Co-ordinator**

The Fire Chief acts as the Emergency Planning Co-ordinator for the Town of Richmond Hill and is responsible for the maintenance, revision and distribution of this plan as well as co-ordinating municipal emergency exercises and related emergency preparedness matters.

### **Emergency Site Management Team**

The Emergency Site Management Team consists of agency commanders involved in the emergency, the Emergency Site Manager (when appointed) and the On-Scene Media Spokesperson.

### **Emergency Site Manager**

Appointed by the Emergency Operations Control Group to ensure the agencies responding to the emergency site are co-ordinated in their response. The Emergency Site Manager communicates directly with the Chief Administrative Officer at the Emergency Operations Centre.

### **Evacuation Centre**

A location used during an Emergency situation to provide temporary refuge for evacuees and a staging area for deployment of evacuees to Emergency Shelters or Reception Centres.

### **Full Alert**

The Emergency Alert level utilized when all members of the Emergency Operations Control Group are contacted and advised to report to the Emergency Operations Centre.

### **Head of Council**

The Head of Council is the Mayor. In the event that the Mayor is unavailable, the powers and duties of the Head of Council granted under the *Emergency Management & Civil Protection Act* or the Emergency Plan shall be exercised by the Deputy Mayor or in his/her absence another designated alternate.

### **Inner Perimeter**

A restricted area in the immediate vicinity of the Emergency Area as defined by the first onscene agency, the Emergency Site Management Team or the Emergency Site Manager. Access to the inner perimeter is restricted to those essential emergency personnel actively involved in the occurrence.

### **Manager, Emergency Planning**

The Manager, Emergency Planning for the Regional Municipality of York is responsible for the maintenance, revision and distribution of the Regional Emergency Plan as well as co-ordinating regional emergency exercises.

### **Mayor**

The Head of Council or alternate for the Town of Richmond Hill.

### **Municipal EOC Media Information Area**

The location at or near the Emergency Operations Centre from which the media may gather for updated media releases and press conferences. This location will be determined by the Media Co-ordinator.

### **On-Scene Media Information Area**

The location at or near the emergency scene from which the media may gather for updated media releases and press conferences. This location will be determined by the designated On-Scene Media Spokesperson, with the approval of the Emergency Site Manager.

### **On-Scene Media Spokesperson**

Appointed by the Emergency Site Manager in consultation with EOC Chairperson, this person is responsible for co-ordinating the fast accurate dissemination of information to the media from the On-Scene Media Information Centre. The OSMS will also work closely with the Public Information Co-ordinator to ensure that information released to the media from the scene is consistent with information being released from the EOC Media Information Centre.

### **Outer Perimeter**

The geographic area surrounding the inner perimeter. This area will serve as a coordination and assembly point for essential emergency personnel and equipment. Access to the outer perimeter is restricted to essential emergency personnel as determined by the Emergency Site Management Team.

### **Priority Access Dialing (PAD)**

A system controlled through Industry Canada, which ensures that key telephone numbers receive priority access during times of high demands on telephone systems. Also referred to as Line Load Control.

### **Public Health Emergency Response Team**

This initial response group is comprised of representatives from the Regional Health Services Department charged with the responsibility of providing public health services during the emergency, working in association with the Social Services Support Group for the co-ordination of Reception/Evacuation Centre operations.

### **Reception/Evacuation Centre**

A reception/evacuation centre is the site where Emergency Social Services (food, clothing, referral to shelter, referral to social services, registration and inquiry) are offered to persons displaced by the emergency.

### **Recovery Phase**

The Recovery Phase begins immediately following an emergency response with efforts to restore minimum services to the stricken area and continues with long-term efforts to return the community to normal. Immediate recovery activities include assessing damage, clearing debris, restoring food supplies, shelter and utilities. Long-term recovery activities include rebuilding and redeveloping the community and implementing mitigation programs as described in the Recovery Phase Section of this Plan.

**Red Cross Branch Emergency Services Chairperson**

The Chair of the Emergency Services Committee of the Region of York Branch of the Red Cross is responsible for supervising and co-ordinating all activities of the Red Cross Branch during an emergency.

**Regional Chair**

The Head of Council or alternate for the Regional Municipality of York.

**Regional Chief Administrative Officer**

The Chief Administrative Officer or alternate for the Regional Municipality of York.

**Regional Commissioner of Community Services and Housing**

The Commissioner of Community Services and Housing or alternate for the Regional Municipality of York.

**Regional Commissioner of Health Services and Medical Officer of Health**

The Commissioner of Health Services and Medical Officer of Health or alternate for the Regional Municipality of York.

**Regional Fire Co-ordinator**

The Fire Co-ordinator or alternate for the Regional Municipality of York.

**Regional Police Chief**

The Chief of the York Regional Police Service or alternate.

**Triage**

The sorting and allocation of treatment to patients or victims according to a system of priorities designed to maximize the number of survivors.

## **PART 3**

### **INTRODUCTION, AIM, IMPLEMENTATION, ALERTING PROCEDURE, EMERGENCY OPERATIONS CENTRE, BUSINESS CYCLE**

#### **3.1 INTRODUCTION**

Emergencies are defined as situations, or the threat of impending situations, abnormally affecting property and the health, safety and welfare of the community, which by their nature or magnitude require a coordinated response by a number of agencies, both governmental and private. These are distinct from the normal, day to day operations carried out by the first response agencies.

While many emergencies could occur within the Town of Richmond Hill, those most likely to occur are floods, tornadoes, hurricanes, blizzards, ice storms, epidemics, transportation accidents involving hazardous materials, air and rail crashes, toxic or flammable gas leaks, electric power blackouts, building or structural collapse, radiation fall out, uncontrollable fires, explosions, breakdown in flow of essential services/supplies, or any combination thereof. When a large scale emergency occurs the Emergency Plan will be implemented and the Emergency Operations Control Group will assemble and carry out their roles and responsibilities.

#### **3.2 AIM**

The aim of the Town of Richmond Hill Emergency Plan is to provide a plan of action for the efficient deployment and coordination of various personnel, agencies and services in an effort to:

- (1) protect and preserve life and property during a crisis.
- (2) minimize the effects of the emergency on the town.
- (3) restore essential services in the most timely manner.

The Town of Richmond Hill Emergency Plan will also provide for abnormal measures to be taken to protect the safety and welfare of the residents of the municipality during an emergency.

#### **3.3 IMPLEMENTATION OF THE EMERGENCY PLAN**

This Plan may be implemented in whole or in part, as soon as an emergency occurs or is expected to occur, which is considered to be of such magnitude as to warrant implementation of the Plan.

The decision to implement the Plan shall be made by the Chief Administrative Officer. A request to activate the Plan may be made by a member of the Emergency Operations Control Group or a responding agency.

### **3.4 EMERGENCY ALERTING PROCEDURE**

The ranking officials of the responding agencies at the scene of the emergency may request, via the Town of Richmond Hill Fire Department, that the Emergency Alerting Procedure be activated. Upon a request for the Emergency Alerting Procedure to be activated the members of the Emergency Operations Control Group shall be notified by the Richmond Hill Fire Department Alarm Room Personnel (beginning with the Chief Administrative Officer or his/her designate).

Alarm Room personnel will identify themselves and provide to the parties being called information as instructed by the Chief Administrative Officer or his/her designate. Should any member of the Emergency Operations Control Group or their designate not be contacted, the Chief Administrative Officer shall be notified.

Upon being notified that an emergency exists, it is the responsibility of all EOCG officials to notify their staff and report to the designated Emergency Operations Centre, if required.

Information provided shall include one of the following conditions:

#### **High Alert**

The Emergency Operations Control Group has been requested to assemble in the main Emergency Operations Centre at \_\_\_\_\_ or at the alternate Emergency Operations Centre at \_\_\_\_\_.

#### **Standby Alert**

The Emergency Operations Control Group has been placed on standby alert and may be requested to assemble at any time. However, should it be determined by the Chief Administrative Officer that the standby alert is canceled, the group shall be notified.

### **3.5 EMERGENCY OPERATIONS CENTRE**

In the event of an emergency the Emergency Operations Centre (EOC) will be activated. The Emergency Operations Control Group, the Support and Advisory Staff and many other groups will congregate and work together at the Emergency Operations Centre to make decisions, share information and provide strategic “off scene” management as required to mitigate the effects of the emergency. The Chief Administrative Officer is the Chair of the Emergency Operations Control Group and responsible for the co-ordination of all operations within the Emergency Operations Centre.

The Emergency Operations Centre should consist of:

- (a) a meeting room for the Emergency Operations Control Group;
- (b) a Communications Room for a select group of the Emergency Advisory and Support Staff with appropriate voice radios, phones, faxes, access to a photocopier, printers And computers connected to the corporate network;
- (c) rooms for the Public Health Emergency Response Team and Social Services Support Group;
- (d) rooms for support and advisory staff and other groups as required;
- (e) a Media Information Area;
- (f) appropriate comfort facilities including washrooms, quiet areas and kitchen facilities;
- (g) adequate parking for all staff;
- (h) an adequate back-up power supply, permitting the EOC to function without municipal power;
- (i) an accurate clock, synchronized with all other EOC clocks; and
- (j) all necessary stationary requirements, office supplies, Emergency Plans and reference materials required for support of the EOC.

### **3.6 BUSINESS CYCLE**

Members of the Emergency Operations Control Group will gather at regular intervals to inform each other of actions taken and problems encountered. Frequency of meetings and agenda items will be established by the CAO/Coordinator. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. Maps and status boards will be promptly displayed and kept up to date by the CAO/Coordinator's staff.

## **PART 4**

### **DECLARATION OF AN EMERGENCY**

#### **4.1 ACTION PRIOR TO DECLARATION**

When an emergency exists, but has not yet formally been declared to exist, municipal employees may take such action(s) under this Emergency Plan as may be necessary to protect the lives and property of the inhabitants of the Town of Richmond Hill.

#### **4.2 DECLARATION OF A MUNICIPAL EMERGENCY**

The Head of Council or designate may declare that an emergency exists within the boundaries of the Town of Richmond Hill and may take such action and make such orders as he/she considers necessary and are not contrary to law to implement the emergency plan of the municipality. In exercising these powers, the Head of Council shall be advised by the members of the Emergency Operations Control Group.

An emergency declaration grants the Town the power to protect volunteer emergency workers under the provisions of the Workplace Safety and Insurance Act. By registering each volunteer participating in a “Declared Emergency”, volunteers are then considered “Town Workers” and protected under the provisions of the WSIA. If an emergency situation requires the extensive use of volunteers, an emergency declaration will protect only those volunteers who are registered.

Upon such declaration, the Head of Council will notify:

- (a) The Solicitor General of Ontario through the Emergency Management Ontario Duty Officer
- (b) Members of Council for the Town of Richmond Hill;
- (c) The Regional Chair;
- (d) The public via the media; and
- (e) Neighbouring municipal officials, as required.

The Mayor may request assistance from the Regional Municipality of York by contacting the Regional Chair without activating the Regional Emergency Alerting System.

#### **4.3 REGIONAL EMERGENCY**

When the resources of the Town of Richmond Hill are deemed insufficient to control the emergency, the Mayor may request that the Regional Chair, Regional Chief Administrative Officer, Regional Police Chief or the Regional Fire Co-ordinator (or alternates) activate the Regional Emergency Alerting System through the Communications Branch of the York Regional Police Service. Once the Regional Emergency Plan is implemented, the Mayor, Deputy Mayor, or a designated Senior Municipal Official and the Fire Chief will then become members of the Regional Emergency Control Group.

The remaining municipal staff from the Town of Richmond Hill Emergency Operations Control Group will then remain as the support group(s) or support staff to the Regional Emergency Control Group and to oversee management of events and activities in the Town of Richmond Hill.

All decisions by the Regional Emergency Control Group affecting the lives and property of the inhabitants within the Town of Richmond Hill shall be made in consultation with the Mayor or Deputy Mayor and communicated to the Municipal Emergency Operations Control Group as soon as possible.

The Regional Chair, in consultation with the Regional Emergency Control Group, is responsible for declaring an emergency to exist within the Regional Municipality of York when:

- (a) The Mayor or Deputy Mayor of an affected area municipality requests that the Regional Emergency Plan be implemented; or
- (b) The emergency affects a large portion of the inhabitants of more than one area municipality within the Region; or
- (c) The emergency requires extraordinary actions or expenditure of monies by one or more Regional service for the protection of life and property.

Upon declaration of an emergency, the Regional Chair notifies the following persons:

- (a) The Solicitor General of Ontario;
- (b) Regional Council;
- (c) The Mayor(s) or Deputy Mayor(s) of affected area municipalities;
- (d) The public via the media; and
- (e) Neighbouring municipal officials, as required.

#### **4.4 PRECEDENCE OF EMERGENCY PLANS**

As required by the Emergency Management & Civil Protection Act, the Municipal Emergency Plan of each of the area municipalities shall conform to the Regional Emergency Plan. In the event that the Region declares an Emergency subsequent to an Emergency having been declared by one or more of the area municipalities, and there are inconsistencies between the Municipal Emergency Plan and the Regional Emergency Plan, the Regional Emergency Plan shall take precedence.

#### **4.5 REQUEST FOR ASSISTANCE**

Assistance may be requested from neighbouring municipalities, the Region of York, the Province of Ontario and the Federal Government (Military Aid to the Civil Authority). Assistance may be requested from the Province of Ontario at anytime without any loss of control or authority. Such a request can be made by contacting the Emergency Management Ontario Duty Officer (24/7) at (416) 314-0472/0473 or toll free at 1-866-314-0472 (If you experience any difficulty in contacting the EMO Duty Officer, call the OPP Duty Officer at 1-705-329-6950).

## **PART 5**

### **TERMINATION OF EMERGENCY**

#### **5.1 MUNICIPAL EMERGENCY**

A Municipal Emergency may be declared terminated at any time by:

- (a) The Mayor or Deputy Mayor;
- (b) The Municipal Council for the Town of Richmond Hill, or
- (c) The Premier of Ontario.

Upon termination of a Municipal Emergency the Mayor will notify:

- (a) The Solicitor General of Ontario;
- (b) The Municipal Council for the Town of Richmond Hill;
- (c) The Regional Chair;
- (d) The public via the media; and
- (e) Neighbouring municipal officials, as required.

#### **5.2 REGIONAL EMERGENCY**

A Regional Emergency may be declared terminated at any time by:

- (a) The Regional Chair or Acting Regional Chair;
- (b) The Regional Council; or
- (c) The Premier of Ontario.

Upon termination of a Regional Emergency, the Regional Chair notifies:

- (a) The Solicitor General of Ontario
- (b) The Regional Council;
- (c) The Mayor(s) or Deputy Mayor(s) of affected Area Municipality(s), and
- (b) The public via the media
- (e) Neighbouring municipal officials, as required

## **PART 6 EMERGENCY OPERATIONS CONTROL GROUP**

### **6.1 COMPOSITION**

The emergency response operations will be directed and controlled by the Emergency Operations Control Group (EOCG) comprised of the elected and appointed officials listed hereunder. The EOCG will assemble at the Emergency Operations Centre (EOC) and will be responsible for providing the essential services necessary to minimize the effects of the emergency on the community.

**The Emergency Operations Control Group shall consist of the following officials or their designates:**

- Mayor**
- Chief Administrative Officer**
- Commissioner of Fire & Emergency Services**
- Commissioner of Engineering and Public Works**
- Commissioner of Corporate Services**
- Commissioner of Parks, Recreation and Culture (Shelter)**
- Manager of Purchasing**
- York Regional Police - Chief of Police**
- York Region Emergency Medical Services - General Manager**
- York Region Transit - Manager of Operations**
- York Region Commissioner of Health Services & Medical Officer of Health**
- York Region Commissioner of Community Services and Housing**

The C.A.O. shall be the Coordinator of the Emergency Operations Control Group and shall oversee the activities of the E. O. C. G. The C.A.O. may appoint an alternate from among the members to assume the position of Coordinator, should the need arise.

Additional agencies and/or personnel called or added to the Emergency Operations Control Group may also include:

- Emergency Management Ontario - Area Officer
- York Region Manager of Emergency Management
- Office of the Ontario Fire Marshal - Fire Service Advisor
- Provincial Ministries
- Support Agencies such as Bell Canada, Enbridge Consumers Gas, Richmond Hill Hydro Inc., appropriate School Boards, Toronto and South Lake Simcoe Region Conservation Authorities and area Critical Incident Stress Teams
- Any other officials, experts or representatives deemed necessary by the Emergency Operations Control Group.

The Emergency Operations Control Group may function with only a limited number of persons depending upon the emergency. While the Emergency Operations Control Group may not require the presence of all the people listed as members of the EOCG, all members of the EOCG must be notified.

Each member of the Emergency Operations Control Group should designate one or two persons, (preferably from their own organization or department) to assist them as required.

## **6.2 GROUP RESPONSIBILITIES**

The primary responsibilities of the EOCG are to implement the Emergency Plan during emergency operations and to provide advice and assistance to the Mayor in the carrying out of the duties under the Emergency Plan.

During Emergency operations, the EOCG is constituted and responsible for directing and controlling all emergency operations and providing the personnel and resources needed by the Emergency Site Manager to effectively manage the Emergency.

The Emergency Operations Control Group will be responsible for the following activities during an emergency:

- (a) Call out and mobilize their emergency services, agencies and equipment.
- (b) Provide required support for on-site emergency workers during and post incident.
- (c) Co-ordinate and direct their services and ensure that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to law.
- (d) Determine if the location of the Emergency Operations Centre and composition of the Emergency Operations Control Group are appropriate.
- (e) Advise the Mayor as to whether the declaration of a municipal emergency is recommended.
- (f) Advise the Mayor as to the need to designate any area in the municipality as an "Emergency Area".
- (g) Appoint or confirm that an Emergency Site Manager has been appointed.
- (h) Order, coordinate and oversee the evacuation of inhabitants considered to be in danger.
- (i) Discontinue utilities or services provided by public or private concerns, i.e. Hydro, water, gas, closing down a shopping plaza.
- (j) Arrange for services and equipment from local agencies not under Municipal or Regional control, i.e. private contractors, volunteer agencies, service clubs.
- (k) Notify and/or request assistance from and/or liaison with various levels of government and any public or private agencies not under Regional or Municipal control as considered necessary.
- (l) Provide administrative and logistical support for any services outside the municipality, which may become involved, if required.
- (m) Provide support to the Medical Officer of Health and the Coroner, as required.

- (n) Determine if volunteers are required and if appeals for volunteers are warranted.
- (o) Determine if additional transport is required for evacuation or transport of persons and/or supplies.
- (p) Ensure that pertinent information regarding the emergency is promptly forwarded to the Media Coordinator and Citizens Inquiry Supervisor, for dissemination to the media and public.
- (q) Determine the need to establish advisory group(s) and/or sub-committees.
- (r) Authorize expenditure of monies required to deal with the emergency.
- (s) Notify the services, agencies or groups under their direction, of the termination of the emergency.
- (t) Maintain a log outlining decisions made and actions taken and submit a summary of the log to the Emergency Management Coordinator within one week of the termination of the emergency, as required.
- (u) Determine if a Recovery Committee needs to be established, and if so, determine the chair and composition of that committee, along with its reporting structure.
- (v) Participate in debriefings following the emergency.

### **6.3 EMERGENCY OPERATIONS CONTROL GROUP INDIVIDUAL RESPONSIBILITIES**

#### **6.3.1 Mayor**

The Mayor, or his/her alternate as Head of Council, is authorized to declare an Emergency in all or in any part of The Town of Richmond Hill. The Mayor may take any action and issue orders as necessary and which are not contrary to law to implement the Emergency Plan and to protect property and the health, safety and welfare of the inhabitants in the Emergency Area. In exercising these powers, the Head of Council shall be advised by the EOCG.

In addition to these general responsibilities, the Mayor shall be responsible for the following:

- (a) Declare an emergency, declare all or part of the Town as an emergency area, declare an 'evacuation area', etc., as required. Prior to the declaration, the Mayor will consult appropriate authorities to determine whether a Regional or Provincial emergency declaration is forthcoming or already in effect.
- (b) Notify the Solicitor General of Ontario, the Chair of York Region, the Town Council, neighbouring municipal officials (as required) and the public of the declaration of an emergency.
- (c) Take such action and make such orders as deemed necessary and are not contrary to law to implement the Emergency Plan and to protect property and the health, safety and welfare of the inhabitants of the emergency area.

- (d) Designate all rights, powers and authority of the Mayor to the Acting Mayor, if required.
- (e) Without reference to purchasing procedures and policies of the Municipality, may authorize expenditures until such time that the Town Council can meet (the Chief Administrative Officer and/or Clerk have equivalent authority in the absence of the Mayor).
- (f) Keep the Town Council apprised of the emergency situation.
- (g) Make a formal request to the Regional Municipality of York, the Provincial and/or Federal Government (via the Solicitor Generals Office) for assistance as required.
- (h) Officially declare that the emergency has terminated and notify the Provincial Solicitor General, the Chair of York Region, the Town Council, area Municipal Mayors and the public of the termination. The Premier of Ontario or Town Council can terminate an emergency.
- (i) Chair all meetings of the Emergency Operations Control Group and hold frequent briefings.
- (j) In coordination with the Chief Administrative Officer and following consultation with the Emergency Operations Control Group, speak on behalf of the Town regarding media releases and public announcements. The Mayor is the key spokesperson for the Town of Richmond Hill. He/she should appear at the press conference with technical advisors or experts to assist with answering any technical questions posed by the press.
- (k) Maintain a personal log of all communications and action taken.
- (l) Prepare a post emergency report based on submissions from the Emergency Operations Control Group, support groups and responding agencies.

### **6.3.2 Chief Administrative Officer**

The Chief Administration Officer, or his/her designate, will:

- (a) Activate the emergency alerting system, if required.
- (b) Attend at the Emergency Operations Centre, if activated, and act in the capacity of the Chair.
- (c) As the Emergency Operations Control Group Chair, co-ordinate all operations within the Emergency Operations Centre, including the scheduling of regular meetings.
- (d) Advise the Mayor on policies and procedures as appropriate.

- (e) Authorize all expenditures deemed appropriate.
- (f) Formally request assistance from neighbouring Municipal Governments and/or the Regional Municipality of York, as required.
- (g) Ensures that a Public Information Coordinator has been assigned to establish a communications link with the site media spokesperson (see Part 7 - Media and Public Information).
- (h) Approve, in conjunction with the Mayor, all announcements and media releases prepared by the Public Information Coordinator, in consultation with the Emergency Operations Control Group.
- (i) Ensure a communications link is established between the Emergency Operations Control Group and the Site Command Post.
- (j) Call out additional Town staff to provide assistance, as required.
- (k) Appoint persons to perform various Municipal Support Group functions, such as Information Co-ordinator, Transportation Co-ordinator, Personnel Officer, etc., should the emergency warrant.
- (l) Maintain a regular *Business Cycle* for the sharing of information, identifying of emerging issues and problems to be resolved.
- (m) Maintain a personal log of all communications and actions taken.

### **6.3.3 Commissioner, Fire & Emergency Services - *Emergency Management Coordinator***

The Commissioner, Fire & Emergency Services, or his/her designate, will:

- (a) On being informed or discovering that an emergency has occurred or is likely to occur in the Municipality, shall notify the Chief Administrative Officer, or his/her alternate. If requested to do so by the Chief Administrative, or his/her alternate, shall instruct Fire Department staff to notify the Emergency Operations Control Group.
- (b) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Fire Department.
- (c) Liaise with other departments/agencies responding to the emergency.
- (d) Provide the Emergency Operations Control Group with advice on firefighting, rescue and emergency matters.
- (e) Establish an on-going link with the Fire Department On-scene Commander.
- (f) Inform the York Region Fire Coordinator and initiate mutual aid arrangements for the provision of additional manpower and equipment if needed.
- (g) Determine if additional special equipment is needed and initiate its response.

- (h) Provide assistance to other municipal departments and agencies being prepared to take charge of or contribute to non-firefighting operations if necessary, e.g. rescue, first aid, casualty collection, evacuation, etc.
- (i) Provide an Agency On-scene Commander and/or Emergency Site Manager if required.
- (j) Order all off duty personnel to be called to duty or to standby, if required.
- (k) Maintain a personal log of all communications and action taken.

Richmond Hill Fire Department general description of responsibilities:

- Establish a command post with communications to the Emergency Operations Centre.
- Establish an On-Scene Commander.
- Fire suppression and control.
- Response to hazardous materials emergencies.
- Rescue of trapped and injured persons.
- Basic life support and stabilize the injured or sick until relieved by Emergency Medical Service.
- Ensure internal communications systems are operational.
- Ensure manpower availability.
- Coordinate response with all emergency departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

The Commissioner, Fire & Emergency Services, as Emergency Management Coordinator, or his/her designate, will:

- (a) Be conversant and able to perform the duties of Chief Administrative Officer in the absence of him/her or his/her alternate.
- (b) Will ensure that the Emergency Operations Centre is kept in a state of readiness (supplies, telephones, maps, equipment, etc.).
- (c) Ensure that appropriate support staff are available to assist with manning the Information Centres.
- (d) Maintain logs and prepare post emergency standard agency reports.
- (e) Arrange for debriefing and preparation of after action report to Council and the Province.
- (f) Review and revise the Emergency Plan, as required, but at least annually.

#### **6.3.4 Commissioner of Engineering and Public Works**

The Commissioner of Engineering and Public Works, or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Engineering and Public Works Department.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the Engineering and Public Works Department Emergency Plan and Notification System, as required.
- (d) Provide the Emergency Operations Control Group with information on public works and engineering matters.
- (e) Provide and repair water, sewer and road services in consultation with officials of the area municipalities, the Region of York and of the Province of Ontario, where required.
- (f) Provide equipment for emergency pumping operations.
- (g) Liaise with the Fire Chief concerning emergency water supplies for fire fighting purposes.
- (h) Request that the York Region Transportation and Works Spill Control Contingency Plan be implemented , as required, to ensure that all hazardous or environmentally significant spills are contained and cleaned up, and all residues safely disposed.
- (i) Arrange for the provision of emergency supplies of potable water and emergency sanitary facilities, in consultation with the York Region Commissioner of Health Services Department and Medical Officer of Health.
- (j) Liaise with public utilities to disconnect any service representing a hazard and/or arrange for the provision of alternate services or functions.
- (k) Provide public works vehicles and equipment as required by other emergency services.
- (l) Maintain liaison with flood control conservation authorities, the Ministry of Natural Resources and environmental agencies.
- (m) Providing an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (n) Maintain a personal log of all communications and action taken.

Engineering and Public Works general description of responsibilities:

- Provision of barricade equipment at the emergency sites.
- Provision of municipal vehicles and equipment, together with operators as required.

- Obtaining and providing information on rising flood waters.
- Carrying out all debris clearing and removal operations.
- Organizing and procuring pumping equipment.
- Arranging for demolition of unsafe buildings and excavation operations where required with Chief Building Official.
- Provision of emergency water supplies for human consumption and fire fighting, should normal supplies be interrupted.
- Provision of gas and oil for municipal vehicles at the emergency scene.
- Stand-by power at the municipal gas pumps.
- Control hazards to natural water and atmosphere.
- Erect dikes for spills and flood control; activate pumping if required.
- Assist other agencies combating spills, leaks or emissions of hazardous chemicals, natural gas and radiation.
- Take immediate action to eliminate all sources of danger on the roadways.
- Take immediate action to restore roads and bridges so traffic flow can be maintained.
- Ensure internal communications systems are operational.
- Take the necessary action to divert traffic around and facilitate evacuation from the emergency site. Ensure manpower availability.
- Provide assistance to other agencies in the resolution of the emergency and the restoration of public transportation services.
- Coordinate response with all emergency departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

### **6.3.5 Commissioner, Corporate & Financial Services**

The Commissioner of Corporate & Financial Services, or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Corporate Services Department.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Assist the Chief Administrative Officer as required.
- (d) Ensure all decisions made and actions taken by the Emergency Operations Control Group are recorded.
- (e) Upon direction of the Chief Administrative Officer and/or the Emergency Planning Coordinator, activate the Administration Offices notification list.
- (f) Initiate the opening, operation and staffing of switchboard at the Administration Offices and ensure operators are informed of Emergency Operations Control Group members telephone numbers in the Emergency Operations Centre.
- (g) Arrange for printing of materials, if required.
- (h) Coordinate the provision of clerical staff to assist at the Emergency Operations Centre, as required.
- (i) At the direction of the Mayor, ensure that all Town Council members are advised of the declaration and termination of the emergency.

- (j) At the direction of the Mayor, arrange a special meeting of Council, as required and advise members of Council about the details of the emergency.
- (k) Open and maintain the Administration offices.
- (l) Provide security for the Administration Offices and Emergency Operations Centre, as required.
- (m) Coordinate the maintenance and operation of feeding, sleeping and meeting areas of the Emergency Operations Control Group, as required.
- (n) Coordinate and process requests for Human Resources.
- (o) Under the direction of the Emergency Operations Control Group, coordinate offers of and appeals for volunteers.
- (p) Select the most appropriate sites for the registration of human resources.
- (q) Ensure records of human resources and administrative detail are completed.
- (r) Set up a system for volunteer registration using forms as shown in Appendix “G”.
- (s) Issue arm bands to each volunteer, when registered, for identification for feeding and other purposes, and instruct each volunteer that he/she must check in at the registration site and turn in their arm band before leaving. Issue identification cards to volunteers and temporary workers, where practical.
- (t) Arrange for transport of human resources to and from site(s)
- (u) Obtain assistance, if necessary, from Employment and Immigration Canada as well as other government departments, the military, public and private agencies and volunteer groups.
- (v) Maintain a personal log of all communications and actions taken.

### **6.3.6 Commissioner, Parks, Recreation and Culture (Shelter Coordinator)**

In conjunction with the York Region Commissioner of Community Services and Housing, the Commissioner of Parks, Recreation and Culture, or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Parks and Recreation Department.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the Parks and Recreation Department Emergency Plan and Notification System, as required.
- (d) Mobilize equipment and open buildings as required.
- (e) Open and operate temporary and/or long-term Evacuation Centres (see Appendix “B”) with the assistance of the Canadian Red Cross Society and the York Region Commissioner of Community Services and Housing Department, and ensure they are adequately staffed.
- (f) Coordinate the allocation of new arrivals to the shelters.
- (g) Act as liaison with the Manager of Supplies and Services to coordinate emergency feeding, sleeping, clothing, registration and inquiry, personal services and future lodging needs for shelter occupants.
- (h) act as liaison with the representative from York Region Transit to coordinate the requirements for transportation of shelter occupants.
- (i) act as liaison with Police to coordinate security for shelters and occupants personal possessions.
- (j) provide status information for dissemination by the Public Information Officer.
- (k) coordinate the cleaning and maintenance of all shelters.
- (l) Maintain a personal log of all communications and actions taken.

Parks and Recreation Department general description of responsibilities:

- Provide for the care and welfare of the inhabitants of the emergency area.
- Identify Reception Centres for evacuees.
- Ensure internal communications systems are operational.
- Provide information to the public at large on the disposition of evacuees through Red Cross registration service.
- Coordinate response with all emergency agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

### **6.3.7 Manager, Purchasing**

The Manager, Purchasing, or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if activated.

- (b) Provide information and advice on matters as they relate to the emergency.
- (c) Ensure that records of expenses are maintained for future claim purposes.
- (d) Ensure the prompt payment and settlement of all legitimate invoices and claims incurred during the emergency.
- (e) Provide and secure equipment and supplies not owned by the Town of Richmond Hill.
- (f) Liaise with purchasing agents of the neighbouring municipalities, if necessary.
- (g) Maintain and update a list of vendors (including 24 hour contact numbers) who may be required to provide supplies and equipment.
- (h) Maintain a personal log of all communications and actions taken.

### **6.3.8 York Regional Police - Chief of Police**

The Police Chief, or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the Police Force.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the York Regional Police Emergency Incident Management Plan and Notification System, if required.
- (d) Establish an on-going communications link with the Police On-scene Commander.
- (e) Provide Police Services where required.
- (f) Notify the Coroner of fatalities.
- (g) Liaise with other police agencies as required.
- (h) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (i) Request the assistance of the York Amateur Radio Emergency Communication Council in providing emergency and backup telecommunications links between the Emergency Operations Centre and any other locations, as required.
- (j) Maintain a personal log of all communications and actions taken.

York Regional Police general description of responsibilities:

- Establish a site command post with communications to the Emergency Operations Centre.
- Establish an inner perimeter within the Emergency Area.
- Establish an outer perimeter in the vicinity of the emergency in order to facilitate

the access/egress of emergency vehicles and to restrict the movement of non essential personnel.

- Provide traffic control to facilitate the movement of emergency vehicles.
- Ensure internal and external communications systems are operational.
- Alert persons endangered by the emergency and coordinate evacuation procedures.
- In cooperation with the Community Services and Housing Department and the Canadian Red Cross Society, open Evacuation Centres and provide security, as required.
- Direct and provide resources for the protection of life and property, crowd control, evacuation, crime prevention and investigation and assist the Coroner's Office as required.
- Provide identification and forensic services in support of other responding agencies (Coroner, Transport Safety Board, etc.).
- Alert and assist other emergency agencies as required.
- Provide security to the Emergency Operations Centre
- Maintain logs and prepare post emergency standard agency reports.

### **6.3.9 York Region Emergency Medical Services - General Manager**

The General Manager of the York Region Emergency Medical Services, or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of the York Region Emergency Medical Services.
- (b) Activate the Emergency Medical Services Contingency Plan, Notification System, and liaise with the Health Services Department Emergency Operations Centre, if required.
- (c) Liaise with the Ontario Ministry of Health, the York Region Health Services Department and allied Emergency Medical Services agencies, as required.
- (d) Recommend specific responses to conditions that could affect the Emergency Medical Services interaction.
- (e) Liaise with the partner Emergency Medical Services agencies on areas of mutual concern which may include:
  - Triage
  - Stabilization of patients
  - Transport to hospitals
  - Any other issues needed in pre-hospital care
- (f) Liaise with St. John Ambulance and other voluntary and private agencies capable of patient transfer and care.
- (g) Liaise with other agencies as required to augment and coordinate Emergency Medical Services resources.
- (h) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.

- (i) Maintain a personal log of all communications and actions taken.

Emergency Health Services general description of responsibilities:

- Establish a command post with communications to the Emergency Operations Centre.
- Respond with ambulances, support and supervisory personnel.
- Notify surrounding hospitals and if necessary, other provincial ambulance emergency response services of the potential for involvement.
- Ensure internal communications systems are operational.
- Establish a communications link with hospitals upon arrival at the site.
- Ensure manpower availability.
- Coordinate response with all emergency departments/agencies involved.
- Establish a Triage Centre, conduct triage of casualties and track triage tag numbers.
- Up-date hospitals on the status of the emergency.
- Ensure patient to hospital distribution is monitored and controlled.
- Transport patients to medical facilities.
- Maintain logs and prepare post emergency standard agency reports.

#### **6.3.10 York Region Transit - Manager of Operations**

The Manager of Operations for York Region Transit, or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if activated, and coordinate the response of York Region Transit.
- (b) Activate the York Region Transit Emergency Plan and Notification System, as required.
- (c) Coordinate the provision of transportation when requested by other departments or the Emergency Site Manager.
- (d) Establish effective control over all public transportation.
- (e) Provide qualified personnel to operate the vehicles.
- (f) Reroute public transit if necessary.
- (g) Provide transportation for evacuees and special care persons.
- (h) Provide lists of vehicles and fuel resources.
- (i) Act as liaison with local transportation companies, taxi firms etc.
- (j) Maintain a personal log of all communications and actions taken.

#### **6.3.11 York Region Commissioner of Health Services and Medical Officer of Health**

The Commissioner of Health Services and Medical Officer of Health, or his/her designate, will:

- (a) Will attend at the Emergency Operations Centre, if required, and coordinate the response of the Health Services Department and liaise with other departments/agencies responding to the emergency.
- (b) Activate the Health Services Department Emergency Plan, Notification System, and Health Services Emergency Operations Centre, if required.
- (c) Liaise with the Ontario Ministry of Health and Long Term Care - Public Health Branch.
- (d) Recommend specific response to conditions that could affect the health of the community.
- (e) Liaise with the Commissioner of Community Services and Housing Department on areas of mutual concern regarding health services in evacuee areas that include:
  - Food and water safety;
  - General safety and sanitation;
  - Disease control;
  - Accommodation standards;
  - Health assessment needs and post traumatic stress management.
- (f) Liaise with agencies as required to augment and coordinate public health resources.
- (g) Provide instructions on health related matters to the public through the Public Information Officer.
- (h) Coordinate the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- (i) Coordinate efforts to prevent and control the spread of disease during an emergency.
- (j) Notify the appropriate agencies regarding the need for potable water supplies and sanitation facilities.
- (k) Provide an Agency On-scene Commander and/or Emergency Site Manager, as required.
- (l) Maintain a personal log of all communications and actions taken.

Health Services Department general description of responsibilities:

- Provide Health Services at Evacuation Centres.
- Ensure internal communications systems are operational.
- Survey and/or monitor afflicted areas.
- Recommend specific response to conditions which could affect the health of the community.
- Coordinate response with all emergency departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

### **6.3.12 York Region Commissioner of Community Services and Housing**

In conjunction with the TRH Commissioner of Parks and Recreation, the Commissioner of Community Services and Housing Department , or his/her designate, will:

- (a) Attend at the Emergency Operations Centre, if required, and coordinate the response of the Community Services and Housing Department and associated agencies.
- (b) Liaise with other departments/agencies responding to the emergency.
- (c) Activate the Community Services and Housing Department Emergency Plan, Notification System, and Community Services and Housing Department EOC, as required.
- (d) Open and operate temporary and/or long-term Evacuation Centres (with the assistance of the Canadian Red Cross Society and the TRH Commissioner of Parks and Recreation), and ensure they are adequately staffed.
- (e) Ensure the well-being of inhabitants who have been displaced from their homes by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services - including financial aid, counseling and support, material assistance and the temporary care of dependent adults and unaccompanied children.
- (f) Liaise with the Emergency Operations Control Group with respect to the designation of Evacuation Centres which can be opened at short notice.
- (g) Liaise with the Medical Officer of Health on areas of mutual concern regarding operations in Evacuation Centres which include:
  - Food and water safety;
  - General safety and sanitation;
  - Air monitoring;
  - Disease control;
  - Accommodation standards;
  - Counseling of victims;
  - Ensuring that continuing home care as required is provided for those victims who are relocated to other areas and not the hospital.
- (h) Ensure that a representative of the York Region Board of Education and/or Community Hall representatives are notified when a facility is required as an evacuee reception centre and that staff and volunteers utilizing the facility take direction from the aforementioned representative with respect to its maintenance, use and operation.
- (i) Liaise with the Agency On-Scene Commanders of the social service agencies and provide the EOCG and the Chair with advice on social service related matters.
- (j) Provide an Agency On-Scene Commander from Community Services and Housing Department.

- (k) Determine the location of Evacuation Centres in coordination with the TRH Commissioner of Parks and Recreation and York Regional Police.
- (l) Notify the Executive Director of the Canadian Red Cross Society of the location of designated Evacuation Centres/Reception Centres.
- (m) Liaise with the General Manager of York Region Transit and the General Manager of Emergency Medical Services for the provision of transportation to Evacuation Centres/Reception Centres.
- (n) Activate the Call Centre.
- (o) Liaise with Public Information Coordinator on matters of public information directives, requests for resources, etc., and update the Call Centre.
- (p) Maintain a personal log of all communications and actions taken.

Community Services and Housing Department general description of responsibilities:

- Marshall resources to provide for the care and welfare of the inhabitants of the emergency area.
- Identify Reception Centres for evacuees.
- Ensure internal communications systems are operational.
- Provide information to the public at large on the disposition of evacuees through Red Cross registration service.
- Coordinate response with all emergency agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

## **6.4 SUPPORTING AND OTHER AGENCIES**

In the event that other agencies are needed to assist during an emergency, each such agency will be contacted through the Emergency Notification System upon the request of the Emergency Operations Control Group.

The representative or his/her alternate will be requested to report to the Emergency Operations Centre and become a member of the Emergency Operations Control Group.

Some of the agencies that may be required to assist during an emergency have their own "Emergency Plans" and may feel it advisable to put their own emergency plan into effect. Should they feel that implementation of their plan is necessary, they will advise the other members of the Emergency Operations Control Group who shall assist in implementation if necessary.

### **6.4.1 Bell Canada**

Bell provides telephone and telecommunication services throughout the Town of Richmond Hill through a network of above and below ground cables. During an emergency, Bell Canada's response will be coordinated through the York Region Police Information Services - Communications Branch.

## **Bell Canada Area Manager**

The Area Manager for Bell Canada, or his/her designate, will:

- (a) If requested, join the Emergency Operations Control Group and provide expertise to the EOCG and coordinate the response of Bell resources. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate the Bell Canada Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with Emergency Operations Control Group and Public Information Coordinator in the development of media information relating to telephone service interruption and restoration of services, etc.
- (d) Expedite the installation of emergency telephone lines, services, etc. to Site Command Posts, the Emergency Operation Centre and Evacuation Centres, if required.

Bell Canada general description of responsibilities:

- If possible, maintain telephone and telecommunications in stricken areas.
- Respond, as required, to restore service.
- Assist emergency response agencies in establishing telecommunications at Emergency Operations Centres, Command Posts, Media Centres, Evacuation Centres, etc.
- Ensure internal communications systems are operational, if owned/leased from Bell Canada.
- Work in conjunction with the Town of Richmond Hill personnel in restoration procedures.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

## **6.4.2 Enbridge Gas**

Enbridge Gas provides natural gas for heating and industrial use in the Town of Richmond Hill through a network of underground pipes. During an emergency, the Enbridge Gas response will be coordinated through the Commissioner of Engineering and Public Works Department.

### **Enbridge Gas - Operations Manager**

The Manager of Operations for Enbridge Gas, or his/her designate, will:

- (a) If requested, join the Emergency Operations Control Group and provide expertise to the Commissioner of Engineering and Public Works and coordinate the response of Enbridge Gas resources. Also liaise with other departments and agencies responding to the emergency.
- (b) Activate the Enbridge Gas Emergency Plan and Notification System., if necessary.
- (c) Liaise closely with Emergency Operations Control Group and Public Information Coordinator in the development of media information relating to gas service interruption and restoration of services, etc.
- (d) If requested, attend at the Site Command Post (if activated), and provide natural gas related expertise.

Enbridge Gas general description of responsibilities:

- Maintain natural gas service, if possible, in stricken areas.
- Stop the flow of escaping gas.
- Conduct tests for gas indications, vent and render inactive, as required.
- Respond as required to restore service.
- Ensure internal communications systems are operational.
- Work in conjunction with the Engineering and Public Works Department personnel in restoration and emergency response procedures.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

### **6.4.3 PowerStream Inc.**

PowerStream Inc. provides electrical energy to the inhabitants of the Town of Richmond Hill through a complex grid system. Certain types of emergencies, such as adverse weather (storms, tornadoes, etc.) may have a serious impact on service.

#### **PowerStream Inc. - Director of Engineering and Operations**

The Director of Engineering and Operations for PowerStream Inc., or his/her designate, will:

- (a) If requested, join the Emergency Operations Control Group and provide expertise to coordinate the response of PowerStream Inc. resources. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate the PowerStream Inc. Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with the Emergency Operations Control Group and Public Information Coordinator in the development of media information relating to power interruption and restoration of services, etc.

PowerStream Inc's general description of responsibilities:

- Maintain electrical power to stricken areas, if possible.
- Respond, as required, to restore power.
- Ensure internal communications systems are operational.
- Work in conjunction with the Town of Richmond Hill personnel in restoration procedures.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

### **6.4.4 School Boards**

The York Region District School Board and the York Catholic District School Board are responsible for the operation of elementary and secondary schools within the Town of Richmond Hill. Dependant upon the nature of the emergency, it may be necessary to evacuate schools and occupants and/or utilize school facilities as Evacuation Centres.

#### **Senior Representative**

A Senior Representative of the York Region District School Board and/or the York Catholic District School Board will:

- (a) If requested, join the Emergency Operations Control Group and coordinate the response of the School Board. Also liaise with other departments/agencies responding to the emergency.
- (b) Activate School Board Emergency Plan and Notification System, if necessary.
- (c) Liaise closely with Emergency Operations Control Group and Public Information Coordinator in the development of media information, evacuation instructions,

etc.

- (d) Coordinate the use of contracted school buses, vehicles and personnel, as required.
- (e) In cooperation with the York Region Community Services and Housing Department, recommend and activate school facilities for use as Evacuation Centres.
- (f) If requested, attend at the Site Command Post and/or school facilities designated as Reception Centres (if activated), and coordinate the response of School Board personnel when involved in an Emergency response.

The School Boards general description of responsibilities:

- Will activate Board plans for the protection and maintenance of students within the buildings for the duration of the emergency, if evacuation is not required.
- Arrange for the transportation of students in the event of evacuation.
- Ensure internal communications systems are operational.
- Assist the York Region Community Services and Housing Department and the Red Cross with the use of schools as temporary evacuation centres, if required.
- Ensure manpower availability.
- Coordinate response with all departments/agencies involved.
- Maintain logs and prepare post emergency standard agency reports.

#### **6.4.5 Canadian Red Cross Society**

The Red Cross will provide assistance to the Community Services and Housing Department during any evacuation. One of its main functions will be the establishment of a Registration and Inquiry service to provide information to the public regarding locations of Evacuation Centres and names of registered evacuees.

#### **6.4.6 York Region Amateur Radio Emergency Communications Council**

The York Region Amateur Radio Emergency Communications Council will provide emergency radio communications at locations designated by the EOCG.

#### **6.4.7 Toronto and/or South Lake Simcoe Region Conservation Authorities**

Should a flood emergency situation develop in the Town of Richmond Hill, not only must the Solicitor General be notified by the Mayor or alternate upon declaration of the emergency but the Ministry of Natural Resources must also be notified.

The following is taken from a memorandum to all municipalities, dated January 19, 1988 concerning Declaration of Flood Emergencies and Flood Response Plans from G. Tough, then Revised March 2002 Town of Richmond Hill Emergency Plan Page 32

Deputy Minister of Natural Resources and J. D. Takach, Deputy Solicitor General, Ministry of the Solicitor General.

*Provincial response is designed to assist in combating floods once a municipality determines that its resources are inadequate to deal effectively with the situation.*

*In flood emergency situations, Head of Council may declare that an emergency exists within his/her municipality and may request provincial assistance from the Ministry of Natural Resources by following the procedures outlined below:*

*(a) The Head-of-Council contacts the local flood response co-ordinator. The local co-ordinator is the District Manager of the Ministry of Natural Resources for the area;*

*(b) If the co-ordinator of the affected area cannot be contacted, the request for assistance should be routed through the alternate Conservation Authority.*

*(c) Should you be unable to contact someone in authority, then request for assistance should be made through the Provincial Flood Emergency Coordinator (available on a 24-hour/365-day basis) through the Ontario Provincial Police's Local Detachment, or by calling Queen's Park Central Switchboard (416-314-1090) and asking for the Provincial Flood Emergency Co-ordinator on call.*

#### **6.4.8 York Region Critical Incident Stress Team**

Critical Incident Stress counseling is available to Town staff during and following emergencies and major incidents. The CIS Team is a trained team of individuals available for stress debriefing during and/or after emergencies and major incidents. A request for the Regional CIS Team can be made through the fire department dispatch centre at 905-883-5444.

The Provincial Critical Incident Stress Management (CISM) Program is coordinated through the Ministry of the Solicitor General and Correctional Services, Emergency Management Ontario. For information on the Provincial CISM Program or to contact the Provincial CISM Team, contact Emergency Management Ontario.

#### **6.4.9 Emergency Management Ontario**

Once an Emergency has been declared by the Head of Council, Emergency Management Ontario will deploy a liaison team to the Emergency Operations Centre.

#### **6.4.10 Provincial Ministries**

Pursuant to subsection 6(1) of the Emergency Management & Civil Protection Act R.S.O. 1990, c. E.9, Ministers are assigned responsibility to formulate emergency plans for their ministry or branch of government, as the case may be, which will govern the provision of necessary services during an emergency and procedures under which and the manner in which Crown employees and other persons will respond to the emergency.

Emergency Management Ontario provides assistance in formulating and implementing emergency plans and coordinates provincial response and staff in emergency operations.

The following assistance is available:

**MINISTRY**

Agriculture and Food

Community and Social Services

Energy

Environment  
environment.

Health

Municipal Affairs

Mines  
Natural Resources

Community Safety and  
Correctional Services

**SPECIAL RESPONSIBILITY AREA**

Agriculture and food related matters.

Emergency shelter, clothing and food,  
victim registration and inquiry services, and  
personal services required in support of all  
emergencies.

Energy supply matters.

Spills of pollutants to the natural

Epidemics.

Coordination of extraordinary Provincial  
expenditures on emergencies.

Abandoned mines hazards.  
Forest Fires, Floods

All other peace time emergencies not listed  
above. War emergencies.

## **PART 7**

### **EMERGENCY SITE MANAGEMENT**

#### **7.1 EMERGENCY SITE MANAGEMENT TEAM**

The Emergency Site Management Team is composed of persons holding the following positions:

Emergency Site Manager

Agency On-Scene Commanders

Site Media Spokesperson (See Part 8 - Media and Public Information)

Overall coordination at the emergency site will be under the control of the Emergency Site Manager, appointed by the EOCG. For most emergencies and/or until specified otherwise by the EOCG, the Emergency Site Manager will be the ranking on-scene member of the first responding emergency service with primary jurisdiction.

The EOCG in coordination with the Emergency Site Manager will define an Emergency area. Inner and outer perimeter zones will be determined by the Emergency Site Manager and established by York Regional Police.

All emergency site operations of appropriate agencies in response to an emergency will be performed within existing respective internal chains of command structures. Each department or agency may appoint an Agency On-Scene Commander. The ranking on-scene official for each agency reporting to the emergency will normally assume the role of Agency On-Scene Commander. Senior departmental officials may be sent to the emergency site, as required, to take over as the Agency On-Scene Commanders.

Each agency will have one Agency On-Scene Commander at each emergency site who is responsible for managing the agency's response operations, in consultation and coordination with the Emergency Site Manager, to facilitate an effective overall response to the Emergency.

Command posts will be established at each emergency site by the senior officers from each agency represented at the scene, immediately upon arriving at the emergency. The Emergency Site Manager will also establish a Command Post. All inter-agency communications will be channeled through the Emergency Site Manager's Command Post and direct on-line communication (radio or telephone) will be established with the EOC.

## **7.2 EMERGENCY SITE MANAGER**

The Emergency Site Manager, appointed by the Emergency Operations Control Group will:

- (a) Organize and coordinate the on-scene response at the emergency site(s) with the various Agency On-Scene Commanders.
- (b) Assess the situation under existing and potential conditions by consulting with Agency On-Scene Commanders at the scene as well as outside expertise as required.
- (c) Prior to the declaration of an emergency by the Mayor and activation of the Emergency Operations Control Group, authorize the activation of all or parts of the Town of Richmond Hill Emergency Plan and the Emergency Alerting Procedure, if deemed necessary.
- (d) Coordinate with the Emergency Operations Control Group and Agency On-Scene Commanders to ensure that the necessary equipment, supplies, manpower and expertise are available on-scene.
- (e) Liaise with the Chief Administrative Officer at the Emergency Operations Centre to regularly inform him/her of the on-scene situation and provide him/her with detailed reports which will enable the Emergency Operations Control Group to make informed decisions. The Emergency Site Manager will assist in any manner in the decision-making process, as required.
- (f) Hold periodic briefings with individual and collective Agency On-Scene Commanders as to agency response status.
- (g) Activate or coordinate with agencies, a limited evacuation of the immediate area if warranted by conditions.
- (h) Consider response alternatives and determine appropriate response actions (i.e., evacuation, containment, etc.). Confer with the Control Group, Agency On-Scene Commanders and additional expertise as required, in the event that a large scale evacuation is deemed to be necessary.
- (i) Assess the potential number of evacuees affected by the emergency and advise the Emergency Operations Control Group.
- (j) Establish an on-site Command Post at an appropriate distance from the emergency area where a suitable vantage point can be obtained. Assemble the various Agency On-Scene Commanders at the Command Post to coordinate on-site decision- making and activities. Ensure adequate intra-agency communications capability is established from the Command Post.
- (k) Brief agency representatives as they become involved with the on-site situation.

- (l) Obtain as much information as possible from those involved in the emergency (i.e., truck driver, train conductor, plant manager) concerning the identity of material(s) and hazardous properties, cause, etc. and consult with experts as required to gain a complete picture of the situation and aid in evaluation.
- (m) Develop a scene organization plan/layout with the assistance of police and fire department, establish an inner perimeter where only response personnel directly involved in controlling the emergency are allowed, and an outer perimeter where the staging area is established and good ingress and egress is maintained.
- (n) Initiate, if necessary, the appointment of a Site Media Spokesperson and periodically brief the Site Media Spokesperson of the emergency status and discuss what information will be distributed to the public and media.
- (o) Request logistical support services from the Emergency Operations Control Group, as required, for the emergency personnel at the scene.
- (p) Ensure the overall safety of the emergency site, in particular that strict safety precautions are adhered to with respect to wearing protective clothing and equipment. Assign a Safety Officer if appropriate and contact Federal or Provincial Labour Ministry officials for assistance as required.
- (q) Develop and approve a demobilization plan following the official termination of the emergency by the Mayor, if required. (i.e., demobilization of staging areas).
- (r) Maintain logs and prepare post emergency standard agency reports.
- (s) Participate in the Emergency Response Plan review following a major emergency.

### **7.3 AGENCY ON-SCENE COMMANDER**

The On-Scene Commander for each agency at the emergency scene will:

- (a) Notify the agency dispatch to mobilize appropriate resources.
- (b) Implement his/her agency responsibilities with respect to the plan in coordination with the EOCG and the Emergency Site Manager.
- (c) Coordinate with other agencies via the Emergency Site Manager. Inform him/her of all pertinent actions.
- (d) Evaluate the situation, planning a methodology or strategy and developing an organizational structure. Modify the strategy as required.
- (e) Take measures to secure additional resources (manpower, equipment, supplies) as required.

- (f) Monitor and review work progress of agency teams. Modify or reassign assignments as required.
- (g) Coordinate agency manpower and equipment, assign teams or task forces, as required, to perform specific assignments.
- (h) Ensure all agency personnel report to his/her staging officer upon arrival at site.
- (i) Maintain an inventory of supplies and equipment and keep records of what is used, how much is used and the supply level i.e. use lists, charts, check-in/check-out procedures and record the services provided, repair, fuel costs and other costs in the event that costs incurred can be transferred to those responsible for the emergency.
- (j) Resolve any logistical problems.
- (k) Report to the appropriate Agency Chief/Director when the plan is modified, when additional resources are needed, when surplus resources are available, when hazardous situations or significant events occur and continually brief the Emergency Site Manager and Emergency Operations Control Group of the situation and status of resources.
- (l) Demobilize resources at the termination of the emergency, ensuring an orderly, safe and cost effective movement of personnel and equipment.
- (m) Complete standard agency reports.
- (n) Maintain logs and prepare post emergency standard agency reports.

## PART 8

### MEDIA AND PUBLIC INFORMATION

#### 8.1 OVERVIEW

Upon implementation of the Emergency Plan, it will be essential to co-ordinate a professional, timely and accurate release of information to the media, issue authoritative instructions to the public, and respond to or redirect individual requests for, or reports on, information concerning any aspect of the emergency.

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

- (a) The Emergency Operations Center **Public Information Coordinator** will be appointed by and report directly to the Chief Administrative Officer.
- (b) The **Site Media Spokesperson** will be appointed by the Emergency Site Manager.
- (c) The **Citizen Inquiry Supervisor** will be appointed by the Chief Administrative Officer.

Depending on the scope of the emergency, there will likely be a need to establish two media information centres - one near the scene (the Site Media Information Centre), and the other near the Emergency Operations Centre (EOC Media Information Centre). In some cases, however, a joint media information centre may be desirable. The Citizen Inquiry work area should also be located at or near the EOC Media Information Centre.

#### 8.2 PUBLIC INFORMATION COORDINATOR

The Public Information Coordinator will be appointed by and report directly to the Chief Administrative Officer and is responsible for:

- (a) Upon arrival at the EOC, reporting to the Chief Administrative Officer to be briefed on the emergency situation.
- (b) Establishing a communications link with the Site Media Spokesperson, the Citizen Inquiry Supervisor and any other media co-ordinator(s), i.e. Provincial, federal, private industry, etc., involved in the incident and will ensure that all information released to the media and public is consistent and accurate.
- (c) Ensuring that the media centre is set up and staffed.
- (d) Liaison with the Emergency Operations Control Group to obtain up-to-date information for media releases, coordinate individual interviews and organize press conferences.
- (e) Ensuring that the following are advised of the telephone number of the media centre:
  - Media
  - Emergency Operations Control Group

- Switchboard
  - Site Media Spokesperson
  - Police Public Relations Officer
  - Neighbouring Municipalities
  - Citizen Inquiry Supervisor
  - Any other appropriate persons, agencies or businesses
- (f) Providing direction and regular updates to the Citizen Inquiry Supervisor to ensure that the most accurate and up-to-date information is disseminated to the public.
- (g) Ensuring that the media releases are approved by the Chief Administrative Officer prior to dissemination and distributing of hard copies of the media releases to the Public Information Centre, the EOC, Citizen Inquiry Supervisor and other key persons handling inquiries from the media.
- (h) Monitoring news coverage and correcting any erroneous information.
- (i) Maintaining copies of media releases and newspaper articles pertaining to the emergency.

### **8.3 SITE MEDIA SPOKESPERSON**

The site media spokesperson will be appointed by the Emergency Site Manager and is responsible for:

- (a) Establishing and co-ordinating a media information centre in a safe, appropriate location, at or near the site for the media to assemble.
- (b) Establishing a communications link and liaison regularly with the Public Information Coordinator at the EOC.
- (c) Redirecting all inquiries regarding decisions made by the Emergency Operations Control Group and the emergency as a whole to the Public Information Coordinator.
- (d) Advising the following persons and agencies of the location and telephone number(s) of the Site Media Information Centre.
- Emergency Site Manager
  - Police Public Relations Officer
  - Emergency Services Personnel at the scene
  - Public Information Co-ordinator
  - media
  - Any other appropriate personnel or agencies
- (e) Ensuring that media arriving at the site are directed to the site information centre.
- (f) Where necessary and appropriate, coordinating media photograph sessions at the scene.
- (g) Co-ordinating on-scene interviews between the emergency services personnel and the media.

#### **8.4 CITIZEN INQUIRY SUPERVISOR**

The Citizen Inquiry Supervisor will be appointed by the Chief Administrative Officer and is responsible for:

- (a) Establishing a Citizen Inquiry Service including the appointment of personnel and designation of telephone lines.
- (b) Informing the Public Information Coordinator of the establishment of the Citizen Inquiry Service and designated telephone numbers.
- (c) Informing the effected emergency services, the Emergency Operations Control Group and the Town switchboard of the establishment of the Citizen Inquiry Service and telephone numbers.
- (d) Liaison with the Public Information Coordinator to obtain current information on the emergency.
- (e) Responding to and redirecting inquiries and reports from the public based upon information from the Public Information Coordinator.
- (f) Redirecting inquiries pertaining to the investigation of the emergency, deaths, injuries or matters of personnel involved with or affected by the emergency to the appropriate emergency service.
- (g) Redirecting inquiries pertaining to persons who may be located in evacuation and reception centres to the registration and inquiry telephone numbers.
- (h) Procuring staff to assist, as required.

### **PART 9**

#### **RECOVERY PHASE**

## **9.1 OVERVIEW**

One of the last responsibilities of the Emergency Operations Control Group is to establish a Recovery Committee. It's role is to return the community and its citizens to its pre-emergency state, as much as possible. In order to ensure continuity between the emergency and the recovery operations, the Mayor and the Chief Administrative Officer are members of both groups.

Depending on the type of emergency, the Recovery Phase could be minimal in resources required, monies spent and/or time needed to return the community to its pre-emergency state. However, if casualties, demolished buildings and/or disrupted public services and infrastructure result from the emergency, the recovery may actually impact more in the community services than the emergency itself.

The nature of the emergency and the final authority responsible will determine who will take the lead role in the recovery. If the Town was responsible for controlling the emergency, the Town would also lead the recovery. Similarly, if the emergency was declared at a higher level of government, then that level would take the lead.

This plan assigns the roles and responsibilities required to bring the Town of Richmond Hill back to its pre-emergency state, through numerous outlined activities. The Recovery Phase will be activated at the direction of the Emergency Operations Control Group, consistent with other sections of the Emergency Plan, normally occurring once the immediate response to the emergency has been completed. It is possible to be undertaking emergency response and recovery measures simultaneously and it can be difficult to precisely define where one begins and where one ends. Recovery efforts may be initiated while a state of emergency is still in effect.

This plan assumes that the role with respect to Media Co-ordination will continue during the recovery phase. Issues to be addressed fall broadly into three areas: human issues, infrastructure and disaster relief. Resolving these issues has obvious financial, economic, social, environmental and political implications. In light of these implications, the Recovery Committee and its following sub-committees and their organizational reporting structures have been established for the Recovery Phase of an Emergency.

## **9.2 COMMITTEES**

The following committees and sub-committees will be established to deal with post-emergency recovery operations:

- (a) Recovery Committee
- (b) Human Needs Sub-Committee
- (c) Infrastructure Sub-Committee
- (d) Disaster Relief Sub-Committee

## **9.3 RECOVERY COMMITTEE COMPOSITION**

In the early stages, the EOCG may function as the Recovery Committee. Later, (i.e, once the emergency has been terminated) the following officials, or their designates, will form the Recovery Committee and meet at the direction of the Chair:

- Mayor (Chair)
- Chief Administrative Officer
- Commissioner of Planning and Development
- Commissioner of Engineering and Public Works
- York Region Commissioner of Community Services and Housing
- York Region Commissioner of Health Services and Medical Officer of Health
- Committee Secretary

Representatives of other internal departments, Regional Municipality of York, the Province of Ontario and other organizations may be added to the committee as appropriate.

#### **9.4 RESPONSIBILITIES OF RECOVERY COMMITTEE**

The roles and responsibilities of the Recovery Committee are:

1. Establishing the following sub-committees:
  - a) Human Needs
  - b) Infrastructure
  - c) Disaster Relief
  - d) Any other sub-committee as appropriate
2. Ensuring that Town of Richmond Hill and Region of York elected officials and the public are informed of the status and activities of the recovery process.
3. Ensuring that elected officials from other local area municipalities are advised of recovery activities which may have an impact on those municipalities or other municipalities whose resources may be required.
4. Receiving information from and providing direction to the Recovery sub-committees to ensure that necessary services are provided and are being coordinated.
5. Requesting funding from senior levels of government.
6. Providing recommendations to Council concerning expenditure of funds, new by-laws or changes to existing by-laws and such other matters as may require Council approval.
7. Ensuring continuity of mandated services to those residents not affected by the emergency.
8. Deciding on the termination of recovery activities and the wind-up of Recovery sub-committees.
9. Preparing a final report on the recovery phase of the emergency for submission to Council.

10. Making recommendations for amendments to this recovery plan.

## **9.5 HUMAN NEEDS SUB-COMMITTEE**

The following, or their designated alternates, will form the Human Needs sub-committee and meet at the direction of the Chair as required:

- Chief Administrative Officer (*ex-officio*)
- Commissioner of Parks and Recreation
- Commissioner of Finance
- Commissioner of Corporate Services
- York Region Commissioner of Community Services and Housing (Chair)
- York Region Commissioner of Health Services and Medical Officer of Health
- Branch Manager for the Red Cross
- Committee Secretary

Representatives of internal departments, Regional Municipality of York, the Province of Ontario and other agencies, such as volunteer groups, may be added to the committee as appropriate.

The roles and responsibilities of the Human Needs sub-committee are:

1. Ensure the continued operation and closure of the evacuation centre(s), including the provision of housing, feeding, clothing, registration and inquiry and personal services.
2. Assist homeless citizens to locate long-term housing and have utilities connected.
3. Coordinate storage and distribution of donated materials.
4. Ensure that the needs of "special populations" such as children, dependent adults, elderly, and others with disabilities are met.
5. Ensure health standards are maintained throughout the community.
6. Ensure that proper sanitation measures are taken, i.e. vermin control, garbage, drinking water.
7. Ensure Critical Incident Stress and other counseling services are available to staff and the public.
8. Work with affected business/industry to ensure that employment opportunities are restored at the earliest opportunity.
9. Assist affected citizens to replace documents that may have been lost in the emergency.
10. Arrange financial assistance to those people in need.
11. Ensure mail service to residents within the affected areas.
12. Ensure that provision is made for the care of pets.
13. Arrange for secure storage of residents' property that has been recovered and cannot immediately be secured by the resident.

14. Provide information on sources of retraining assistance for residents whose employment has been affected, or who have been injured and cannot return to their former employment.
15. Coordinate transportation for those in need of out-patient care or therapy.
16. Ensure that burials can be conducted in an appropriate manner.
17. Coordinate their activities with those of other sub-committees and report regularly to the Recovery Committee.
18. Ensure that detailed financial records relating to sub-committee's activities are maintained.
19. Ensure registration and co-ordination of volunteers.
20. Prepare a final report on the sub-committee's activities, together with recommendations for amendments to this recovery plan.

## **9.6 INFRASTRUCTURE SUB-COMMITTEE**

The following, or their designated alternates, may form the Infrastructure sub-committee and meet at the direction of the Chair as required.

- Chief Administrative Officer (*ex-officio*)
- Commissioner of Engineering and Public Works (Chair)
- Commissioner of Planning and Development
- Chief Building Official
- Commissioner of Corporate Services
- Commissioner of Finance
- York Region Commissioner of Health Services and Medical Officer of Health
- Emergency Site Manager
- Committee Secretary

Representatives of other internal departments, Regional Municipality of York, the Province of Ontario, and other agencies may be added to the committee as appropriate.

The roles and responsibilities of the Infrastructure sub-committee are:

1. Determine, based on engineering advice, the extent of the damage to homes, municipal and commercial buildings, together with damage to roads, bridges and utilities.
2. Ensure (in conjunction with York Regional Police Service) that access to unsafe areas or structures is restricted.
3. Maintain liaison with insurance adjusters concerning damaged structures, both private and municipal.

4. Expedite demolition permits as required.
5. Ensure, when safe to do so, that residents are given an opportunity to secure and/or remove personal property from damaged locations.
6. Ensure that traffic controls are restored, i.e. lights, signs.
7. Expedite procedures to establish new housing, or rebuild/repair damaged housing or other structures.
8. Ensure appropriate removal of debris (including hazardous and/or organic/forestry materials), and arrange for sorting and recycling of as much debris as possible.
9. Recommend, if appropriate, the waiving of tipping fees at the waste disposal site.
10. Ensure the safety of workers in the damaged area, including volunteers.
11. Continue to work with utilities to permanently restore services, i.e. hydro, gas, phone.
12. Co-ordinate the use of volunteer labour to assist residents with clean up on private property.
13. Develop a list of reliable contractors.
14. Co-ordinate their activities with those of other sub-committees, and report regularly to the Recovery Committee.
15. Ensure that detailed financial records relating to sub-committee's activities are maintained.
16. Prepare a final report on the sub-committee's activities, together with recommendations for amendments to this recovery plan.

## **9.7 DISASTER RELIEF SUB-COMMITTEE**

The roles and responsibilities of the Disaster Relief sub-committee are to be carried out according to the Ontario Disaster Relief Assistance Program utilizing the Guidelines for Disaster Relief Committees from the Ministry of Municipal Affairs.

The following, or their designated alternates, may form the Disaster Relief sub-committee and meet at the direction of the Chair as required:

- Chief Administrative Officer (*ex-officio*)
- Commissioner of Finance (Chair)
- 
- Commissioner of Corporate Services
- York Region Commissioner of Community Services and Housing
- Committee Secretary

Representatives from other internal departments, Regional Municipality of York, the Province of Ontario, and other agencies may be required to assist as appropriate.

The roles and responsibilities of the Disaster Relief sub-committee are:

1. Maintain accurate records of all emergency-related expenditures.
2. Advance funds to pay for resources needed, if required, and arrange for recovery of these funds.
3. Prepare and submit a claim against those responsible for the emergency, in the event of human causation.
4. Act as Treasurer to the Disaster Relief Committee, if appointed.
5. Prepare claim for provincial and/or federal funding.
6. Analyze the impact of the emergency on the municipal budget.
7. Prepare insurance claims on behalf of the municipality.
8. Assist with insurance claims, if required, on behalf of affected residents.
9. Coordinate activities with activities of the sub-committees, and report regularly to the Recovery Committee.
10. Prepare a final report on activities, together with recommendations for amendments to this recovery plan.

## **9.8 PUBLIC INFORMATION**

It is vital that accurate and up-to-date information be provided regularly to residents throughout the Recovery Phase.

During recovery, it is the responsibility of each sub-committee chair to ensure that information flows between the Recovery Committee and its sub-committees to the Public Information Coordinator.

## **PART 10**

### **PLAN MAINTENANCE, REVISION, TESTING AND INTERNAL PROCEDURES**

#### **10.1 RESPONSIBILITIES OF ALL TOWN EMPLOYEES**

Every employee of the Town of Richmond Hill is expected to respond as required to an

emergency situation and to carry out all lawful commands of the Emergency Operations Control Group or the Emergency Site Management Team to the best of their ability during the emergency.

Every employee is expected to direct all media inquiries concerning any aspect of the emergency to the media spokesperson to ensure that all information released to the media and public is consistent and accurate.

## **10.2 PLAN MAINTENANCE AND REVISION**

The Town of Richmond Hill Emergency Plan will be reviewed, revised and distributed annually by the Emergency Management Coordinator. It is the responsibility of each person, agency, service or department named within this Emergency Plan to notify the Emergency Management Coordinator forthwith of any necessary revisions, i.e. administrative changes, telephone numbers, etc.

## **10.3 TESTING OF THE PLAN**

An annual exercise should be conducted in order to test the overall effectiveness of the Emergency Plan and provide education and training to the Emergency Operations Control Group and other support staff. Revisions to this plan shall incorporate recommendations stemming from such exercises.

## **10.4 INTERNAL PROCEDURES**

- (1) Each department or service involved with this Emergency Plan shall prepare and maintain functional alerting systems and emergency guidelines including lists outlining how it will fulfill its responsibilities during an emergency.
- (2) Each department or service shall designate a member of its staff to maintain and revise its own emergency procedures or guidelines. The Town of Richmond Hill's Emergency Management Coordinator is available to assist with departmental plans and procedures.