



**COUNTY OF HASTINGS**

**EMERGENCY RESPONSE PLAN**

**Version # 2.0**

**October 2009  
And updated yearly**

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## **GLOSSARY OF TERMS**

<b><u>Term</u></b>	<b><u>Definition</u></b>
Emergency	Emergency means a situation caused by nature, an accident, an intentional act or otherwise that constitutes an actual or impending danger of major proportions to life or property.
Emergency Operations Centre (EOC)	An EOC is where the Control Group conducts its Emergency Management functions. It is a facility which has adequate space and good communications for the purpose of managing emergency operations. There is a primary and a secondary or alternate EOC identified to ensure operational viability.
County Control Group	The CCG is the group responsible for managing emergency situations on a County wide basis. The membership is (CCG) outlined in the plan however it consists of all the key decision makers, and officials who have the authority to direct or co-ordinate resources within the County
Reception Centre	A facility which is set up for the purpose of receiving evacuees, providing light refreshments and temporary shelter. Its primary purpose is for the registration of evacuees and if necessary evacuees will be directed to evacuation centers as required.
Evacuation Centre	A facility set up to provide emergency shelter, food, clothing, recreation and basic requirements to a group of people who have been evacuated from an area as a result of an emergency.

# EMERGENCY RESPONSE PLAN

## INTRODUCTION

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

The population of Hastings County is approximately 116,420 and has a geographic boundary including 1,473,861 acres of land.

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

Hastings County Emergency Preparedness Sub-Committee developed this emergency response plan. Every official, municipal department and agency must be prepared to carry out assigned responsibilities in an emergency. The response plan has been prepared to provide key officials, agencies and departments of the Corporation of Hastings County emergency response information related to:

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

In addition, it is important that the residents, business and interested visitors be aware of their community's provisions. Copies of Hastings County Emergency Plan may be viewed at the County Administrative building located at 235 Pinnacle Street. For more information about Hastings County Emergency Response Plan please contact:

Doug Socha  
Community Emergency Management Coordinator  
111 Millennium Parkway  
Belleville, ON.  
K8N 4Z5  
(613) 771-9366  
Toll Free: 1-866-794-7367  
Fax: (613) 771-9370

## AIM

The primary aim of this plan is to make provision for the extraordinary arrangements and measures that may have to be taken to protect the health, safety, welfare environment and economic health of the residents, businesses and visitors to the County of Hastings when faced with a n emergency resulting from the effects of a natural, technological or human caused disaster. Secondly, therefore the aim is also to support the member municipalities in the implementation and operation of their individual and collective emergency plans.

The County of Hastings Emergency Response plan enables a controlled and coordinated response to emergencies affecting the Corporation of the County of Hastings and/or the member municipalities, and meets the legislated requirements of the *Emergency Management and Civil Protection Act*.

The County of Hastings Emergency Response Plan has been developed to address the elements of an Incident Management System and reflects some of the components of that system, including Command, Operations, Finance and Administration, Logistics and Planning as well as liaising with the fourteen member municipalities, the City of Belleville and the City of Quinte West. An in-depth Hazard Identification and Risk Assessment has been conducted in conjunction with the local municipalities in the preparation of this plan. The County of Hastings also supports member municipalities in the mitigation of an emergency in the county and provides available resources to assist the member municipalities during declarations at that level .

## **AUTHORITY**

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

The EMCPA states:

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

As enabled by the *Emergency Management and Civil Protection Act*, 2003, this emergency response plan and its elements have been:

- Issued under the authority of Hastings County By-Law # 2008-0036 and
- Filed with Emergency Management Ontario, Ministry of Public Safety and Security.

### ***a) Definition of an Emergency***

The EMCPA defines an emergency as:

“An emergency means a situation or an impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property.”

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

### ***b) Action Prior to Declaration***

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

## **Hastings County By-Law #2008-0036**

The Corporation of the County of Hastings

By-Law# 2008-036  
Repeal of By-Law #2004-0045

### **A By-Law to adopt an emergency management program for The Corporation of the County of Hastings, pursuant to Section 2.1 (1) of The Emergency Management and Civil Protection Act, R.S.O., 1990, c. E.9, as amended.**

**WHEREAS** the Emergency Management and Civil Protection Act, Section 2.1 (1) requires every municipality to develop and implement an emergency management program;

**AND WHEREAS** Section 2.1 (2) of the Emergency Management and Civil Protection Act stipulates the content of each municipality's emergency management program;

**AND WHEREAS** Section 14 (3) of the Emergency Management and Civil Protection Act requires municipal emergency management programs to conform with regulatory standards (Ontario Regulation 380/04 Standards);

**AND WHEREAS** Section 4 (1) of the Emergency Management and Civil Protection Act makes provision for the Head of Council to declare an emergency exists in the municipality or in any part thereof and authorizes the Head of Council to take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency response plan and protect property and the health, safety and welfare of the inhabitants of the emergency area;

**AND WHEREAS** Section 9 (c) of the Emergency Management and Civil Protection Act, consistent with Section 242 of the Municipal Act, R.S.O., 1990, as amended, provides for the designation of one or more members of council who may exercise the powers and perform duties of the Head of Council during his/her absence, refusal to act, inability to act or vacancy of the Head of Council position;

**AND WHEREAS** Section 3 (1) of the Emergency Management and Civil Protection Act authorizes employees of the municipality and other persons to respond to the emergency to ensure the provision of necessary services where an emergency exists but may have not yet been declared;

**AND WHEREAS** Section 10 (1) of the Ontario Regulation 380/04 Standards requires for the municipal designation of an emergency management program coordinator, referred to as a Community Emergency Management Coordinator by Emergency Management Ontario;

**AND WHEREAS** Section 14 (1) of the Ontario Regulation 380/04 Standards requires the municipal designation of an Emergency Information Officer;

**AND WHEREAS** Section 2.1 (2) (b) of the Emergency Management and Civil Protection Act and Section 12 (3) of the Ontario Regulation 380/04 Standards require members of the community control group to complete the annual training that is required by the Chief, Emergency Management Ontario;

**NOW THEREFORE the Council of the Corporation of the County of Hastings hereby ENACTS as follows:**

1. **That** an Emergency Management Program be developed for Hastings County consistent with and in accordance with the Emergency Management and Civil Protection Act;
2. **That** the Emergency Management Program for Hastings County shall be consistent with the objectives of protecting public safety, public health, the environment, critical infrastructure and property, and to promotion economic stability and a disaster-resilient community;
3. **That** the Hastings County Emergency Management Program shall be reviewed annually by the Emergency Management Program Committee and Council, and be amended as required by the Community Emergency Management Coordinator in keeping with legislative and/or provincial emergency management standard changes;
4. **That** Hastings County designate specific employees, and alternates, to both the Community Emergency Management Coordinator and Emergency Information Officer positions on a permanent basis;
5. **That** the Hastings County Emergency Management Program include annual training opportunities to employees assigned emergency management functions;
6. **That** the Head of Council designate specific council members who could act in his or her stead in the event the Head of Council was not available during an emergency;
7. **That** Schedules “A”, “B” and “C”, attached hereto, shall form part of this By-law:
  - **Schedule A**, being a Schedule to identify the current primary and alternate(s) employees assigned to the Community Emergency Management Coordinator position, as amended
  - **Schedule B**, being a Schedule to identify the current primary and alternate(s) employees assigned to the Emergency Information Officer position, as amended

- **Schedule C**, being a copy of the current Emergency Response Plan for Hastings County, as amended
8. **That** By-Law 2004-0045 be rescinded and that this By-law shall come into force and effect on the date of passing thereof.

READ A FIRST TIME this 27<sup>th</sup> day of November, 2008  
READ A SECOND TIME this 27<sup>th</sup> day of November, 2008  
READ a THIRD TIME this 27<sup>th</sup> day of November, 2008

PASSED IN OPEN COUNCIL this 27<sup>th</sup> day of November, 2008

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CAO

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Warden

**EMERGENCY MEASURES PREPARDNESS COMMITTEE**

**Pat Culhane**  
**Bob Wannamaker**  
**Bob Sager**

# **EMERGENCY NOTIFICATION SYSTEM**

## A Guide to when the notification system should be implemented:

Every member of the County Control Group, (CCG) has an individual and collective responsibility to be prepared to respond to an emergency of an impending, potential or actual nature. The County may be required to provide emergency support to one or more of its municipalities at any time due to an emergency situation. In this regard if a municipality requests County assistance, the County Emergency plan may be implemented.

To access emergency County assistance, a head of Council of a local municipality would contact the Warden or any one of the County Control Group members and ask that the plan be implemented to assist them. The County Control Group once notified and briefed of the situation may decide how extensive the response will be in accordance with the County plan.

Individual County Control Group members have the authority to activate the notification system.

Due to the nature of an emergency, where a County Control Group member has the knowledge of a situation which in their judgment warrants the implementation of the County emergency plan-the member may activate the notification procedures. The CCG shall meet as soon as possible to determine how they should respond. The CCG shall, in its deliberations, consider whether a pending or existing situation has or may have a significant negative impact upon the health, safety, welfare and property of the citizens and businesses of the County.

# EMERGENCY NOTIFICATION PROCEDURES

Upon receipt of warning of a real or potential emergency, the following Community Officials (or their designated alternates) may activate the notification system:

- Warden
- Chief Administrative Officer
- Director of Emergency Services
- Director of Social Services
- Police Representative
- Hastings County Fire Coordinator
- Director of Finance
- Emergency Information Officer
- Community Emergency Management Coordinator

The responding individual will immediately contact the Hastings-Quinte EMS Duty Officer to request that the notification system be activated.

## Control Group member making the Initial Call

1. The member making the initial call will identify himself/herself by name and position on the Control Group and state the reason why they are requesting the notification system be activated.
2. They should state which Emergency Operations Centre is to be used (i.e. primary or alternate)
3. The caller should ask that the message he/she has relayed regarding the emergency be repeated by the recipient to ensure that there is no confusion or misunderstanding
4. A return telephone number should be provided by the CCG reporting member if different from the emergency plan.

Upon receipt of the warning, the Hastings-Quinte EMS Duty Officer will notify all members of the County Control Group (CCG) and direction as to which E.O.C. location you are to report. The primary and secondary locations are geographically separated so that if one or the other is endangered or rendered non-functional as a result of the emergency situation the other should be safe and operational.

## Control Group Members receiving the Initial Call

1. Identify himself/herself by name and position on the Control Group
2. Repeat the message received from the Control Group member activation the notification system
3. Provide a return telephone number if needed
4. Report to the E.O.C. with an estimated time of arrival or indicate that the alternate should be contacted.

Upon being notified, it is the responsibility of all CCG officials to notify their staff and volunteer organizations.

Where a threat of an impending emergency exists, the CCG will be notified and placed on standby.

### ***Requests for Assistance***

Every member municipality of Hastings County or the Cities of Belleville and Quinte West may request assistance from the County of Hastings at any time by contacting the County Warden, CEMC (Doug Socha) or the emergency Social Services number (613-961-2111 or 1-888-408-5141) The request shall not be deemed to be a request that the County assume authority or control of the emergency.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario.

Assistance may also be requested from neighboring municipalities, County government agencies, and the private sector.

The Emergency Notification Contact List, including contact numbers for requesting assistance, is attached as **Annex A**.

### ***Declared County Emergency***

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

Upon declaring an emergency, the Warden will notify:

- Council
- Mayor/ Reeve as appropriate
- Neighbouring community officials, as required
- Local Member of Provincial Parliament (MPP)
- Local Member of Parliament (MP)
- Emergency Management Ontario, Ministry of Public Safety and Security
- Mohawks of the Bay of Quinte
- Public

**The form to be completed when declaring an emergency is attached at Annex “C”.**

An emergency may be declared terminated at anytime by:

1. Warden, or designate
2. Hastings County Council as a whole body
3. Premier of Ontario

Upon termination of an emergency the following will be notified:

- Council
- Mayor, Reeve as appropriate
- Neighbouring community officials, as required
- Local Member of Provincial Parliament (MPP) and local Member of Parliament (MP)
- Emergency Management Ontario, Ministry of Public Safety and Security
- Public

## **COUNTY CONTROL GROUP**

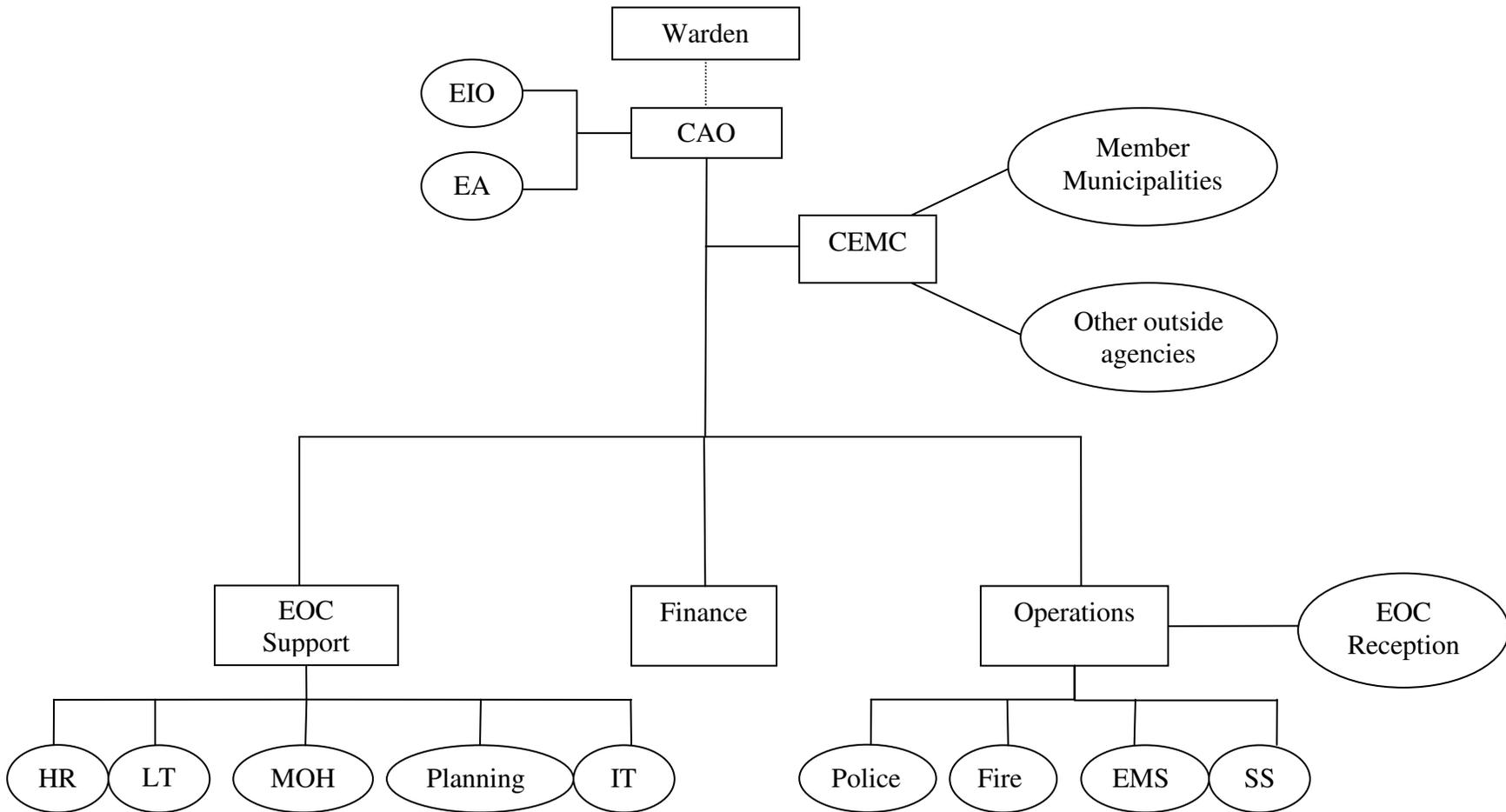
The emergency response will be directed and controlled by the CCG, a group of officials responsible for coordinating the provision of the essential services necessary to minimize the effects of an emergency on the County. In keeping with the incident management system, the County Control Group will assume the functions of Command, Operations, Logistics, Planning and Finance/Administration.

### **HASTINGS COUNTY CONTROL GROUP MEMBERS**

<b>Warden</b>	
<b>Chief Administrative Officer</b>	<b>Command</b>
<b>County Fire Coordinator</b>	<b>Operations – Fire</b>
<b>OPP</b>	<b>Operations – Police</b>
<b>Director of Emergency Services</b>	<b>Operations – EMS</b>
<b>Director of Social Services</b>	<b>Operations – Social Services</b>
<b>Director of Finance</b>	<b>Finance and Administration</b>
<b>Emergency Information Officer</b>	<b>Command support</b>
<b>CEMC</b>	<b>Liaison Officer/Logistics</b>

Additional expert advisors can also function as CCG members during an emergency, on an ad hoc basis as the situation dictates.

# CCG ORGANIZATIONAL CHART





## COUNTY CONTROL GROUP RESPONSIBILITIES

The CCG, as a group, is collectively responsible for the following:

- Maintaining operational readiness of the plan and the County resources which are required to support the plan.
- Implementing the County emergency response plan in whole or in part to respond to an impending, potential or existing emergency, including mobilizing emergency services, agencies and equipment.
- The coordination and direction of County resources used to mitigate the effects of an emergency provided they are not contrary to law.
- Ensuring that the composition of the CCG is appropriate to mitigate the effects of a given emergency situation, by determining which, if any ad hoc members are required
- Advising the Warden regarding requests for assistance from the province, the Federal Government, other Counties and other outside agencies.
- Ensuring support to the ESM by offering equipment, staff and resources, as required.
- Ordering, coordinating and/or overseeing the evacuation of inhabitants considered to be in danger.
- Ensuring the daily operation of the County during the emergency
- Determine if additional volunteers or additional transport is required for evacuation of persons and/or supplies.
- Discontinuing utilities or services provided by public or private concerns, i.e. hydro, water, gas, closing down a shopping mall.
- Ensuring the provision of essential services to support the emergency response activities.
- Coordination of services provided by outside agencies which do not come under normal County control.
- Ensure that Social Services are kept informed and provided with pertinent facts.
- Establish advisory committees or subcommittees to work on specific problem areas related to the emergency as required.
- Provision of the authorization of expenditures during the emergency and to ensure the proper accounting and cost recovery processes are in place and followed.
- Maintaining an operational log detailing the group's decisions and activities.
- De-activating the County plan, and notifying all of those who had been notified of its activation.
- Conduct and participate in a debriefing, generate an after emergency report and implement recommendations for improvement in the plan or response capabilities.



## **INDIVIDUAL RESPONSIBILITIES**

### *The individual responsibilities of the County Control Group*

#### **Warden**

The Warden is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Ensure that all County departments have been notified and activated or placed on standby to meet operational requirements. This is done by liaison with the various department heads to ensure that they have implemented their departmental notification system and plans.
- Declaring an emergency if deemed necessary.
- Inform EMO Ministry of Public Safety and Security of the declaration of the emergency.
- Inform County Council members that the plan has been activated and provide Council with timely and accurate information regarding the County emergency situation.
- Coordinate the requests for assistance made to outside agencies, communities and higher levels of government. This will be achieved by identifying someone to make calls on behalf of the Warden and then following up with those who have been delegated the tasks of making the calls. Pre-designation is not required- it can be done as a need is identified.
- Provide overall leadership in responding to an emergency
- Maintains a personal log detailing all personal actions taken during the emergency.
- Ensures that a debriefing occurs and that a final report is submitted to Council, including the suggestions of how to improve the plan.
- Briefing the media and public on status, directives or any other matter related to the emergency situation.
- Participate in the debriefing.



## Chief Administrative Officer

The CAO is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Assuming the role of Command and Chair of the CCG
- As Command, coordinating all operations within the EOC, including the scheduling of the briefing cycle.
- Prior to requesting that the County plan be implemented, ensure that the affected community or communities have implemented their own plan and resources.
- Upon notification, ensure that the EOC is set up and prepared to be fully operational. The EOC will be set up and ready to go when either a stand by or activation message is received.
- Ensure that the staff identified to set up the EOC has been notified to do so.
- Ensure that upon arrival at the EOC and soon as a quorum is present, that an initial briefing detailing the specifics related to the emergency situation is conducted.
- Maintain direct liaison with the County Control Group to ensure a timely, accurate flow of information and requests is sustained.
- Ensuring liaison with the Police representative regarding security arrangements for the EOC.
- Advising the Warden on policies and procedures, as appropriate.
- Ensure that liaison between County departments, municipalities, the Province and industry is maintained.
- Initiate and maintain a business cycle format during the operational functioning of the EOC.
- Ensure that all decisions made by the CCG are implemented by following up with those who have been tasked with specific responsibilities.
- Ensure that a duty schedule is implemented to staff the EOC as required.
- Approve, in conjunction with the Warden, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the CCG. (**sample press release can be found in Annex E**)
- Ensuring that a communication link is established between the CCG and the Emergency Site Manager (ESM)
- Initiate requests for resources that are not directly controlled by their community, to the CCG as soon as a need is identified.
- Document all personal actions and decisions.
- Participate in the debriefing.



## **Police Representative**

The police representative is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Upon notification, ensure that policing resources are notified and placed on standby or activated.
- Provide liaison with municipal, provincial and federal police agencies as required.
- Establish and maintain communications with the policy agency or agencies directly involved in the emergency area.
- Advise the CCG regarding all police related emergency incidents and inform them of any remedial or planned police activities.
- Ensure traffic control is initiated and maintained through the County, and ensure routes for emergency response and evacuation purposes.
- Coordinate evacuation routes with affected communities.
- Liaise with social services regarding the location of reception and evacuation centers.
- Ensure sufficient police resources are available to protect life, property and the provision of law and order.
- Liaise with Regional Coroner regarding fatalities.
- Coordinate the provision of policing services at the evacuee centers, morgues and other facilities as required.
- Providing security to the EOC if necessary.
- Establishing a perimeter around the emergency and informing the CCG
- Document all personal actions and decisions
- Ensure an investigation is carried out.
- Participate in debriefing



## Hastings County Fire Coordinator

The Hastings County fire coordinator is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Providing the CCG with information and advice on firefighting and rescue matters.
- Establishing an ongoing communications link with the senior fire official at the scene of the emergency.
- Upon receiving notification, place on standby or activate the fire mutual aide system, in accordance with existing mutual aide protocols.
- Determine if additional or special equipment is needed and recommend possible sources of supply.
- Providing assistance to other local municipal departments and agencies and being prepared to contribute to non-fire fighting operations if necessary.
- Advise the Warden and CCG on all fire, chemical release or spill, and rescue related activities, in accordance with a request or requests from the Chief(s) having jurisdiction.
- Provide liaison with provincial Ontario Fire Marshal as required.
- Access external fire resources which go beyond those available within the County as required.
- Establish and maintain communication with the Fire Chief or Chiefs of the affected municipalities.
- Document all personal actions and decisions
- Participate in debriefing.



## Director of Emergency Services

The Director of Hastings-Quinte EMS is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Provide the CCG with information and advice on pre-hospital medical matters.
- Ensuring emergency medical services at the emergency site.
- Maintain a personal log of events, actions and decisions.
- Establishing an ongoing communications link with the senior E.M.S. official (site coordinator at the scene of the emergency).
- Obtaining emergency medical services from other municipalities for support if required.
- Ensuring a triage site is established and communicated to the C.C.G.
- Liaising with Ministry of Health and Long Term Care and Central Ambulance Communication Centers to ensure emergency coverage is available at all times throughout the community.
- Ensuring liaison with the receiving hospitals.
- Ensuring communication with the Medical Officer of Health as required.
- Coordinating and transportation of patients to health care facilities.
- Advising the CCG if the means of transportation is required for large scale response.
- Participate in debrief.



## Director of Treasury

The Director of Treasury is Responsible for:

- Providing information and advice on financial matters as they relate to the emergency.
- If required, arrange to advance funds to those in need, and arrange for recovery of these funds.
- Ensuring liaison, if necessary, with the Treasurers/Directors of Finance of neighbouring municipalities.
- Ensuring that records of expenses are maintained for future claim purposes.
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency.
- Analyze the impact of the emergency on the County budget.
- Report to the EOC on budget status' as required.
- In the event of human caused emergency, prepare and submit a claim against the person responsible for the situation.
- Prepare insurance claims on behalf of the County of Hastings.
- Prepare claims for provincial and/or federal funding, as applicable.
- Activate the notification procedures.
- Provide assistance to other departments, as required.
- Maintain a log of all actions taken
- Participate in debrief



## **Director of County Social Services**

The Director of Social Services is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Upon receipt of notification contact and either place on standby or activate the County social services staff and voluntary support agencies including Red Cross, Salvation Army, St. John Ambulance, Clergy and School Boards.
- Advise the CCG on all social service related functions.
- Ensure the well being of residents who have been evacuated from their homes by arranging emergency shelter in evacuation centers by arranging emergency lodging, clothing, feeding, registration and inquiries and personal services.
- Coordinate the selection and location of reception and evacuation centers.
- Liaise with the police regarding the location of reception and evacuation centers to ensure coordination with evacuation and emergency response routes during the emergency.
- Liaise with the Fire coordinator and Police Representative to identify and pre-designate a reception and an evacuation centre which can be opened on short notice.
- Liaise with the Medical Officer of Health regarding the provision of health services in the reception and evacuation centers.
- Liaise with the school boards regarding the use of the school property for reception and evacuation facilities.
- Liaise with homes with the aged and nursing homes.
- Ensure evacuees are provided with emergency food, shelter, clothing and recreation on a humanitarian basis.
- Ensure that the emergency site and EOC are provided with emergency food to support the emergency.



## **Community Emergency Management Coordinator**

The Community Emergency Management Coordinator is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Inspecting the E.O.C. kit's at both the 1<sup>st</sup> and 2<sup>nd</sup> location on a regular basis and ensuring that the contents are all in working order.
- Ensuring that all members of the CCG have necessary plan, resources, supplies, maps and equipment.
- Provide advice and clarification about the implementation details of Hastings County Emergency Response Plan.
- Ensure that the operations cycle is met by the CCG and related documentation is maintained and kept for future reference.
- Act as liaison officer between the CCG and member municipalities and other outside agencies as required
- Maintaining the records and logs for the purpose of debriefs and post emergency reporting that will be prepared.
- Review Hastings Emergency Response Plan yearly and update any out-dated information.
- Provide training to any CCG member based on the legislated requirements.
- Participate in debriefing.



## Emergency Information Officer

The Emergency Information Officer is responsible for:

- Consult with the Emergency Control Group on the need for news briefings and conferences, the granting of media interviews, the status of media monitoring, recommended responses to media misinformation and rumour, the content of official statements, announcements and other forms of public communication, and the release of any disaster-related information to the public.
- Consult with other members of the Emergency Control Group on the status of the emergency situation and on any need for resources that could be fulfilled for the dissemination of information to the public for assistance.
- Apprise the Emergency Operations Centre members of any significant information received by the public
- Keep an up-to-date accreditation register of all bona fide media representatives assigned to direct coverage of the emergency by their organizations
- Maintaining ongoing contact with site command post, ESM and on-site information officer to ensure consistency of information and reporting on media activities
- Coordinating with on site information officer for site tours for all media team members, or, in the absence of a tour, providing the team with video footage
- Provide technical and logistical supports to accredited media representatives as requested
- Correct misinformation by contacting media program producer
- Ensure that a log is kept of all media inquiries to be transformed into a media inquiry summary and assessment component of the final operational evaluation report of media activities
- Prepare and submit an analysis of media coverage, and recommend necessary adjustments to the Public Information Plan.
- Ensuring that all interested parties are advised of the telephone numbers of the media centre.
- Ensure that the media releases are approved by the Warden and CAO prior to dissemination.
- Coordinate communication between the EOC and the public inquiry centre
- Develop and authorize work schedules of media centre personnel.
- Participate in debriefing.



## **EMERGENCY OPERATIONS SUPPORT TEAM**

The Emergency Operations Support Team is comprised of:

1. Director of Human Resources
2. Information Technology Manager
3. Director of Planning
  - a. GIS Support
4. Director of Long Term Care
5. Medical Officer of Health

The EOC Support team plays a supportive role to the County Control Group. The team has two primary roles: to provide technical support and assistance to the County Control Group by carrying out the incident management system function of planning and to ensure business continuity of the Corporation throughout the duration of the emergency.

The CCG relies on the assistance of the Emergency Operations Support Team to ensure the provision of essential services necessary to minimize the effects of an emergency on the community.

The Command function of the CCG will activate the Emergency Operations Support team or individual members thereof who will report to the emergency operations centre.

### **EMERGENCY OPERATIONS SUPPORT TEAM RESPONSIBILITIES**

The EO Support Team, as a group, is collectively responsible for the following:

- Providing information to the County Control Group regarding matters of human resources, information technology, GIS, property, recovery planning and business continuity
- Preparing documentation related to volunteer registration and screening, maps and recovery plans
- Providing technical support and advise related to the technology needs of the County Control group, Emergency Site Commander, Emergency Information/Media centers
- Securing human resources and services to support emergency response activities, as requested by the County Control Group.
- Maintaining business continuity of the Corporation and identifying emerging operational issues
- Keeping Hastings County staff advised of the emergency response and its implications
- Participating on advisory subcommittees as requested by the CCG to work on specific problem areas related to the emergency
- Participating in any debriefs.



## **INDIVIDUAL RESPONSIBILITIES**

*The individual responsibilities of the Emergency Operations Support Team are:*

### **Director Human Resources**

The Director of Human Resources is responsible for:

- Coordinating and processing requests for human resources.
- Coordinating offers of, and appeals for, volunteers with the support of the CCG.
- Selecting the most appropriate site(s) for the registration of human resources.
- Ensuring records of human resources and administrative detail, that may involve financial liability, are completed.
- Ensuring that a Volunteer Registration Form is completed, when volunteers are involved and a copy of the form is retained for County records.
- Ensuring identification cards are issued to volunteers and temporary employees, where practical.
- Arranging for transportation of human resources to and from site(s).
- Obtaining assistance, if necessary, from Human Resources Development Canada, as well as other government departments, public and private agencies and volunteer groups.
- Activate the notification procedures, if required.

### **Information Technology**

The Information Technology supervisor is responsible for :

- Reporting to the EOC or other designated site if necessary
- Ensuring the communications systems and information technology systems of the emergency operations centre are activated.
- Initiating necessary action to reasonably ensure that the information technology systems and telecommunication systems of the County Administration building function effectively
- Provide technical support and advice to the emergency information centre as required.
- Keep a record of all actions taken



### **Director of Planning**

The Director of Planning will be responsible for:

- Providing advice and assistance to the CCG and the local municipalities regarding land use, zoning and environmental factors related to the emergency
- Providing technical assistance to the CCG as requested.
- Preparing maps and visual aids related to GIS, and overall coordination of GIS services for the CCG.
- Ensuring communication and coordination between the County GIS system and those of the separated cities of Quinte West and Belleville.
- Providing technical assistance to local municipal staff developing geographical information related to the emergency
- Ensuring business continuity of the department

### **Director of Long Term Care**

The Director of Long Term Care will be responsible for:

- The safety and well being of the residents of all long term care facilities
- Coordinating the activation of the facility emergency plan, if required.
- Communicating with Community Care Access Centre regarding the provision for assistance for fragile clients requiring emergency shelter and/or meals
- Liaising with all long term care facilities affected by the emergency.



## Medical Officer of Health

The Medical Officer of Health is responsible for:

- Activating the emergency notification system in accordance with the notification procedures.
- Upon notification, notify the County health services and place their resources on standby or activate them accordingly.
- Ensuring that the Hospital and Access Centre are informed as appropriate in order for these organizations to implement their Emergency Plans as necessary.
- Liaison with the Ontario Ministry of Health, Public Health Division.
- Liaison with the ambulance service representatives regarding public health matters as well as arrangement for dealing with mass casualties in collaboration with hospital services.
- Providing advice on any matters that may adversely affect public health.
- Providing authoritative instructions on health and safety matters to the public through the Public Information Officer.
- Coordinating the response to disease related emergencies or anticipated emergencies such as epidemics, according to Ministry of Health policies.
- Liaison with other agencies for the coordination of care of bed-ridden citizens and invalids at home and in evacuee centers during an emergency.
- Ensuring liaison with voluntary and private agencies, as required, for augmenting and coordinating public health resources.
- Ensuring coordination of all efforts to prevent and control the spread of disease during an emergency.
- Liaison with officials regarding the need for potable water supplies and sanitation facilities.
- Liaison with Social Services on areas of mutual concern regarding health services in evacuee centers.
- Ensuring the public health inspection of emergency sites, where necessary, and evacuee centers to ensure safe water, safe food and the control and prevention of health hazards.
- Liaison with the District Coroner and coordinate resource support as needed.
- Continuing delivery of mandated public health programs and services to ensure continuity of care and general public health protection as resources permit.
- Advise on burial of the dead using temporary mortuaries



## **SUPPORT AND ADVISORY STAFF**

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

### **INDIVIDUAL RESPONSIBILITIES**

#### **CAO's Administrative Assistant (Duty Officer)**

- Assisting the Chief Administrative Officer, as required.
- Ensuring all decisions made and actions taken by the CCG are recorded, and maintaining a log business cycle meetings.
- Updating map and status board for CCG members.
- Ensuring that maps and status boards are kept up to date.
- Provide a process for registering CCG members and maintaining a CCG member list.
- Arranging for printing of material, as required.
- Coordinating the provision of clerical staff to assist in the EOC as required.
- Collecting personal logs of CCG members at the end of every shift.
- Upon direction by the Warden, ensure that all council members are advised of the declaration and termination of declaration of the emergency.
- Upon direction by the Warden, arranging special meetings of council, as required, and advising members of council of the time, date, and location of the meetings.
- Procuring staff to assist, as required.

#### **Legal Services Representative**

- Providing advice to the CCG on matters of a legal nature as they may apply to the actions of the Corporation of Hastings County in its response to the emergency, as required.

#### **Purchasing Agent**

- Providing and securing of equipment and supplies not owned by Hastings County
- Ensuring liaison with purchasing agents of neighboring municipalities, if necessary.
- Maintaining and updating a list of all vendors (including 24-hour contact numbers) who may be required to provide supplies and equipment.



### **Telecommunications (ARES) Coordinator**

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

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

### **Quinte Healthcare Corporation Administrator**

- Implementing the hospital emergency plan.
- Ensuring liaison with the Medical Officer of Health and Hastings-Quinte EMS representatives with respect to hospital and medical matters, as required.
- Evaluating requests for the provision of medical site teams/medical triage teams.
- Ensuring liaison with the Ministry of Health and Long Term Care, as appropriate.
- Ensuring liaison with other Health organizations in and outside of the County to facilitate the response to the emergency if required.

### **EOC Receptionist**

- Operate/coordinate phone system in EOC
- Maintain sign in/out log of EOC
- Answer phones/take messages for CCG members as required
- Provide administrative support to CCG members when possible

### **Other Agencies**

In an emergency, many agencies may be required to work with the CCG. These may include but are not limited to Emergency Management Ontario (EMO), Police Services, and The Office of the Fire Marshal, industry, volunteer groups, conservation authorities, and provincial ministries.



## **EMERGENCY OPERATIONS CENTRE (EOC) PROCEDURES**

Upon notification of a real or potential emergency, the County Control Group will report to the Primary Emergency Operation Centre. In the event that this operation centre cannot be used then the alternate location will be utilized. Upon notification of an emergency the EOC will be set up by either administrative staff or members of the CCG upon arrival. The Operations Officer (C.A.O.) will supervise the set up and ensure operational viability. **The CCG will occupy the EOC and initiate formal proceedings when a quorum of at least 3 members are present.** Time is often crucial and it is essential that the CCG initiate its activities as soon as possible. As members arrive, they will join the operation in progress as fully participating members. It is essential that despite the fact that the CCG can function without all of its members present that all members are notified in accordance with the notification procedures. The CAO will ensure that security is notified to provide controlled access to the EOC.

Upon arrival at the EOC each member will perform the following functions:

- Sign in
- Check telephone/communications
- Open personal log book
- Contact own agency and obtain status report
- Participate in initial briefing
- Participate in planning initial response/decision making process
- Pass plans decisions on to your agencies/areas of responsibility

Upon leaving the EOC each member will perform the following tasks:

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

**The layout and equipment of the EOC are detailed in Annex B**

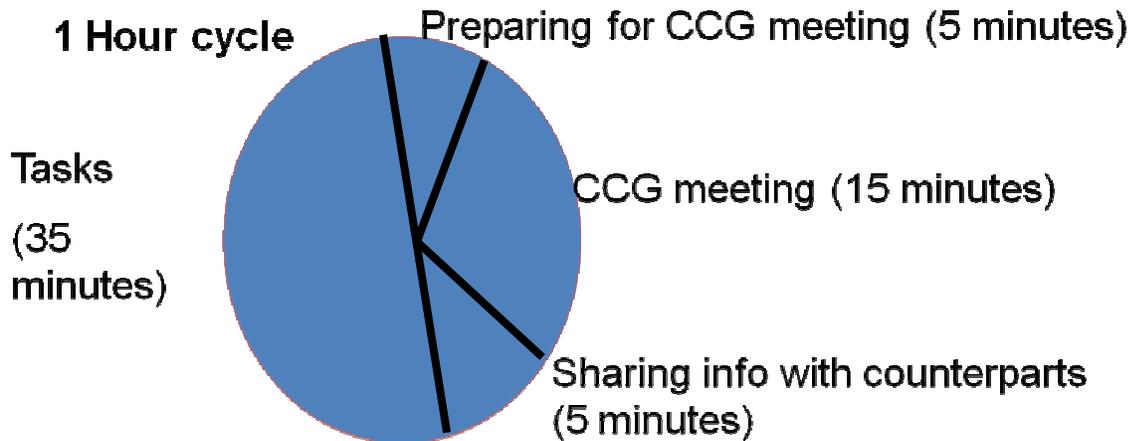


## OPERATING CYCLE

Members of the CCG will gather at regular intervals to inform each other of actions taken and problems encountered. The Commander (CAO) or alternate will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible thus allowing members to carry out their individual responsibilities. The Duty Officer will maintain the status board and maps, which will be prominently displayed and kept up to date. It is essential that each member covering each area of responsibility is heard from during the process. The CCG is a team effort and the actions or inactions taken, in one area may have a significant impact upon another.

The “round table” discussion should include problems, questions and any relevant information so that timely informed decisions can be made as a group. Objectives should be established and assigned, and the Duty Officer will keep a record of tasks assigned. Once the meeting is completed, the members will contact their agencies and pass on any relevant information or directives which come as a result of the operational cycle meeting. During the period between meetings, members are to be following up with their organizations and ensuring that the decisions of the CCG are being implemented.

It is essential that the EOC is comfortable, has good communications and is secure from unnecessary distractions. Only CCG members, ad hoc CCG members, and EOC support staff should have access to the EOC. Media are not allowed into the EOC, nor is anyone who has not been authorized by the Commander.





## **EMERGENCY INFORMATION PLAN**

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

The local Emergency Information Centre (EIC) will be located at 235 Pinnacle St. County Council Chambers.

Depending on the nature of the emergency, it may be necessary to establish a media information area adjacent to the emergency site, as decided by the County Control Group. This area, if established, will be staffed as determined by the CCG.

### **1. Emergency Information**

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

- Establishing a communication link with any media coordinator(s) (i.e. provincial, federal, private industry, etc.) involved in the incident, ensuring that all information released to the media and public is timely, full and accurate;
- Ensuring that the EIC is set up and staffed and a site EIC, if required;
- Ensuring liaison with the CCG to obtain up-to-date information for media released, co-ordinate individual interviews and organize press conferences;
- Ensuring that the following are advised of the telephone number of the media centre:
  - Media;
  - County Control Group;
  - Any other appropriate persons, agencies or businesses.
- Providing direction and regular updates to the Public to ensure that the most accurate and up-to-date information is disseminated;
- Ensuring that the media released are approved by the Chief Administrative Officer (in consultation with the Warden) prior to dissemination, and distributing hard copies of the media release to the EIC, the CCG, Citizen and other key persons handling inquiries from the media;
- Monitoring news coverage, and correcting any erroneous information;
- Maintaining copies of media releases and newspaper articles pertaining to the emergency.



## EMERGENCY TELECOMMUNICATIONS PLAN

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

The Emergency Telecommunications Coordinator for Hastings County is a predetermined Amateur Radio Operator. The Emergency telecommunications Coordinator is part of the initial Emergency Notification Procedure (if necessary) who in turn will call upon his contacts for further communication support, as required.

The Telecommunications Office may be located in an office adjacent to the EOC. It should be equipped with portable hand radios, battery back-up and two-way radio with the necessary channels to communicate with police, fire, EMS and other allied services.

Communications between the EOC and the other responding agencies will occur with the support of a runner. All messages are to be written on the Amateur Radio Message Forms (Forms) and logged. (Annex D)

### ARES ACTIVATION

1. Using the ARES map in **Annex J** determine the geographical area of the ARES network to be turned on.
2. Document exactly what you want the ARES network to do for you, including:
  - a. the nature of the information you are trying to find out or share
  - b. geographical areas to be covered
  - c. specific agencies and personnel to be contacted, if known
  - d. communications cycle
  - e. who they should be reporting back to at the EOC, including phone number
3. Call the ARES Emergency Coordinator in the current ARES activation call-tree and brief them per bullet #2 above. Contact information can be found in Annex J
4. Ask them how long it will take to activate the network, and to report any problems, reporting gaps (e.g. no radio operator in specific area), and to confirm when the system is working the emergency.

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5. Confirm with Command that contact has been made with the ARES Emergency Coordinator and have asked that they activate in support of the emergency and note the information received from bullet # 4.
  
6. Log your information and activities

**Note:** until such time as the County's EOC is renovated, ARES has agreed to send a Liaison Officer to the EOC to coordinate messaging between the EOC and the actual ham radio operator, located off-site.



## **GUIDE TO EMERGENCY RECOVERY**

This guide is intended to provide a structure from which the County of Hastings will be able to perform the tasks necessary to bring the County back to a normal state of existence.

The County Control Group will decide when to activate the recovery process, which in most circumstances occurs during the period when the termination of the emergency is being discussed.

The structure is formed on a committee and sub-committee basis. The following committees are required:

The Recovery Committee  
Citizen Needs Sub-Committee  
County Infrastructure Sub-Committee  
Finance/Claims Sub Committee

The responsibilities of the committees and their membership consist of the following:

### **THE RECOVERY COMMITTEE**

The Recovery Committee is the ultimate authority when it comes to directing the County recovery process. All sub-committees report to the Recovery Committee.

Members:     The Warden  
                  The Chief Administrative Officer  
                  Chairs of sub-committees

Provisions for ad hoc membership is made when a need is determined for special representation, if and when necessary.

Duties:        Inform citizens/County government of recovery activities  
                  Co-ordinate sub-committee activities  
                  Liaise with Province re: Funding support  
                  Termination of recovery when appropriate  
                  Provide a final report to County Council



## **CITIZEN NEEDS SUB-COMMITTEE**

The chair of the sub-committee directs the activities of the sub-committee.

**Members:** Director of Social Services (Chair)  
Medical Officer of Health (or representative)  
Red Cross (representative)  
Salvation Army (representative)  
Business Development (representative)

Provision is made for ad hoc membership where there is a need for special representation, when and if necessary.

**Duties:** Continuation of evacuee centres/services  
Long term housing assistance  
Storage/distribution of donated items  
Assistance to special populations  
Health standards maintenance  
Report to the Recovery Committee

## **COUNTY INFRASTRUCTURE SUB-COMMITTEE**

The chair of the Sub-committee directs the activities of the Sub-committee.

**Members:** CAO (Chair)  
Warden  
Director of Finance  
Director of Human Resources  
Director of Social Services

Provision is made for ad hoc membership when a need for special representation is identified.

**Duties:** Ensure operational capacity in vital establishments  
Sustenance provisions (such as sufficient water and electricity)  
Temporary structuring and/or re-routing  
Report to the Recovery Committee



## **FINANCE/CLAIMS SUB-COMMITTEE**

The chair of the sub-committee directs the activities of the sub-committee.

**Members:** Director of Finance (Chair)  
A County Council Member  
CAO

Provision is made for ad hoc membership when a need for special representation is identified.

**Duties:** Co-ordinate records of emergency expenditures  
Liaison with Municipal Affairs re: Funding assistance  
Claims to Provincial/Federal Governments  
County Insurance Claims  
Financial Impact Assessments  
Report to the Recovery Committee

## **ODRAP**

As a consequence of an emergency or disaster, there are often costs associated with the recovery efforts that directly impact individuals and families, farmers, small business, non-profit organizations, and municipalities. In an effort to help offset some of these unexpected costs due to natural disasters, not covered by insurance, the Provincial Ministry of Municipal Affairs and Housing (MMAH) administers the Ontario Disaster Relief Assistance Program – ODRAP for short.

Generally speaking, the main purpose of ODRAP is to cover specific, but not all, costs of returning essential items back to pre-disaster conditions for people who fall within the designated disaster area, and are unable to cope with these expenses on their own. Some extra-ordinary costs to damage to critical infrastructure of municipalities may also be covered.

In the event the County of Hastings determines it will seek ODRAP funding assistance, the Finance and Administration Chief will coordinate with MMAH to ensure that the necessary ODRAP forms are completed, and processes are implemented to address municipality-based fund raising, donations management, and financial tracking of claims made by the municipality, individuals, small business, farmers and non-profit organizations. This will involve the activation of a Disaster Relief Committee in support of these efforts.

**Time is important** following the declaration of an emergency by a municipality. If the County of Hastings wants to make a request for ODRAP funding assistance, it must submit a request for a ‘disaster declaration’ to the Minister of Municipal Affairs and Housing within **14 business days** of the date on the signed Declaration of Emergency form that was submitted to EMO. The Finance and Administration Chief should notify the local MMAH Office as soon as possible,

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following the Declaration of Emergency, to ensure that all ODRAP filing requirements have been made to qualify for ODRAP funding assistance.

MMAH has the final say it what will and will not be covered under the program.

The County of Hastings can also make ad hoc program funding assistance requests to MMAH in the event that ODRAP is not suitable. This requires more detailed discussions between the Finance & Administration Chief and the local MMAH, as it is done on a case-by-case basis at the time of the emergency.



## UPDATES AND AMMENDMENTS

Updated yyyy/mm/dd	Comments	Updated by
<b>2004/06/08</b>	<b>New Warden Elected – updated contact info.</b>	<b>Doug Socha</b>
<b>2004/07/16</b>	<b>New Medical Officer of Health</b>	<b>Doug Socha</b>
<b>2004/12/05</b>	<b>New By Law 2004-0045 and County Warden</b>	<b>Doug Socha</b>
<b>2006/06/26</b>	<b>New Medical Officer of Health - Updated Contact Info</b>	<b>Doug Socha</b>
<b>2007/04/18</b>	<b>New County Warden New H/R Director New Sub-Committee Members, Additional Alternate members added</b>	<b>Doug Socha</b>
<b>2009/07/31</b>	<b>Entire plan amended</b>	<b>Leanne Latter</b>